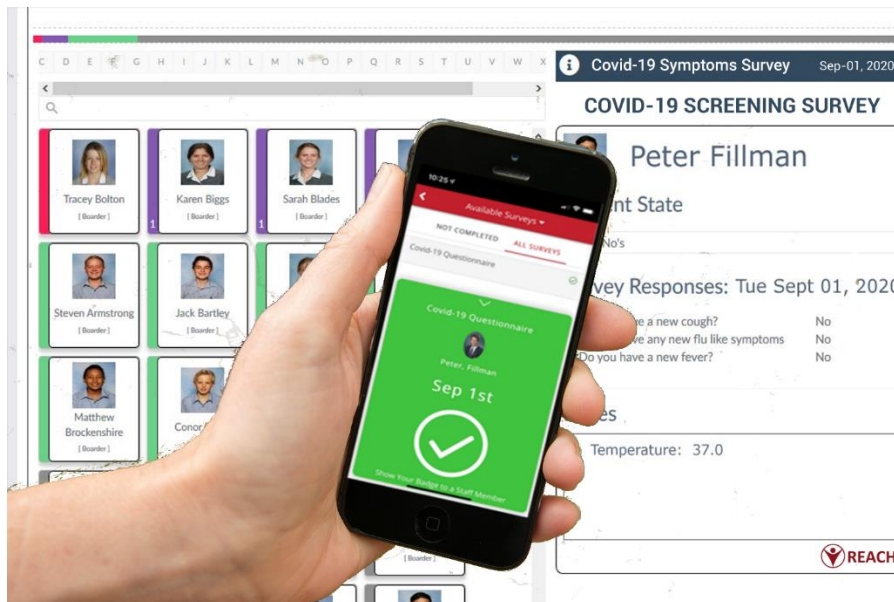


Surveys – Covid-19 symptoms screening

REACH has designed a new module called REACH Surveys to help schools stay on top of their COVID-19 response.



Overview

REACH Surveys allow schools to send out a daily screening survey to students, parents, and staff allowing them to self-identify symptoms of COVID-19.

Features of the Covid-19 Symptoms Screening Survey include

- Create custom questions for your survey
- Dynamic real time results display in a kiosk view dashboard
- Direct communication tools with each survey participant
- Ability to add notes to participant survey results
- Instruct participants on protocols they need to follow based on their survey results
- Alert staff of responses that trigger a need to take action
- Historic reporting of survey results

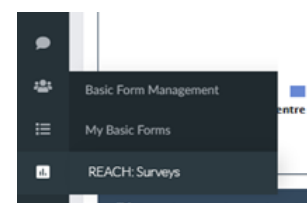
View a demonstration video of the Covid-19 Symptoms Screening Survey at

<https://vimeo.com/453491696>

Designing your Survey

The survey is designed to capture Yes/No answers that can trigger instruction responses to the survey participant and alert staff when a positive symptoms answer is received.

To create your Covid-19 Symptoms Survey navigate in the menu bar of your REACH portal to Surveys and click Basic Form Management.



Set the Form Details

The screenshot shows the 'Basic Survey Details' form. It includes a header with 'Save', 'Cancel', and 'Delete' buttons. The form is divided into several sections: 'Label' (with a text input field), 'Weekly Availability' (with checkboxes for days of the week), 'Is Active?' (with a dropdown menu), 'Audience' (with a dropdown menu), 'Student Filters' (with dropdowns for Dorm, Grade, Group, and Location), 'Include Student's parents?' (with a dropdown menu), 'Show only parents?' (with a dropdown menu), 'Survey Preamble' (with a rich text editor), and 'Questions' (with a table of questions and actions). Red circles with numbers 1 through 6 are placed over the form to indicate key sections.

- | | | |
|---|----------------------|--|
| 1 | Label | The title displayed to the audience and users. |
| 2 | Availability | Set the days of the week that you are expecting responses for. |
| 3 | Is Active? | Hide or show the survey. |
| 4 | Audience | Select the user roles in your portal that will be your survey audience (ie: who you want responses from) |
| 5 | Form Preamble | You can introduce the survey with custom information or preamble. |
| 6 | Questions | Set your survey questions |

Filter participating students

If Students/Boarders are selected in the audience dropdown, you will be prompted with additional options.

- **Student Filters:** You can set filters so only certain dorms, years, groups, and current locations are able to complete the survey.
- **Include Student's Parents?:** Allow parents to complete the survey on behalf of their child.



How to create Survey Questions

You can customize your survey questions and you can trigger automatic actions to message users and/or contact staff based on the Yes or No answer received for each question. .

The screenshot shows the 'Question Details' interface. It includes a 'Question Text' field with the text 'Do you have any new flu like symptoms?' (1), an 'Ordinal' field with the value '1' (2), a dropdown menu for 'What to do if answered YES?' (3) with options 'Do nothing', 'Email someone', 'Display message to user', and 'Email someone, display message to user', and a dropdown menu for 'What to do if answered NO?' (4) with the option 'Do nothing'. A separate window is open for 'What to do if answered YES?', showing fields for 'Email someone, display message to user' (with email 'medicalstaff@schoolname.edu'), 'Display Message to User when answered YES' (with message 'Please stay in your room and a staff member will contact you shortly.'), and 'What should we tell the user when this question is answered yes?'. Buttons for 'Delete', 'Save', and 'Cancel' are visible at the bottom.

Click the Add Question button

1	Question Text	The question that will be displayed to the audience.
2	Ordinal	Set where in the order the question will be asked in.
3	What to do on Yes	Set the workflow if you want a Yes response to trigger an action.
4	What to do on No	Set the workflow if you want a No response to trigger an action.

Triggered response actions

You can set the following actions to occur based on the Yes or No response to any question.

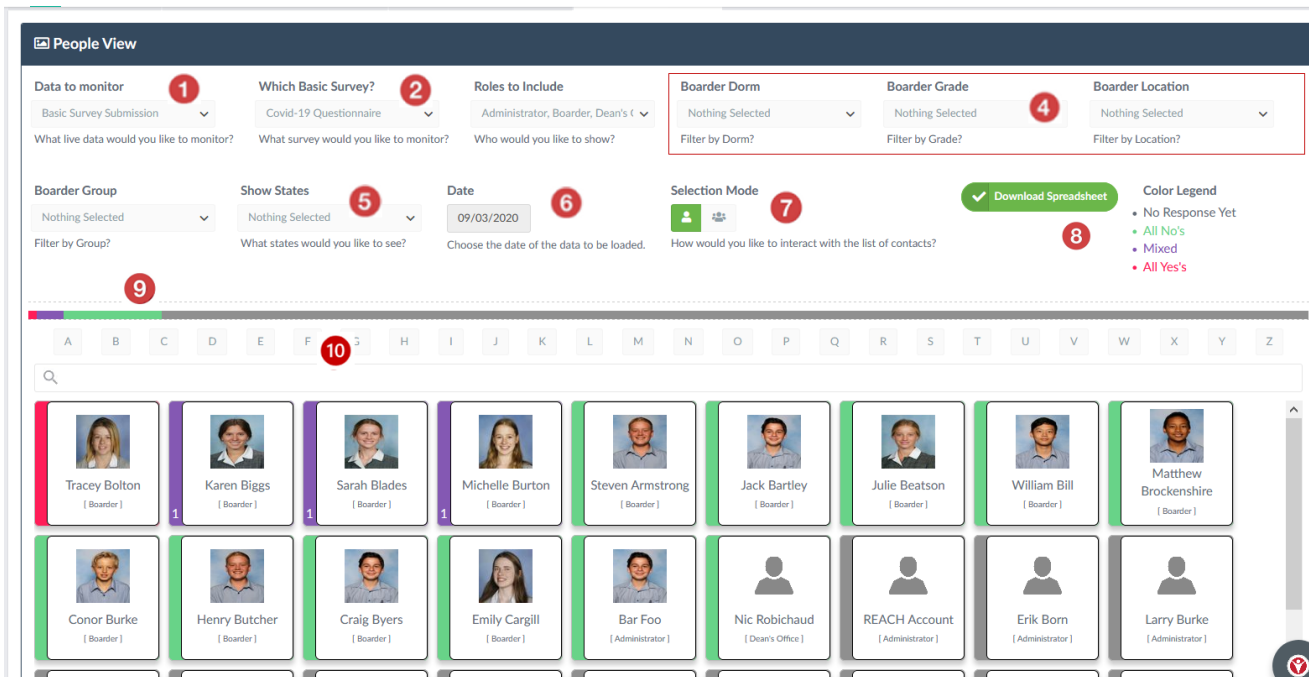
- **Do nothing:** - No workflow will be triggered.
- **Email someone:** - Send an email to someone. You can send emails to multiple people by separating emails with a comma.
- **Display message to user:** - Define the message displayed to the user in a pop-up when they complete the survey.
- **Email someone, display message to user:** - Triggers both actions when the survey is submitted.



Viewing Survey Results

Survey responses are displayed in a purpose built **People View** dashboard. Go to Dashboards > People View to open the dashboard.

*If you do not see People View as a dashboard display option then it needs to be activated in your user accessibility settings. Turn on **MM_VIS_DASHBOARDS_PEOPLEVIEW** in the Dashboards visibility options.*







- | | | |
|----|---------------------------|--|
| 1 | Data to monitor | Select the Basic Survey Questionnaire. |
| 2 | Which Survey? | Select the name of your Survey to view. |
| 3 | Roles to include | Which Roles to display (Students & Staff roles) |
| 4 | Filters | Filter your students using common student filtering options |
| 5 | Show States | Show the response state (All Yes, All No, Mixed answer) |
| 6 | Date | Date of survey records you want to display |
| 7 | Selection Mode | Individual or bulk selector mode |
| 8 | Download | Downloads screen results to spreadsheet |
| 9 | Status metrics bar | The population status is displayed as a `100% horizontal bar |
| 10 | Search | Use the search bar or Alpha quick select options to find an individual rapidly |



Colour coded response status

Colours on the cards correspond to the responses that the users have submitted.



	All YES	Respondent answered YES to all questions
	Mixed response	Respondent answered YES to some questions. The number of Yes responses is identified by the number in the sidebar
	All NO	Respondent answered NO to all questions
	No Response	No responses submitted.

Click profile image to expand contact's view

Clicking on any user's card in the People View dashboard will open the details of their response for the relevant survey. From this view there are a number of actions that can be taken whilst looking at their detail view

1. **Send Message** - send the person a message by email, SMS, Push notification or internal messaging.
2. **Log notes** - You can log notes associated with the responses or individual
3. **Change State** - change the colour of their card by changing their current State. It is important to note that this does not change their responses but allows nurses and administrators to process users that have been checked in person.

Basic Survey Side Panel

Covid-19 Questionnaire

Michelle Burton Contact

Current State

Mixed

Form Responses: Fr 21/08@3:57 AM

Do you have a fever or feel feverish?	No
Do you have a sore throat?	No
Do you have a cough?	Yes
Have you lost your sense of taste or smell?	No
Have you been in contact with someone who has a confirmed case of COVID-19?	No
Do you have a runny or stuffy nose?	No

Notes

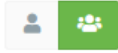
Save Note



Bulk messaging contacts in your view

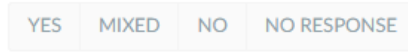
The Bulk Selector icon allows you to select multiple contacts for bulk messaging. Messaging is one directional alerts that can be sent to the selected contacts.

Selection Mode



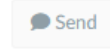
How would you like to interact with the list of contacts?

Selection Toggle



How would you like to interact with the list of contacts?

Quick Message



Send the selected contacts a message

When switching the Selection Mode to Bulk a selection toggle and messaging options appears as part of your selection options.

From the filtered view that is currently showing on your screen you can bulk select any status of user based on their responses to your survey (All Yes, All No, Mixed response or No Response).

Once you have selected the group of contact that you want to message clicking on the Message icon will open up the Messaging dialogue where you can message the selected contact by Email, SMS, Push notification or Internal message.

Quick Message

Message

Channel

Email SMS PUSH Internal



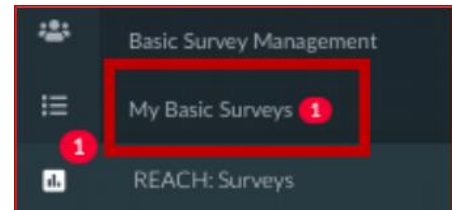
Responding to Surveys

You can invite students, staff or parents to complete your survey questions and they can access the survey to submit their answers by logging in to REACH on either the web portal or mobile app.

If there is a survey open for a response, you will see a pop-up notification when you first log into the REACH app.

Completing surveys on web portal

- Log in to your school's REACH portal using your username and password.
- Access the Surveys menu item in the left side menu. The number being displayed represents the number of surveys that are available for you to complete
- Select from the list of surveys that are available for to complete



SurveyID	Label	DOW Available
1	Covid-19 Questionnaire	Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

Showing 1 to 1 of 1 entries

Previous 1 Next

- Open the survey that you wish to complete

My Basic Surveys: Covid-19 Questionnaire

Please take a few minutes to complete the Pre-Arrival Screening COVID19 Survey.

Q. 1 Do you have a new cough?

Q. 2 Do you have any new flu like symptoms?

Q. 3 Do you have a new fever?

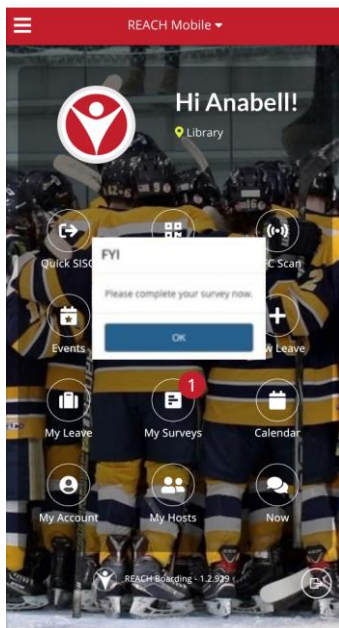


Completing surveys on mobile app

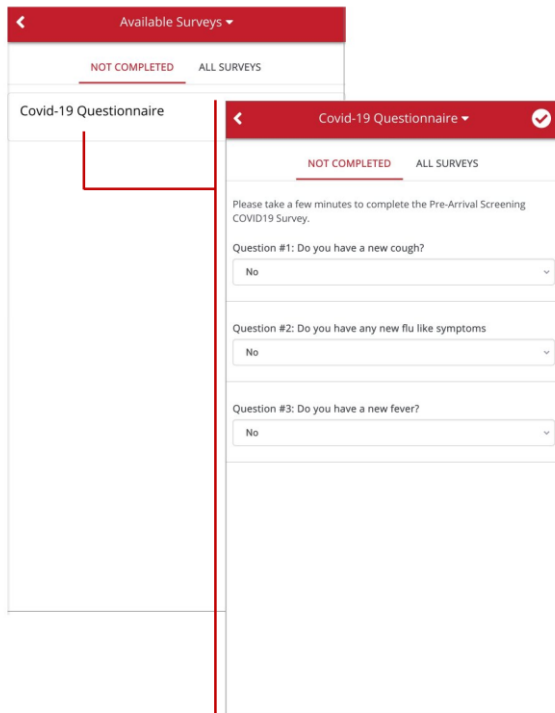
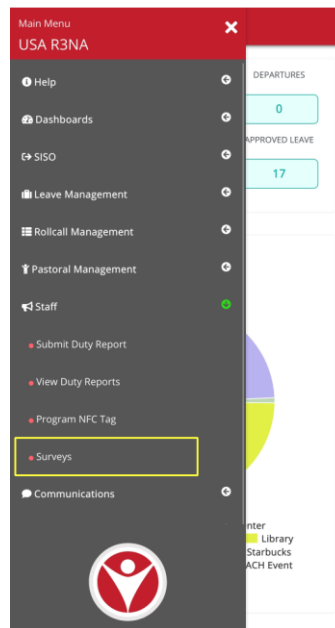
Survey forms ready for completion are available for users when they log into the mobile app.

Access to Surveys for students and parents is via the My Surveys icon on their mobile app home screen.

Student / Parent View



Staff View



When selecting the Surveys option from the menu items available the app will display all of the surveys that are available for that user to complete. Selecting the relevant survey will open the survey questions for completion.

Users are provided with a daily status record on their phone app which can be used as a visual pass.



FAQs

Am I going to get a separate email for each user?

Yes, if you set up the questions to email someone on both a YES and NO response. You will only get one email per user. The email will condense all the responses that you were set to be notified of. If a question is missing, check that you were correctly set to be notified of that response.

How do I create an account that can ONLY respond to surveys?

1. Navigate to System Configuration > Infinity.
2. Create a new Base Security.
3. Click Permissions on the left and open the Dashboards settings.
4. Turn off all permissions except **MM_VIS_HELP** under the Help settings and **MM_VIS_DASHBOARDS_METRICS** under the Dashboards settings.

How do I prevent unauthorized staff from viewing the results of the survey?

1. Navigate to System Configuration > Infinity.
2. Select the Role you would like to modify.
3. Click Permissions on the left and open the Dashboards settings.
4. Turn off **MM_VIS_DASHBOARDS_PEOPLEVIEW**

Staff members can't see the Staff section in the sidebar of the mobile app. How do I enable it?

1. Navigate to System Configuration > Infinity.
2. Select the Role you would like to modify.
3. Click Permissions on the left and open the Staff settings
4. Turn on **MM_VIS_STAFF**

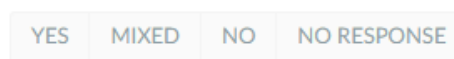
How do I send a reminder to complete the survey?

Selection Mode



How would you like to interact with the list of contacts?

Selection Toggle



How would you like to interact with the list of contacts?

Toggle Bulk Selection Mode and select the users you would like to message. You can quickly select all users in a particular state by clicking a state in the Selection Toggle.

Click the Quick Message button and type the message you would like to send. You can choose the method with which to send the message:

- **Email:** Send the user an email
- **SMS:** Send the user a text message
- **PUSH:** Send the user a push notification to their mobile device.
- **Internal:** Use REACH's internal messaging system. ***Deprecated***

Quick Message

Message

Channel

Email SMS PUSH Internal

