Step-by-Step Guide for Principals (and Survey Contacts) to the Staff Opinion Survey

The information Principals and Survey Contacts will need to conduct the 2010 Staff Opinion Survey is contained in this Step-by-Step Guide.

IMPORTANT: This guide does not apply to schools participating in the Staff Opinion Survey Pilot through InsightSRC.

Step 1

Between now and Monday 3 May, Principals should complete two tasks:

Task 1: The Principal should decide who in the school will be responsible for the administrative tasks associated with the survey. This person will be referred to throughout these instructions as the Survey Contact. The Principal may choose to be the Survey Contact themselves, or may nominate a staff member. The nomination of a Survey Contact is for the school’s internal processes only (DEECD does not require their details).

Task 2: The Principal should advise all staff of the upcoming survey, making sure to cover all the material in the Staff Survey Notice, including telling staff the name of the Survey Contact. The Principal might opt to read this notice to staff, supply them with a copy, and/or display a copy on the staff noticeboard.

Step 2

On Tuesday 4 May, all staff with an EduMail account will receive an email about the survey. The email will contain the details in the Staff Survey Notice referred to above.

Step 3

Once staff are aware of the upcoming survey, the Survey Contact may be approached by some staff about the User Name and Password they need to access the survey. If the staff member knows their EduMail User Name and Password, they should use this to access the survey. If not, the Survey Contact should be able to resolve all queries by following the procedure below:

- Go to the EduMail website at: www.edumail.vic.gov.au
- Before logging in, select the link titled <EduMail Support> (located at the top left of the window)
- Enter the Principal’s EduMail User Name and Password
- Select the link titled <My Tools> (on the left-hand side of the window)
- On the right side of the window, select the button titled <Account Administration>
- You should see the ‘EduMail Account Administration’ page. A list of all EduMail accounts for your school will be displayed. Is the staff member on this list?
  - Yes - follow the Section A instructions below
  - No - follow the Section B instructions below

Section A (where the staff member is on the EduMail accounts list) advise them of their EduMail User ID and, if they have forgotten their password, reset their EduMail Password. To reset a password:

  - Click on the staff member’s name. Staff account details will be displayed
  - Click on <Reset this User’s Password>. A confirmation screen will be displayed
  - Click on <Yes, Reset the Password>. A new password will appear on the screen
  - Advise the staff member of their new EduMail Password
  - Exit the system. To do this, click on the EduMail logo labelled <EduM@il> at the top left of the window. That is the end of Step 3 for this staff member.

Section B (where the staff member is not on the EduMail accounts list) create an EduWeb Account by following the steps below:

- Under the heading ‘Staff Opinion Survey’, click <Login (User Name and Password required)>
- Enter the Principal’s EduMail User Name and Password
• Click <Create EduWeb Account>

• On the ‘Nominate EDUWEB User’ page, enter the staff member’s surname, given name and initial, plus the Survey Contact’s email address

• Click <Add>

• Click <Submit>

• Two emails will be sent to the Survey Contact’s email address. One will contain the EduWeb Account holder’s name and the Username. The other will contain the Username and Password. Both these emails should be made available to the new EduWeb Account holder, so they can commence the online survey

• Click <Exit Nominate EDUWEB system>

• Click <Exit Online Opinion Survey System> (located at the top of the screen). That is the end of Step 3 for this staff member.


**Step 4**

**By Thursday 6 May**, the following two tasks should be completed.

**Task 1:** The Principal should have decided whether to include the optional leadership questions in the school’s 2010 Staff Opinion Survey.

If the leadership questions are to be **excluded**, no action is required at this Step, as the default setting is to exclude the leadership questions.

If the leadership questions are to be **included**, the Survey Contact will need to select this option in the Online Opinion Survey System from Monday 19 April, as follows:


• Under the heading ‘Staff Opinion Survey’, click <Login (User Name and Password required)>  

• Enter the Principal’s EduMail User Name and Password

• Under the heading ‘Optional Leadership Questions for the Staff Opinion Survey,’ note whether the ‘Current setting’ for the leadership questions is INCLUDE or EXCLUDE. If you wish to change the current setting, click **Include Leadership questions** (you can toggle back and forth by clicking this button)

• Click <Exit Online Opinion Survey System> (located at the top of the screen)

**NOTE:** After **Thursday 6 May**, the option to include the leadership questions will not be available.

If you are an Acting Principal and have decided to include the leadership questions, ensure staff are aware who these questions refer to (that is, either to yourself as Acting Principal or to the Principal). The Acting Principal should make this decision.

**Task 2:** The Principal should have flagged those staff members with an EduMail account who should not be given access to the survey because they do not meet the criterion for inclusion in the survey - staff members who have worked at the school on a day-to-day basis (including part-time staff) during the month preceding the survey. More specific guidelines on who should and should not complete the survey are provided in the Frequently Asked Questions section at: www.education.vic.gov.au/management/schoolimprovement/performancedata/surveys/staffsurveyfaq.htm.

To flag EduMail accounts as ‘no access’, follow the procedure below from Monday 19 April:

• From the current list of EduMail accounts for your school (which you can view by following the first 6 dot points in Step 3 above), determine which accounts should be flagged ‘no access’

• Under the heading ‘Staff Opinion Survey’, click <Login (User Name and Password required)>

• Enter the Principal’s EduMail User Name and Password

• Click <No Access>

• Click <Next> (you may then have to re-enter the Principal’s EduMail User Name and Password). A table of EduMail accounts that are currently flagged as ‘Deny Access’ will appear (this table will initially be empty)

• Click <Deny Access>

• For the EduMail account that will not have access to the survey, enter the associated EduMail PIN or first name or last name (or any combination of these) and click <Search>. A table of EduMail accounts that satisfy your search criteria is displayed

• Tick the box next to the EduMail account that will not have access to the survey

• Click <Add selected Users> (this adds the EduMail account to the ‘no access’ list)

• If you want to flag other EduMail accounts as ‘no access’, repeat the last three steps

• Once your ‘no access’ list is finalised, click <Back>. A table of all the EduMail accounts on the ‘no access’ list is displayed

• Click <Close>

• Click <Exit Online Opinion Survey System> (located at the top of the screen)

To reverse this process (in other words, if you have added an EduMail account to the ‘no access’ list in error), follow the procedure below:


• Under the heading ‘Staff Opinion Survey’, click <Login (User Name and Password required)>

• Enter the Principal’s EduMail User Name and Password

• Click <No Access>

• Click <Next> (you may then have to re-enter the Principal’s EduMail User Name and Password). A table of EduMail accounts that are currently flagged as ‘Deny Access’ will appear

• Tick the box(es) next to the EduMail account(s) that will have their access to the survey restored

• Click <Remove Selected User(s)> (this removes the EduMail account(s) from the ‘no access’ list). An updated table of all the EduMail accounts on the ‘no access’ list is displayed

• Click <Close>

• Click <Exit Online Opinion Survey System> (located at the top of the screen)

**Step 5**

**During May / June**, the survey takes place. It can be completed between Monday 10 May and Friday 25 June. However, to avoid overloading the Opinion Survey System (thereby compromising the speed of the system), it is strongly advised that staff complete the survey in the 2-week bands shown below. All staff with an EduMail Account, including Principals, will receive an email prior to their 2-week band advising them that the survey has commenced and should be completed within 2 weeks.
### Region
<table>
<thead>
<tr>
<th>Region</th>
<th>2010 Staff Opinion Survey</th>
<th>Recommended Start Date</th>
<th>Recommended End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barwon South Western</td>
<td></td>
<td>Monday 10 May</td>
<td>Friday 21 May</td>
</tr>
<tr>
<td>Northern Metropolitan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Western Metropolitan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gippsland</td>
<td></td>
<td>Monday 24 May</td>
<td>Friday 4 June</td>
</tr>
<tr>
<td>Grampians</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southern Metropolitan</td>
<td></td>
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<td></td>
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<tr>
<td>Eastern Metropolitan</td>
<td></td>
<td>Monday 7 June</td>
<td>Friday 18 June</td>
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</table>

Principals are asked to make time available for their staff to participate in the survey.

**Step 6**

Towards the end of the 2-week survey period, the Principal / Survey Contact should check the response rate and aim to maximise it as much as possible (by asking staff to complete the survey). Schools should aim to achieve a minimum response rate of 75%.

To view the response rate report:

- Under the heading 'Staff Opinion Survey', click <Login (User Name and Password required)>
- Enter the Principal’s EduMail User Name and Password
- Click <Response Rate Report>. A table showing the school, school type, region and state response rates is displayed
- Click <Back to Main Page> (located at the top of the screen)
- Click <Exit Online Opinion Survey System> (located at the top of the screen)


**Step 7**

Soon after the survey end date all staff with an EduMail Account will receive an email thanking them for participating in the survey, or asking them to participate if they have not already. The system will be left open until Friday 25 June to accommodate participants who have missed the end date.

**Step 8**


**Further Assistance**

As in 2009, the plan is to funnel all staff queries through the Survey Contact and have the Survey Contact get in touch with the Staff Opinion Survey Helpline (see below) when necessary, making the Survey Contact the local expert.

The Staff Survey Notice referred to above instructs staff to approach their Survey Contact with all queries about the survey. The Survey Contact should be able to answer the queries from the documentation at the following web page: [www.education.vic.gov.au/management/schoolimprovement/performancedata/surveys/staffsurvey.htm](http://www.education.vic.gov.au/management/schoolimprovement/performancedata/surveys/staffsurvey.htm). This web page includes answers to frequently asked questions, which will be updated regularly.

If the Survey Contact requires further information, they should send an email to [staffopinion.survey@edumail.vic.gov.au](mailto:staffopinion.survey@edumail.vic.gov.au) or call the Staff Opinion Survey Helpline on 9637 3257.