INTRODUCTION

STARTALK surveys are collected with the intention of gathering data for the improvement of the STARTALK program. These surveys will be collected anonymously and the information collected is strictly protected. STARTALK has made continuous changes to the survey system to reduce the effort required from the parents of the participants to complete a survey. This year there will be only one survey and parents can directly complete the survey without creating an online account, like in previous years.

Procedure to complete the Survey

Step 1. Your STARTALK program director will give you a survey URL (link) during the last days of your program. This URL may be provided electronically or on paper.

Step 2. Copy and paste, type, or click the URL

i) A typical Survey URL will look like:

http://Startalk.umd.edu/survey/20130110

Step 3. This link will take you to page 1 of the survey, which is shown below. You can navigate to each page on the survey by clicking on the page number tabs highlighted. Also please verify that you are participating in the correct survey by looking at the survey heading highlighted in the black box.
Step 4. You can also navigate between the pages using the next and previous page button at the bottom of the page. PLEASE DO NOT USE THE BACK BUTTON ON YOUR BROWSER TO NAVIGATE BETWEEN PAGES.

Step 5. Answer all the questions on each survey page, you can confirm your answers to all the questions by navigating to and reviewing each page of the survey as shown in step 4.

Step 6. Click on the Submit button at the bottom of the sixth page, once you have completed taking the survey.
Step 7. After clicking submit you will see the below message displayed in a pop-up window on your web browser.

![Pop-up window]

Step 8. Click After clicking on OK, you will receive a confirmation message on your web browser. Print this confirmation page by clicking “Print Confirmation Page” for your future reference.
A list of frequently asked questions has been compiled below for the benefit of the STARTALK program participants.

**Frequently Asked Questions:**

1) Should I take the survey?

2) I am a middle school, high school student/Teacher trainee; I would like to know when I will be taking the survey?

3) As an instructor should I also take the survey?

4) How many surveys are required and when will they be made available?

5) Do I need an online STARTALK account for taking a survey?

6) I have a STARTALK account from a previous year; can I access the STARTALK survey through this account?

7) Which Operating System should I be using?

8) Which Internet browsers are compatible for the system?

9) Should I click on the back button on the browser to navigate between the multiple pages on the survey?

10) How do I know that my survey is registered with STARTALK?

11) What should I do if I have questions or concerns regarding the survey?

12) What should I do if I am unable to complete my survey due to technical problems?

**Questions and Answers:**

1. Should I take the survey?
This survey is for all teacher trainees and student participants grades 6-12 and undergraduates who are participating in STARTALK programs.

You are strongly encouraged to take the survey. Although you are not required to take the survey, the data you provide will help improve the STARTALK program and give STARTALK program organizers and funders a better idea about the demographics and experience of participants.

2. I am a middle school, high school student/Teacher trainee; I would like to know when I will be taking the survey?

The survey will be made available to you in class during the last three days of your program. Your instructor or your program director will be giving you the URL to the survey.

3. As an instructor should I also take the survey?

If you are an instructor or member of the staff for a STARTALK Program you should not take the surveys. These surveys are intended to collect information from the program participants who received training in the program.

4. How many surveys are required and when will they be made available?

Each participant will be required to take only one survey for each program the participant attends. The surveys will be available 3 days before the close of the program.

5. Do I need an online STARTALK account for taking a survey?

No you do not need an account for taking a survey.

6. I have a STARTALK account from my previous year; can I access the STARTALK survey through this account?

No, you will not be able to access the new survey through your old STARTALK account. The new survey is completely open and does not require an online account to access it. You will have to enter the URL provided by your program administrator and you will be able to access the survey.

7. Which Operating System should I be using?

The survey can be accessed via any operating system (e.g., Windows XP, Windows 7, OS X, etc.)

8. Which Internet browsers are compatible for the system?

The following web browsers are compatible with the survey:

<table>
<thead>
<tr>
<th>PC Browsers</th>
<th>Mac Browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox 19.1 (preferred); Internet</td>
<td>Safari 5 &amp; above</td>
</tr>
</tbody>
</table>
9. Should I click on the back button on the browser to navigate between the multiple pages on the survey?

Please **DO NOT** click on the back button on the browser to navigate between the different pages in the survey. Please follow the method given above in the procedure above for navigation. However, if you have already clicked on the back button on your browser you will receive the following message (Please note that the message is browser specific).

For Internet Explorer 9 we will get the following message:

![Image of Internet Explorer message](image1)

For Google Chrome you will be getting the following message

![Image of Google Chrome message](image2)

Please always click on the “Stay on this Page” button and complete your survey. If you click on the “Leave this Page” option you will lose all the data that you entered.
10. How do I know that my survey is registered with STARTALK?

You will receive a confirmation message on your browser once you complete the survey, which you can print for your future reference. Apart from the confirmation message on survey completion, you will not receive any notification regarding the survey.

11. What should I do if I have questions or concerns regarding the survey?

Please provide your feedback by emailing startalk-support@nflc.umd.edu. Please provide the question number along with your opinion. However, please note that this feedback will be used for the future surveys. The current surveys will be administered in their present state.

12. What should I do if I am unable to complete my survey due to technical problems?

Please contact the technical support team at STARTALK with your issues. You can contact them through email: support-startalk@nflc.umd.edu or through phone on 301-405-9832/301-405-7112