Feedback Server How To

Feedback Server is a software tool used by Prairie View A&M University to create online forms and collect data which is then stored in a central location (database) for later use. Users can generate graphical reports using the collected data and can also extract the data for use in other systems. Detailed instructions with videos for different features available with Feedback Server are available at http://survey.pvamu.edu/FeedbackServer/help/FeedbackServer.htm. We strongly encourage users to visit the link above for instructions not included in this document.

How to Access Feedback Server

To access feedback server, please visit https://survey.pvamu.edu. Click on the Administrative Access section and enter the login credentials provided to you by the web services team. These credentials are separate from the main Prairie View A&M University credentials. Only the username is the same. Please store the password in a safe location.

Once you have logged in, the following screen will appear.

Surveys you have access to will be displayed in this box.
**Viewing Individual entries**

Choose the survey you wish to view results of from the box on the left side. Information related to the selected survey will be displayed in the box on the right.

To view a list of all the entries completed by survey takers, click on the “**Number of Respondent**”

A list of all the entries will be displayed and individual answers can be viewed by clicking on the small pencil icon.

**Creating Graphical Reports**

To generate a report that can be viewed online or printed as a word document, you must have access to create reports in feedback server.

1. Click on the “Reporting” tab on the left side of the screen.
2. Click on “Add New Report”
Next give your report a title, e.g., Quarterly report, Report for VP, January Report, etc.

To create a report with all the questions from the survey automatically added to the report, check the “Generate template report”. This generates a report and adds all the items in that report based on the type of item. For example, if the item is a rating question, the report will add a graphical bar chart for the ratings. If the item is a text entry item where individuals enter some text like their contact information or comments, then the report will automatically add a “Free Text item” that will show the text written by the individual filling out the form. Click “Add” to create the report.

**Downloading data into Excel Spreadsheet or CSV Format**

Data collected using Feedback server can be downloaded to your computer in the following formats.

- CSV/Excel
- XML
- SPSS/SAV

We will only cover the CSV/Excel portion of data export.

**CSV/Excel**

In CSV output type there is a choice between two different outputs,

1. **Individual Answers**

   Each answer inside a question will have its own column, so if a question has a (Excellent | Good | Fair) three answer choices, then there will be three columns dedicated to one question and the user’s selected answer will be identified by number 1 and the choices which were not selected will have the value of 0.

   Example: A question labeled “Rate Us” with three multiple choices will be displayed like this:

<table>
<thead>
<tr>
<th>Excellent ( Rate Us )</th>
<th>Good ( Rate Us )</th>
<th>Fair ( Rate Us )</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

1. **Separate Selection Types And Fields**

   Separate selections / fields export question will have its own column. In this option you can choose to merge the columns for the same question into one.

   Example: A question labeled “Rate Us” with three multiple choices will be displayed like this:

<table>
<thead>
<tr>
<th>Rate Us</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
</tr>
<tr>
<td>Fair</td>
</tr>
<tr>
<td>Good</td>
</tr>
</tbody>
</table>