



Frequently Asked Questions

Technology

Q: What types of online surveys does ExecuSurv handle? If you don't see your survey—just, ask us.

Employee Exit Surveys
360 Feedback Surveys
Performance Reviews
Security Audits

Employee Opinion Surveys (all types)
Customer Satisfaction Surveys
Culture and Leadership Assessments

Q: What IT resources are required from my company to administer an ExecuSurv online survey?

None. Our system is 100% Internet-based and our technology is delivered to the end-user's computer via the Web (just like logging on to your favorite website). We host the technology and database on our server so you don't have to incur any costs (or hassles) associated with a typical software deployment.

Q: Who has access to the data?

Access to the data, and all of the analysis tools, is secured with unique user IDs and passwords. You decide who has permission to access the data. The system governing your access can be as simple or complex as you want.

Q: Is the survey respondent's identity protected?

Absolutely. The cornerstone of our system, and in fact our philosophy about surveying, is anonymity. By guaranteeing that an individual's responses cannot be traced back to him or her, encourages people to respond candidly.

Q: How customizable are the surveys?

We have a full range of customization options—from pre-configured surveys to full customization.

Q: How is the data presented and analyzed?

The data is presented in tables and graphs, making it extremely easy to analyze. Similarly, all of the open-ended responses are summarized in a format that makes reviewing them an easy undertaking.

Q: What languages do you support?

We can deploy surveys in virtually any language. To date, we have done surveys in English, Spanish, Japanese, Portuguese, and Swedish.

Q: Can the survey be re-run in future periods and then compared?

Yes...and remember, the installation fee is paid only in the first period, so re-running the same survey in future periods is extremely cost-effective.

Q: Once a survey is completed, how long does it take to update the database?

The update is instantaneous. Our system is real-time, so the moment a response is entered, the database is updated. Analysis reports can be printed (and reprinted) at any time.

Survey Development And Data Analysis

Q: Does ExecuSurv have surveys and survey questions from which my company can choose?

Yes. We have deployed countless surveys of all different types for a wide variety of organizations. Generally speaking, a client's custom survey is proprietary to them (and we take this very seriously), but we have a large library of "stock" questions that we have assembled over time. We also have pre-configured surveys so that you don't have to re-invent the wheel.



Frequently Asked Questions

Q: My company has a rough idea of the areas we want to “study,” but we could use some assistance refining the objectives of the survey. Can ExecuSurv help us to better define what to study and develop the questions that comprise the survey or does my company need to have its survey completely authored?

ExecuSurv can absolutely be a resource to your company in terms of issue identification and survey design. We have been helping companies to do just this for 30 years. And, if you already have the survey done and just need us to deploy it on the Internet, that’s okay too.

Q: Can ExecuSurv be a resource in helping my company interpret the data that is collected?

When it comes time to wrap your arms around the data that you have collected, ExecuSurv can play as large (or as small) a role as you see fit. In many cases, it can be extremely valuable to have an objective third party evaluate the survey data and provide a fresh point of view on it. As for 360 projects, we have consultants who are specially trained to deliver 360 degree feedback.

Pricing

The exact costs of a survey deployment are a function of many variables, including the size and complexity of the survey, how much ExecuSurv consulting time is desired by the client, and the number of respondents. Generally speaking, our clients make a one-time investment to have their survey installed on our system and then pay a nominal fee for each survey that is conducted. For 360s, we charge by the individual being evaluated (and there is no limit on the number of evaluators). And, we never charge for, limit, or monitor the amount of analysis and reporting you do on our survey system

Q: Does ExecuSurv charge for the analysis tools and reports?

No, never. We do not believe in nickel-and-diming our clients to access their own data. There are no limits or constraints on your ability to access the data, and/or to run reports, once the survey is completed.

Additional Questions

Q: What if I need to have a portion of my surveying population complete the survey using paper and pencil?

No problem. It is not uncommon for a portion of a survey population to have limited access to the Internet. In these cases, we play the role of data-processor for our clients.

Q: Can you furnish my company with hard copies of the analysis and reports?

Yes. All of the information is continuously available on the Internet for you to access and print at your discretion, but we understand the need to have a physical report prepared and published at the conclusion of the survey. We can certainly deliver this product for clients who have this need.

Q: What types of survey questions can be asked?

Our survey system accommodates all three survey question types. You can ask an unlimited number of demographic questions, which are important because they enable you to stratify and segment the data during analysis. You can ask as many multiple choice/scale questions as you like. And, finally, because understanding the complete “story” often requires written responses, you can ask as many open-ended questions as you like. By using all three types of questions, we can help you to construct the perfect instrument that “measures” exactly what you want to know.

Q: What type of training, customer, and technical support does ExecuSurv offer?

ExecuSurv conducts a thorough training with each client at no cost. Our customer and technical support are available to answer any questions (and no, you don’t pay for the support or even the call!).

Q: As an OD/HR consultant, can I incorporate ExecuSurv’s technology into my own consulting projects?

Absolutely. We are very comfortable putting our technology in your hands and remaining “invisible” to your client.