

## COMMON OYRBS PROBLEMS AND SOLUTIONS

Updated August 2016

### **“I can’t log in.”**

If you forgot your password, hit “forgot password” on the login page. Your account will lock after five or more consecutive unsuccessful login attempts. If this does occur, contact your survey administrator or [wionlineyrbs@dpi.wi.gov](mailto:wionlineyrbs@dpi.wi.gov).

**WI OYRBS Administrative Login**

Welcome to the Wisconsin Online Youth Risk Behavior (OYRBS) Survey administrative site. If you are a registered user, enter your Username and Password in the spaces provided below. If you are a new user, please [register](#).

**Returning User**

Enter your Username and Password below.

Username:

Password:

Remember me next time.

[Forgot My Password](#)

Sometimes the system will not let users on when they copy and paste their passwords. Try **typing your password** instead. That often works.

### **“I can’t see the reports for my survey.”**

*There are a few things you can try.*

- 1) **Check your survey status:** Make sure that your survey is closed (i.e., that the end date has passed) and that it had at least five participants (see “Participant Total”, “View Reports”). Surveys that are open or that have 5 or fewer participants will not show up in the reports.

*First check under “Edit Surveys” to make sure that the end date has elapsed. Results are available by 5pm on the day of the “End Date”.*

Survey ID: **4079**

PDF format:  View Survey | [View Spanish Survey](#)

\*Survey Title:

Survey Description / Notes:

\*Survey Level:  ▼

\*Start Date:

\*End Date:  The end date applies to all schools in this survey.

*If you get the message below (under “View Reports”), there are probably no participants.*

## Survey Results

This report list the survey results by question. **Note: Results are only available for surveys that are closed and have more than 5 participants that completed the survey.**

There are no surveys available.

Here's where you check the participant totals (under "View Reports")

## Participants Totals

This report list the number of participants for a survey. You can view the results by demographic area.

Survey ID	Survey Title	School/Group Name	
4064	McCoy Test	Kids in Need, Inc.	View Report

If you are administering a survey at the CESA or County level, you will only be able to see reports if two or more schools complete the survey. This is to protect school-level information when only a single school has responded.

- 2) Make sure that you have proper **Report Viewer** access.
  - a) Check that you have an active Report Viewer account, and that your permissions in that account are for the school(s) or district(s) you need. A common error is that someone has school-specific rights, but wants access to data from all schools in the district.

*If you need access to all schools in the district, make sure your role looks like this:*

School:

## Administrative Tasks

User Role:   Report Viewer

- b) Go into the Edit Survey screen and make sure that you are added as a "Report Viewer" on that survey (this is **Step 4** on the Edit Survey screen).

### Step 4

To allow someone to view the results of the survey, they must be added to the Survey Report Viewers section of the survey. Expand the section by clicking the plus (+) sign to the left of the Survey Report Viewers header and click the **Add Report Viewers** button. The survey report viewers will be listed below.

No Report Viewers have been added. Click the **Add Report Viewers** button to add Report Viewers to this survey.

Add Report Viewers

If you are administering a survey at a county or CESA level, you will only be able to see the aggregate data across ALL schools. If you want to see the data by school, you need school-level folks to grant you Report Viewer access at the school level.

3) **Make sure that the report you want is available for your type of school:** Certain reports are only available at the high school level. Since the State does not collect official statistics at the middle school level, Comparison Reports are not available for middle school surveys.

**“My survey doesn’t skip irrelevant questions.”**

Skip patterns are built into the main clusters (“Question Clusters”) that appear on the “Edit Survey” page (see below). This means that if a student says that they do not use tobacco, they will not be asked the rest of the tobacco questions.

There are other, “supplemental” questions that are available a la carte. Since these questions are selected individually, there is no skip logic involved. So when you use supplemental questions, the students have to answer all of them, regardless of how they answer.

**Question Clusters**

- |  |  |
|--|--|
| <input type="checkbox"/> Select All Clusters         | <input type="checkbox"/> Alcohol Use         |
| <input checked="" type="checkbox"/> Demographics     | <input type="checkbox"/> Marijuana Use       |
| <input type="checkbox"/> Height and Weight           | <input type="checkbox"/> Other Drug Use      |
| <input type="checkbox"/> Traffic Safety              | <input type="checkbox"/> Sexual Behavior     |
| <input type="checkbox"/> Weapons                     | <input type="checkbox"/> Weight Loss         |
| <input type="checkbox"/> Physical Fighting           | <input type="checkbox"/> Eating Habits       |
| <input type="checkbox"/> Threats and Personal Safety | <input type="checkbox"/> Physical Activity   |
| <input type="checkbox"/> Bullying                    | <input type="checkbox"/> Other Health Issues |
| <input type="checkbox"/> Self Harm                   | <input type="checkbox"/> Health Status       |
| <input type="checkbox"/> Depression and Suicide      | <input type="checkbox"/> Social Support      |
| <input type="checkbox"/> Tobacco Use                 |  |

**Supplemental Questions**

No supplemental questions have been added. Click the **Add Supplemental Questions** button to add supplemental questions to this survey. To find the new disaggregation questions select Miscellaneous cluster and select New Disaggregation category.

Add Supplemental Questions