

Comparison of survey tools

Introduction

The WebLearn (Sakai) Evaluations (Surveys) tool offers a free, locally hosted solution for collecting and analysing survey data. This document compares the features offered by the externally hosted tool Survey Monkey and the WebLearn Surveys tool developed by Cambridge, which is in use at Oxford. As the Oxford Surveys tool implementation project progresses, we may add more features to this comparison.

All surveys delivered by the WebLearn Surveys tool are anonymous. If you need to identify respondents, then include an open text question for them to insert their name (note that open text items cannot be made compulsory).

More information and contact details:

See end of this document

User login and access (Oxford University)

Feature	Survey Monkey	WebLearn Surveys tool	SharePoint Survey tool	Bristol Online Surveys	Ostrakon	Notes
Public surveys possible	Yes	Yes	No	Yes	No	
Users can login with Oxford Single Signon (SSO)	No	Yes	Yes	No	No	
Use OSS / department / college groups for respondents (OAK groups)	No	Yes – assign to a site containing a ‘Participant Group’	Yes	No	No	

Data Capture

Feature	Survey Monkey	WebLearn Surveys tool	SharePoint Survey tool	Bristol Online Surveys	Ostrakon	Notes
Multiple Choice Questions (1 answer)	Yes	Yes	Yes	Yes	Yes	
Multiple Choice Questions (multiple answers)	Yes	Yes	Yes	Yes	Yes	
Matrix of Choices* (1 answer per row)	Yes	No	No	Yes	No	
Matrix of Choices* (multiple answers per row)	Yes	No	No	Yes	No	*In WebLearn, SharePoint and Ostrakon, a matrix of choices really only applies to Lickert scales, where user must select one answer only
Drop-Down Lists	Yes	No	Yes	Yes	No	
Rating Scales	Yes	Yes – users can users define their own scale points	Yes	Yes	Yes	
Text Entry Boxes	Yes	Yes	Yes	Yes	Yes	
Comment Boxes	Yes	Yes	No	Yes	Yes	
Numerical Text Boxes	Yes	Partially	Yes	No	Partially	WebLearn and Ostrakon can certainly collect numerical information in a text field, but will not enforce the requirement that only numbers can be entered.
Date and/or Time Fields	Yes	No	Yes	Partially (you can type in the date in	No	Though of course you can ask people to enter dates into a text box in the

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				certain range; you can select date as well)		correct format!
Embedded Images	Yes	Yes (in the WYSIWYG editor)	Yes (by choosing a Multiple Line question and option 3 - enhanced rich text)	Yes (by embedding link to the image on a local web server, as survey delivered by https the generates a warning)	No Can insert images as XHTML, but not particularly helpful for general users.	
Descriptive Text Blocks/Headings	Yes	Yes	No	Yes	Yes	See previous above.
Theme Creation (style sheet?)	Yes	Can include banner image (logo) in PDF of results	No	Yes	No	
Input Validation	Yes	No	Yes	Partially -the system can check how a user answers the main question to provide the suitable following questions if the following questions are added	No	

Feature	Survey Monkey	WebLearn Surveys tool	SharePoint Survey tool	Bristol Online Surveys	Ostrakon	Notes
Support for International Characters	Yes	Yes	Yes	Yes http://www.survey.bris.ac.uk/support/news/multi-language-surveys	Yes	
Expert (pre-defined) questions	?	Yes	No	No	No	The Evaluation tool allows a University to define a number of 'expert', i.e. recommended questions that their users can incorporate in surveys.
Parent & child questions	?	No	No	Yes	Yes	Ostrakon allows users to define a single-choice question as the 'parent' of 2/3 subsequent questions, allowing users to divide comments on a tutor up by college, for example.
Make certain questions compulsory	?	Yes	Yes	Yes (default is Optional)	No	
Branching to particular questions		No	Yes	Basic – conditional and nested		
Not-applicable option	?	Yes (optional)	Yes (add it yourself)	Add it yourself as an option	Yes - standard in every question	
More Info button	?	No*	No	Yes	?	* can be done manually by inserting a hyperlink
Able to re-use questionnaire templates	?	Yes	Yes *(save survey as a template)	Any survey can be a template	Yes	*templates are available to whole site collection

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Able to share questionnaire templates with other users?	?	No (but can transfer ownership)	Yes (must be done by Nexus Team)	Any survey can be a template	?	

Survey Administration

Feature	Survey Monkey	WebLearn Surveys tool	SharePoint Survey tool	Bristol Online Surveys	Ostrakon	Notes
Cost	Basic: Free; Pro: £19.95 p.m.; Unlimited: £16.67 p.m. or £200 p.a.	Free	Free	Cost covered by IT Services	No annual fee, contract or licence. A fee is payable per survey administered	
Direct Link to Survey	Yes	Yes	Yes	Yes	Yes	
Notification email that survey is open	?	Yes	No	No	Yes	
Follow Up Email Reminders	Yes	Yes	No	No – you manage your own notifications	Yes	
See List of Respondents	Yes	Yes	Yes	Yes	Yes	Though Ostrakon only makes the list of respondents available via the UI until you finalize.

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Support for Multiple Entries/Machine	Yes	No	Yes	?	?	
Users can return and modify their answers	?	Yes - If logged in, and before closing date	Yes	Optional	No - Ostrakon is explicitly designed for each person to reply only once	
Set cutoff date (due date)	Yes	Yes	No	Yes	Ostrakon administrators close a survey manually when they are satisfied with response rate	
Change cutoff date (due date)	?	Yes	No	Yes	Yes	See above
Set extension date		Yes	No	No		
Password protect survey	Yes	Yes – option to ensure users must login	No	Yes	No	Ostrakon protects survey via unique key in email link
Anonymous Survey Submission	Yes	Yes	No	Yes	Yes	
Restrict Data Entry to Specific Institutional Users or Communities	No	Yes	Yes (permissions can be set on survey to restrict access)	Yes	Yes Ostrakon users are specifically invited to complete a survey, and each survey token can be used only one.	The password protection mechanism is the only way of targeting a specific group within Survey Monkey, and users can circumvent the restriction by handing out the shared password to others.

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Identify respondent in case of dire need	?	No (Can see List of Respondents, but not who said what...)	Yes	Optional	Yes	e.g. student's comments leads to severe concern over their well-being

Data Analysis

Feature	Survey Monkey	WebLearn Surveys tool	SharePoint Survey tool	Bristol Online Surveys	Ostrakon	Notes
Generate Dynamic Reports	Yes	Yes	Yes (limited)	Yes	Yes	
View Results Prior to Survey Completion	Yes	Yes	Yes	Yes	Yes	
Browse Individual Responses	Yes	No	Yes	Yes	No	Both WL Surveys tool and Ostrakon allow you to see an individual's responses via the Excel / CSV view
Save Results as a PDF	Yes	Yes	No	No	Yes	
Public Link to Survey Results	Yes	Yes	No		No	
Password Protect Survey Results	Yes	No (can do it manually)	No (can set access permissions)	Survey owner can restrict access	Yes	
Filter/Search Responses	Yes	Export data to a spreadsheet, for more complex analysis	No (can export to Excel)	Yes	Ditto. Also offers parent and child questions which may achieve this filtering purpose.	

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Cross tabulation is possible	Yes	No	No	Yes	No	
Export Results as a Spreadsheet	Yes	Yes	Yes	Yes	Yes	
Amalgamate results from several surveys based on same template		No	No	Yes http://www.survey.bris.ac.uk/support/news/multi-language-surveys	Yes	

More information and contact details

Survey Monkey

Website: www.surveymonkey.com

WebLearn Surveys tool:

Step-by-step guide: <https://weblearn.ox.ac.uk/x/LRjcw>

Contact weblearn@it.ox.ac.uk

SharePoint:

Contact SharePoint support for surveys: help@it.ox.ac.uk

Bristol Online Surveys:

Oxford University has a site licence. Contact Nick Quirk in IT Services: nick.quirk@it.ox.ac.uk

Request a user account from IT Services: registration@it.ox.ac.uk

Online support: <http://www.survey.bris.ac.uk/support>

Ostrakon:

IT Learning Programme in IT Services: courses@it.ox.ac.uk