

2007 Winnetka Caucus E-Survey F.A.Q.

TAKING THE '07 SURVEY

When can I take the Survey?

The 2007 Survey runs from August 20th through Monday, September 17th. You can take your Survey as soon as you receive your e-mail "Welcome" from Survey@winnetkacaucus.org.

How often can I take the Survey?

Only once. The link in your "Welcome" e-mail is unique to you, and enables you to take the Survey only once.

Can I forward the link to someone who hasn't gotten their Survey yet, or who would like to participate?

No. Please have them contact us at Survey@winnetkacaucus.org with their name, street address and up to two e-mail addresses and we will send them the link from our system.

Do I have to take the Survey in a single sitting?

No. You can exit the Survey using your computer's "exit" button. Your answers will be saved. You can re-enter the Survey as many times as you like, before then end date, and before you hit the final "Submit."

How do I re-enter the Survey?

Simply go back to your "Welcome" e-mail, click on the link and you will be returned to where you left off. You cannot go back to check past answers, only forward from that point on.

How do I change a response?

- To change an answer on a previous page, hit your browser's "Back" button, make your change then hit "SUBMIT." You will have to re-enter all subsequent answers.
- To change an answer on the same page, before you hit "SUBMIT," simply enter the change and when you are satisfied, hit "SUBMIT."

Remember, you cannot make changes on a page after you hit "SUBMIT" without having to re-enter your responses.

Can I check my answers after I have finished the Survey?

No. Once you finish the Survey, your answers have been recorded and clicking on the link will simply take you to a marketing message by our Survey partner.

What do I do if the link you sent me won't work?

Copy and paste it into your browser. If that doesn't work, contact us at Survey@winnetkacaucus.org

My household has not yet received the second e-Survey for which we registered.

- First, check the spam and junk mail folders on the second e-mail account you supplied us.
- If the Survey isn't there, set your filters to receive mail from Survey@winnetkacaucus.org
- Contact us at Survey@winnetkacaucus.org to resend.

Many second Surveys were requested at a place of business, with increasingly stringent filters. If you decide to send us an alternative second e-mail address, please include your name and address to update our records.

My household would like to receive a second Survey, but only registered for one.

Send your request to Survey@winnetkacaucus.org with your name, street address and the preferred e-mail address. Then make sure you clear your filters to receive mail from Survey@winnetkacaucus.org.

What's your privacy policy?

The Caucus has put in several procedures protect your privacy and give you a secure, comfortable Survey experience.

Regarding the Caucus Survey:

Your unique number is associated with your e-mail addresses. This enables you to exit and return to your Survey prior to completing it. But once you hit the final "SUBMIT," that information is separated. We keep a record of which e-mails participated in the Survey so we can remind those who have yet to log-in. But not of the associated responses.

Regarding the Caucus' privacy policy:

Your name, phone number and street address are not shared with any company, organization, or individual outside the Caucus Council, except the company conducting the electronic Survey, which is bound by this Privacy Policy.

For more detailed information on our Survey company's privacy policy, send an e-mail to Survey@winnetkacaucus.org

E-SURVEY VS PAPER SURVEY

How does the e-Survey work?

Residents of Winnetka and those in Glencoe, Northfield and Kenilworth served by the Winnetka Park, Library and School Boards, have a choice of either the electronic annual Survey or the printed hard-copy version. At Survey time – usually the end of

August - residents who sign up for the electronic Survey receive an e-mail invitation with a unique password that enables them to gain entry to the Survey site.

How are the e-Survey results used?

The e-Survey results are combined with print Survey results so that the Caucus Council can perform its traditional function of assessing community opinion and creating corresponding platforms. The e-Survey's cross-tabulation capabilities enable the Council to analyze responses in ways that have hitherto been difficult or impossible (e.g. looking at relationships between groups of answers and their implications rather than the just the individual answers themselves.)

Are the e-Survey questions the same as the paper Survey?

They are exactly the same.

Does the Caucus Council intend to do away with the printed Survey?

No. The Caucus Council intends to maintain the printed version of the Survey as long as there is a need for one. However, the more residents opt for the electronic version, the more efficient our operating funds and the more accurate and useful our tabulations.

If I try it this year and don't like it, can I do the paper Survey instead?

Yes. Simply send an e-mail to Survey@winnetkacaucus.org to request you be taken off the e-mail list.

If I take the Survey electronically and I do like it, will I automatically receive the Survey electronically next year?

Yes. Unless you opt out, it will be sent to the e-mail address on file. **If you change your e-mail address, please contact us at Survey@winnetkacaucus.org.**

How do I sign up myself – or another member of my family?

Each household is eligible to receive up to two e-Surveys – one for each head of household – but each must be delivered to a separate e-mail address. You can register for the electronic version of the annual village Survey at any time by sending your name, address and e-mail(s) to Survey@winnetkacaucus.org or going to our website; www.winnetkacaucus.org.

For more information, please contact us at Survey@winnetkacaucus.org.

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