How to apply the Court Excellence Self-Assessment Questionnaire in your jurisdiction.

The Court Excellence Self Assessment Questionnaire is a component of the International Framework for Court Excellence (www.courtexcellence.com). The New South Wales Bureau of Crime Statistics and Research (www.bocsar.nsw.gov.au) within the NSW Department of Justice, Australia have built an online version of the survey so that it might be deployed in jurisdictions around the world. The survey has been developed in SurveyMonkey. This document tells you how to administer the survey in your jurisdiction.

The steps to deploy the survey in your jurisdiction are:

Step 1. Create a SurveyMonkey account

Step 2. Contact BOCSAR to get the survey template sent to your SurveyMonkey account.

Step 3. Distribute the survey to your contacts

Step 4. Close the survey

Step 5. Obtain the results

These stages are explained in detail below.

Step 1. Create a SurveyMonkey account

Creating an account with SurveyMonkey is relatively easy. The account fee starts at $228 AUD per annum or $24 AUD per month. Just complete the following steps:

a) Go to http://www.surveymonkey.com/
b) Select **'Pro Sign up'** on the right.
c) Choose a professional account type of Select or higher. Once you have made your decision, click **'Sign Up'.**
d) Choose an account name, password and contact email address to administer the survey from.
e) Enter billing details and confirm the amount.
f) Take note of the account name and password you used.
g) Click on your account-name in the top right and choose **'My Account'.**
h) Scroll down to the **'General Preferences'** section.
i) Click the Edit button next to **HTML Formatting** and enable it.

NB: SurveyMonkey enables the automatic renewal of the plan, to change this you must log in, go to **'My Account'** which is in the drop down under your username in the top right and then select the **'Billing Details'** tab and modify the auto-renew option as required.

Step 2. Get the survey template from BOCSAR

Once you have SurveyMonkey configured as required, the next step is to get the survey from BOCSAR. To do this please complete the following steps:

a) Confirm your exact account name (this is the username you use to sign in to SurveyMonkey).
b) E-mail bcsr@agd.nsw.gov.au with the subject 'Court Excellence Survey Package' and include your SurveyMonkey username created in Step 1 and your contact details in the email.
c) Wait for the transfer to take place. You will receive an email from BOCSAR once the transfer has taken place.
d) Once you have received the confirmation e-mail, the survey will appear in your **'My Survey'** list.
e) Find the survey **'The International Framework for Court Excellence'** in your list of surveys.
f) **On that line,** click the icon of a pencil and paper under the heading **'Design'.**
g) Under the Edit Survey heading, change the style from *Aqua* to *Vintage* – this change will be saved automatically.

Step 3. Distribute the survey to your contacts

Once you have received the survey you need to configure how it can be accessed by the respondents. This will vary based on your requirements. It is possible to send copies of the survey to different groups within your organisation. This may be useful if you would like to target multiple groups separately (E.g. frontline staff versus managers). For more information on this, see Appendix A.

a) From your SurveyMonkey account click '**My Surveys'** from the top left of the page.
b) Find the survey **'The International Framework for Court Excellence'** in your list of surveys.
c) **On that line,** click the icon of people under the heading **'Collect'.**
d) Select **'Web Link'** from the list of collector types.
e) Type in a name under '**Enter a Name for this Collector'**.
f) Click **'Next Step'.**
g) You will be presented with a web link which you can send to your respondents
   a. You can accept the automatically generated link, or click '**Customise'** if you want to change it to something more meaningful. If you customise the link remember to save your changes.

That is all you need as a minimum to start collecting responses, however there are a lot of options that might be worth investigating. Some of these are:

- Allowing multiple responses per computer (You might enable this for a public computers).
- Allowing responses to be later edited (while the survey is open).
- Showing a 'thankyou page' or the survey results.
- Forcing your survey to close at a specific time or after a certain number of responses.
- Requiring a pre-circulated password to be used to allow someone to enter the survey.
- Manual data entry if the survey is completed manually.

Step 4. Close the survey

After you have received the required number of responses or the survey period has expired, you will need to close the survey in order to ensure no new entries are submitted.

a) After logging in, click '**My Surveys'** from the top left of the page.
b) Find the survey **'The International Framework for Court Excellence'** in your list of surveys.
c) **On that line,** click the icon of people under the heading **'Collect'.**
d) Find the collector you would like to close and click on the green 'OPEN' text.
e) Choose **'Close Collector Now'.**
   NB: If required you can make the survey close itself at a specified time or after a specified number of responses, these options are in 'Change Restrictions'.

Step 5. Obtain the results

You can obtain results at any time although it is recommended to close the survey before proceeding. In order to apply the correct weightings we run the SurveyMonkey results through an Excel Macro. The steps below explain how to extract the results from Survey Monkey and then how to import them into the MACRO.

a) After logging in, click '**My Surveys'** from the top left of the page.
b) Find the survey **'The International Framework for Court Excellence'** in your list of surveys.
c) **On that line,** click the icon of a pie chart with the heading **'Analyze'.**
d) Choose **'Export All'** from the top right.
e) Select **'All Responses Data'** from the drop-down menu.
f) Choose **.xls – Opens in Microsoft Excel.**
g) Leave columns as **Condensed** and Cells as **Actual answer text.**
h) Choose a useful filename and click **Export. NB: The export can take a few minutes.**
i) SurveyMonkey will then generate the zip file and when it's ready there will be a popup with a notification to download it.
j) Open the zip file and extract the file named **Sheet_1.csv** which is inside the **CSV** folder. Save that file to an easily accessible location.
k) Open the attached Excel macro (SurveyMonkey.xlsm).
l) On the **'Welcome'** sheet, click on the **'Import file'** button. When prompted, select the CSV file saved from step j. (If nothing happens when clicking the button or you receive a macro related error, please refer to Appendix B to enable macros).
m) The results will be displayed on "**Report**" sheet. Save or copy the sections required to the desired destination.

Appendix A: Manage Multiple Collectors

It is possible to send copies of the same survey to different groups within your jurisdiction in order to get more details results. This may be useful if you want to investigate differences between departments or tiers within an organisation.

To do so a few extra steps are required:

a) After the survey is configured, repeat Step 3 for each separate group you wish to target. Be aware that before Step 4 you will need to click 'Add Collector' before you are presented with the distribution method.

b) To review the responses by collector, you must select **'+FILTER'** from the **'Current View'** menu on the left, select **'Filter By Collector'** and select the collectors for the responses you wish to view. Once you have done this follow Step 5 to export and analyse the results.

Appendix B: Enable Excel Macro

The analyser is written in Excel VBA which requires Macros to be enabled for Excel. Instructions for various versions are available at the websites below.

Excel 2000:

Please follow the instructions at:

http://support.microsoft.com/kb/215715

Excel 2003:

Please follow the instructions at:

http://office.microsoft.com/en-au/excel-help/enable-macros-to-run-HP001119579.aspx
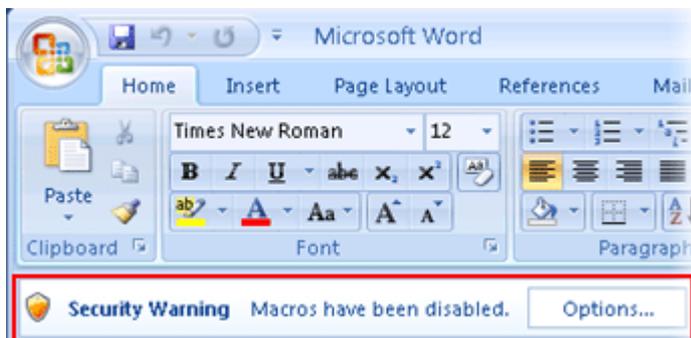
It is recommended to set the security level to **Medium**.

Excel 2007:

Please follow the instructions at:

http://office.microsoft.com/en-au/excel-help/enable-or-disable-macros-in-office-documents-HA010031071.aspx

While it is recommended to set the security level to **"Disable all macros with notification"**, the notification bar in 2007 is not very obvious as shown below.

Setting the security level to "**Enable all macros"** remove this issue.

NB: This security level will no longer protect your PC from malicious VBA macros.