

Smarter Data – Frequently Asked Questions

1. I have already collected surveys in paper form. Can I merge these with any that I collect online?

Yes. Smarter Data has the capacity to manually upload a .CSV file of existing results collected by other software or to manually data enter results directly into Smarter Data. These results can then be combined with existing data within Smarter Data.

2. I have been keeping a spreadsheet of survey results. Is this data any use if I switch to Smarter Data?

Yes. These results can then be combined with data already in Smarter Data.

3. We are a big RTO. Is there a limit to the number of learners we can survey and/or the number of times we can send out surveys?

No. We do have larger data plans for situations where there is high traffic.

4. Not everyone answers the questionnaire the first time I send it out. How hard is it to contact the people who do not respond the first time?

Smarter Data automatically tracks responses to questionnaires sent out by Smarter Data. At the push of a button you can resend the survey to everyone who has not yet responded to an email campaign.

5. We don't need to collect the personal information that is part of the Learner questionnaire. Can I send out a questionnaire without this component?

Yes. Select *Learner Questionnaire without demographics* as your questionnaire type.

6. Do I have to re-load my learner information every time I want to survey them?

No. All learner information is saved into a user database – these can be sorted by group, units and qualifications – allowing you to resend these learners new questionnaires without having to put in data information repeatedly.

7. Will I be able to generate the required Summary Report for my Registering Body from free Smarter Data?

Yes.

8. How do I know my data is safe in free Smarter Data?

ChalkPort's servers are backed up in real time as well as daily offsite backup. Your data can be exported by you at any time. All data held within Smarter Data is subject to ChalkPort's General Terms and Conditions. Critical data recovery services is a paid service for users of FREE Smarter Data but are included at no additional cost for users of Smarter Data Professional.

9. How do I cancel free Smarter Data if it does not suit my needs?

FREE Smarter Data is an unregulated complimentary service provided by ChalkPort Pty Ltd. Use of Free Smarter Data comes with no commitment – to cancel, simply stop using the service.

Smarter Data Professional is only available as part of a ChalkPort Membership subscription. ChalkPort Membership can be cancelled at any time in writing with 30 days notice.

10. Can I get my data out of FREE Smarter Data at any time?

Yes. You can export your data out of Smarter Data as a .CSV file.

11. Who can see my RTO's data in FREE Smarter Data?

All data in Smarter Data is password protected and encrypted. Your data can only be accessed by anyone you give administrator level access. Your data may be accessed by ChalkPort staff offering technical support and it may be included as non-identifiable aggregated data in industry benchmarking services provided by ChalkPort.