

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). A online version of the survey was built by the New South Wales Bureau of Crime Statistics and Research (www.bocsar.nsw.gov.au), Australia and this is now managed by the National Center for State Courts, in the United States. 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. Purchase and create a SurveyMonkey account.
- Step 2. Contact NCSC (at kkelly@ncsc.org) 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. Purchase a SurveyMonkey account

- Please note that you will need a paid account, per SurveyMonkey's policies, before the SurveyMonkey version of the IFCE questionnaire can be shared with you. If you do not pay for a SurveyMonkey, NCSC will not be able to provide you with the survey in SurveyMonkey format, due to SurveyMonkey's policies.
- For notes on SurveyMonkey pricing, please see: <https://www.surveymonkey.com/pricing/upgrade/>
- For details on SurveyMonkey survey sharing between paid accounts, please see: https://help.surveymonkey.com/articles/en_US/kb/How-do-I-transfer-export-surveys-between-accounts
- Please note that IFCE and NCSC use SurveyMonkey's services, but are not affiliated with that corporation.

Please complete the following steps:

- a) Go to <http://www.surveymonkey.com/>
- b) Select '**Pro Sign up**' (the yellow button) on the left, mid-screen.
- c) Choose a professional account type of Standard or higher. (NCSC currently recommends the Advantage tier, which is at the time of this writing slightly less expensive than a

Standard account type.) Once you have made your decision, click **'Sign Up'** in the appropriate column (for a Standard, Advantage, or Premier account, according to your pricing and feature preference).

- d) Enter your first and last name (or, organizationally, for the primary person who will be responsible for monitoring the account).
- e) Choose an account name (username), password and contact email address to administer the survey from.
- f) Click the **'Continue'** button and follow SurveyMonkey's prompts to complete account creation.
- g) Take note of the account name and password you used for future reference.
- h) Click on your account-name in the top right (on the green navigation bar) and from the dropdown menu, choose **'My Account'**.
- i) Review the existing details, scrolling down, and change any parameters as needed.
- j) If you have questions concerning SurveyMonkey's features and processes, refer to their Help Center at <https://help.surveymonkey.com/>. You can also use their email support by clicking the appropriate link, if it is offered for your account subscription tier.

NB: SurveyMonkey enables the automatic renewal of the plan. To change this you must log in, go to **'My Account'** (in the dropdown menu off the green bar with your account name, at top right) and then select the **'Billing Details'** tab and modify the auto-renew option as required.

Step 2. Get the survey template from NCSC

Once you have SurveyMonkey configured as required, the next step is to get the survey from the NCSC. 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 kkelly@ncsc.org 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 the NCSC 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 organization. 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 **'Customize'** if you want to change it to something more meaningful. If you customize 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 public computers).
- Allowing responses to be later edited (while the survey is open).
- Showing a 'thank you 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: Enable Excel Macro

The analyzer 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.