

DHET Survey Hub

User Guideline

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Note that if you have any difficulty using DHET SurveyHub you should contact the DHET SurveyHub support team at ISCDSupport@DHET.gov.za.

1 Introduction

The Department of Higher Education and Training's (DHET) Survey Hub (SurveyHub) is a bespoke online survey platform that makes it easier for directorates and branches of the DHET to publish survey questionnaires. These questionnaires are developed in order to collect valuable data and information from stakeholders and entities of the DHET in support of the DHET's monitoring and evaluation activities.

This user guide will give the reader a brief introduction to the application. The reader should note that SurveyHub is a generic application that allows the DHET to deploy different surveys – as a result the available surveys, questions and responses that the reader encounters may be different from the available surveys, questions and responses shown in this document.

2 I am logged in... now what?

Once you are logged into the application you will see the following screen:



You are currently on the **Surveys** screen which presents to you all of the surveys that your user profile has been linked to. The grid of available surveys provides you with the following information in regard to each survey:

1. The name and type of the organisation that the survey has been linked to.
2. The name of the survey.
3. The status of the survey, which can include statuses such as:
 - a. **No Response** - none of the questions on the survey have been completed.
 - b. **Incomplete** - one or more of the questions for the survey have been completed but not all of the questions for the survey has been completed.

- c. **Complete** - the survey has been completed.

The status of the survey may be prefixed with the word “**Locked**”, for example “Locked – Incomplete”, this means that the time period of the survey (as determined by the DHET) has expired and you may no longer edit the contents of the survey.

4. Next to the survey record there are two or three buttons namely:
- Edit** – this allows you to access the specific survey. The text on this button will change to **View** if the survey has been locked.
 - Delete** – this button is only available if one or more of the questions in a survey have been responded to. This button will delete all of the responses already captured for a survey and should be used with great care.
 - A smaller overview button (with an **eye icon** on it) – clicking on this button will allow you to generate a report that provides an overview of content of the survey (the questions and types of data fields available for the responses) in .pdf format.

To start responding to a survey click on the **Edit** button next to the survey...

3 The survey welcome screen

The first time you access a survey you are presented with a Welcome screen similar to the screen below.

DHET SURVEY HUB

higher education & training
Department: Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Surveys My Profile Log Off

Survey Name:	Annual Survey
Survey Year:	2013
Organisation Name:	University of Cape Town
Survey Type:	International Relations

The DHET's international relations activities are anchored in South Africa's higher education and training policies, which ultimately aim to meet the developmental goals of the country and support its overall mission to develop capable, well-educated and skilled citizens who are able to compete in a sustainable, diversified and knowledge-intensive international economy. The Chief Directorate: International Relations is responsible for ensuring that South Africa meets its obligations in terms of higher education and training related bilateral and multilateral agreements, and instruments or conventions to which the country is a party, and to promote the interests of its higher education and training system internationally. The CD:IR intends to work closely with all post-school institutions. The survey of international engagements will assist us in doing this and promote better alignment between government strategic priorities, the Department's own international engagements and the international practices in the sector.

Click on > or >> below to start the survey.

<< < > >>

The name of the survey, the year of the survey, the name of the organisation and the type of survey that was selected from the **Surveys** menu is displayed in the top right hand area of the screen.

A general message is displayed on this screen which is unique to each different type of survey and gives you some information in regard to the nature and purpose of the specific survey and the

directorate that has published the survey. Note that this screen will no longer be displayed once you have started to respond to questions for the survey.

Click on > or >> at the bottom of the screen to commence with the survey...

4 About the survey question screens...

Once you have moved past the Welcome screen for the survey the following type of screen will be displayed:

The progress dot on the left hand side of the screen gives an indication of the progress made – displaying the current question number and the total number of questions that the survey has. To the right of this the survey name, survey year and organisation name are displayed. Below this area the question is displayed in bold text. Further instructions on how to respond to the question and navigate further are displayed below the question.

4.1 Multiple response questions

The above screen shows an example of a **multiple response** question which can be identified by the **Add Response** button on the screen. To provide a response to the question click on the **Add Response** a new record will be created in which you can provide your response to the specific data fields for the question:

Provide responses for each data field, note that you can **scroll right** to see data fields that are not visible on screen, and click on **Save** to save your response. Clicking on **Cancel** will delete any changes that you have made and close the record (note that this will not delete the record).

Note that when you click on **Save** the application will give you feedback in regard to saving your record. The following type of message will be displayed if there is any data that is missing or incorrect in the response that you provided:

Carefully note all the issues that you need to address and correct your response. Click on **Save** to save the record. The following type of message will be displayed if all of the required data has been provided for the response and the record could be saved successfully:

Note that the response now has two buttons next to it. The **Edit** button allows you to edit the response and the **Delete** button allows you to delete the response.

To add further responses click on the **Add Response** button and provide your responses, making sure to save your responses before proceeding to the next response.

Once done with the question click on the > button at the bottom of the screen to move on to the next question.

Note that you will not be able to move onto the next question until you have successfully saved a response to the question that you are currently responding to.

4.2 Single response questions

Below is an example of a single response question. Note that the screen does not have an Add Response button, as a result when the screen loads it automatically opens the response for editing:

The screenshot shows the DHET SurveyHub interface. At the top, there is a navigation bar with links for Surveys, Administer Users, Administer Organisations, Reports, My Profile, and Log Off. The main content area displays the following information:

- Question 1 of 16** (indicated in a green circle)
- Survey Name:** Academic and Selection and Placement Survey
- Survey Year:** 2014
- Organisation Name:** Ingwe Public FET College

Below this information, there is a prompt: "Please provide the type of Selection and Placement tool used and a headcount of the number of Level 2 students that were tested during the 2014 enrolments". A detailed instruction follows: "Enter data into the fields below and click on Save to save the changes that you have made. To edit your changes click on Edit to make your changes and click on Save to save your changes. Note that you can scroll left and right to see all of the data fields for the response. Once you have captured and saved your data click on > to move on to the next question."

The data entry area consists of a table with three columns: "Type of Selection and Placement tool", "Type of Selection and Placement tool if Other", and "Number of Students - Total". The first column contains a dropdown menu with the text "- select -". To the left of the table are "Save" and "Cancel" buttons. Below the table are navigation arrows: "<<", "<", ">", and ">>". At the bottom left, there is a "Back To List" link.

Provide responses for each data field, note that you can **scroll right** to see data fields that are not visible on screen, and click on **Save** to save your response. Clicking on **Cancel** will delete any changes that you have made and close the record.

Note that when you click on **Save** the application will give you feedback in regard to saving your record. The following type of message will be displayed if there is any data that is missing or incorrect in the response that you provided:

This screenshot shows the same data entry area as the previous image, but with a red error message box displayed above the table. The error message reads: "A value for Type of Selection and Placement tool is required. A value for Number of Students - Total is required. A value for Number of Students - Matric Certificate is required. A value for Number of Students - Grade 9 is required." The table and navigation elements below the error message are identical to the previous screenshot.

Carefully note all the issues that you need to address and correct your response. Click on **Save** to save the record. The following type of message will be displayed if all of the required data has been provided for the response and the record could be saved successfully:

Please provide the type of Selection and Placement tool used and a headcount of the number of Level 2 students that were tested during the 2014 enrolments

Enter data into the fields below and click on Save to save the changes that you have made. To edit your changes click on Edit to make your changes and click on Save to save your changes. Note that you can scroll left and right to see all of the data fields for the response. Once you have captured and saved your data click on > to move on to the next question.

Record saved successfully.

	Type of Selection and Placement tool	Type of Selection and Placement tool if Other	Number of Students – Total	Number of Students – Matric
Edit	CAP		12	13

Back To List

Note that the response now has one button next to it. The **Edit** button allows you to edit the response that you have provided.

Once done with the question click on the > button at the bottom of the screen to move on to the next question.

Note that you will not be able to move onto the next question until you have successfully saved a response to the question that you are currently responding to

4.3 If I do not have a response to a question, what can I do?

If a response is not required for a specific question you will see the following type of option at the top response area for the question:

Add Response

No response for this question:


No records to display

On the example above the text for the check-box reads “No response for this question”, note that the label may have a different label that indicates “no response” for the question.

The DHET requires that each question on a survey is responded to (even if the response is “... I have no response to this question...”) – this means that before you can move on to the next question you will need to check the check box for the no response if you do not have a response for a specific question.

Some questions require a valid response and as a result will not have the above mentioned no response type of option available.

5 How can I see the progress that I am making responding to the survey?

To view the progress that you are making whilst you are in the process of responding to a survey click on the progress icon () at the top right hand side of the (to the right of the Survey Name) to view the Survey Summary report.

6 How do I know when I have completed the survey?

Remember that the progress dot on the left of the survey question screen will always give you a clear indication of how many question you have responded to and how many questions there are in the survey. Further, once you have responded to all of the questions, if you click on the > button you will be presented with a screen similar to the one below:



DHET SURVEY HUB

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Department: Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Surveys My Profile Log Off

Survey Complete

Survey Name: Annual Survey
Survey Year: 2013
Organisation Name: University of Cape Town

Print Survey Summary Print Survey

Thank - you , you have completed the survey . Below is a brief summary of the responses you gave per question. To return to a question use the question navigation buttons[<< <> >>] to navigate to the question. To print this summary click on the print Survey Summary button. To Print your response to the survey click on the Print Survey button. To leave this screen click on any of the above menu items.

Survey Question Order	Survey Question Desc	No Of Responses
1	Please provide information regarding institutional arrangements / Memorandum of Agreements / collaborations that exist with counterpart universities / institutions in foreign countries	1
2	Please provide a breakdown by field of study of the number of visiting students from foreign universities who were on exchange programmes in 2013	No Response
3	Please provide a breakdown by fields of study of the number of South African students from your institution who were at foreign universities on exchange programmes in 2013	No Response
4	Please provide information regarding your university's split site programmes offered to students	No Response

The screen provides you with an overview of the survey and how you responded to each question in the survey. You can generate the same summary report by clicking on the **Print Survey Summary** button. This will load a .pdf version of this report.

7 How can I print my responses to the survey?

Once you have reached the **Survey Complete** screen described in the section above you will notice a **Print Survey** button. Clicking on this button will generate a .pdf report that contains the detailed responses that you gave to each question.

8 What else can I do on the application?

8.1 Changing your personal details and resetting your password

To change your personal details or reset the password for your account, click on the **My Profile** menu option at the top of the screen. The application will load the following screen:

The screenshot shows the 'My Profile' page in the DHET SurveyHub application. At the top left, it says 'DHET SURVEY HUB'. To the right is the logo for the Department of Higher Education and Training, Republic of South Africa. Below the logo is the text 'higher education & training' and 'Department: Higher Education and Training REPUBLIC OF SOUTH AFRICA'. A green navigation bar contains three buttons: 'Surveys', 'My Profile', and 'Log Off'. The 'My Profile' button is highlighted. Below the navigation bar is a form titled 'My Profile'. The form has the following fields: 'Login:' with the value 'ADemoUser'; 'First Names:' with the value 'A Demo'; 'Surname:' with the value 'User'; 'Email:' with the value 'ADemoUser@gmail.com'; 'Password:' with four asterisks; and 'Confirm Password:' with four asterisks. There is a green 'Save' button at the bottom left of the form.

To make any changes to your profile edit the data field and click on **Save**. Be careful to ensure that the e-mail address for your profile is correct – the DHET and application uses this address to communicate with you.

8.2 Logging off from the application

To log off from the application simply click on the **Log Off** menu option at the top of the screen. This will return you to the login screen of the DHET SurveyHub application.