

Feedback surveys for services

—
Internal, recurring surveys

Mirella Lähteenmäki

26.10.2022



Aalto-yliopisto
Aalto-universitetet
Aalto University

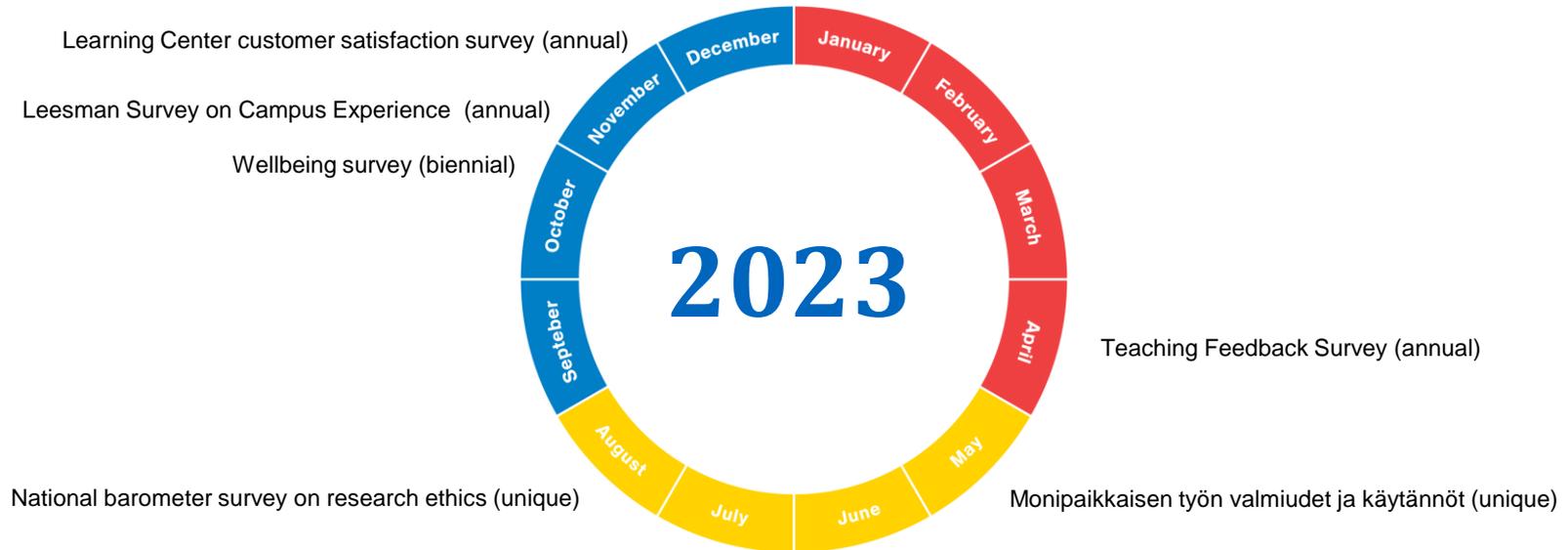


Contents

1. **Surveys for all / all academic staff**
2. **Surveys for other target groups**
3. **Surveys for limited groups**
4. **Continuous feedback surveys**
5. **Round visits**

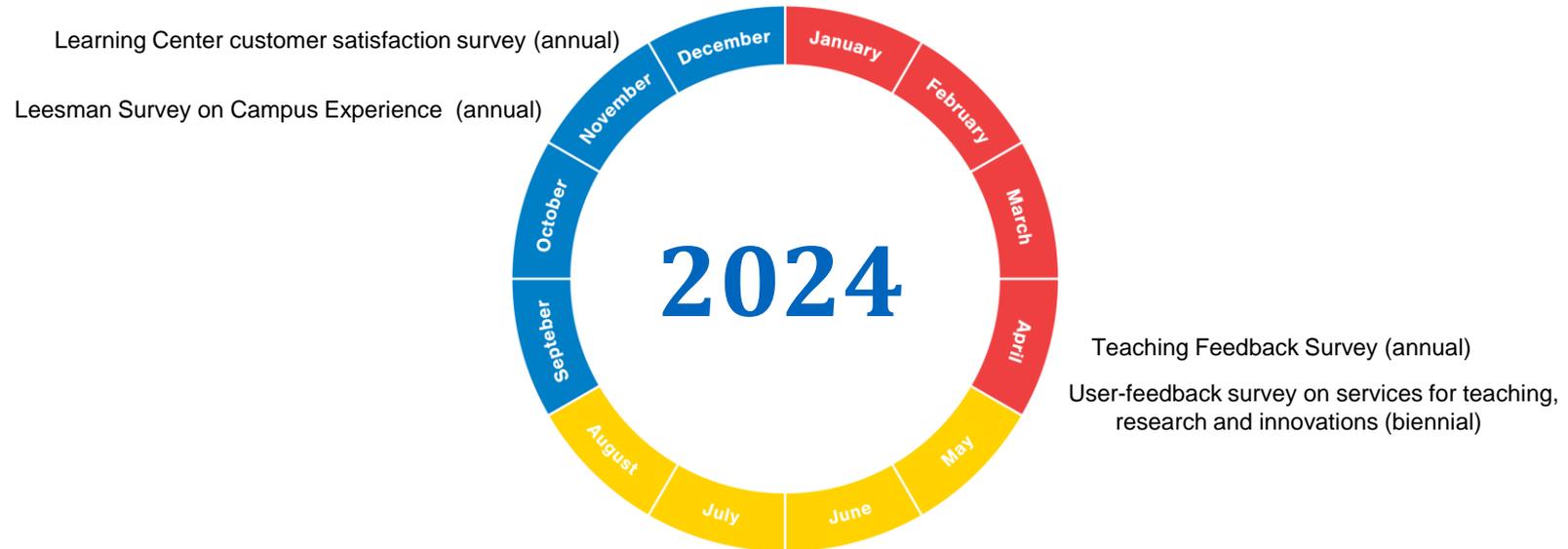
Annual Clock

Feedback surveys for services for all staff



Annual Clock

Feedback surveys for services for all staff



1. Surveys for all / all academic staff

Survey	Unit	Owner and/or contact person	Target group	Time frame	Time (newest)	Format
Pulse survey on hybrid way of working	HRS	Riitta Silvennoinen	All staff	Monthly	2022	Website survey supported by email comms
Teaching feedback survey	LES	Venla Virtakoivu	Teachers	Annual	2022 - Apr	Webropol survey on website, supported by email comms
Campus Experience survey	ACRE / CAS	Ville Jokela, Satu Kankaala	All staff, students	Annual	2022 - Oct-Nov	Leesman survey on website, supported by email and other channels
Learning Center customer satisfaction survey	LES, Learning Center	Matti Raatikainen	Visitors that have used services during the previous year	Annual	2022 - Oct-Nov	Webropol survey on website, supported by email comms
User-feedback survey on services for teaching, research and innovations	LSS, LES, RES, IES	Mirella Lähteenmäki	Academic staff	Biennial	2022 – Apr	Webropol survey on website, supported by email comms
Wellbeing survey	HRS	Riitta Silvennoinen	All staff	Biennial	2021 - Autumn	Website survey
Research data management awareness	RES	Anne Sunikka	Research staff	Every 4 years	2021	Webropol survey
National barometer survey on research ethics	RES	Annukka Hyrämä, The Finnish National Board on Research Integrity TENK	Academic staff, research support services and management	Unique	2023	Website survey
Monipaikkaisen työn valmiudet ja käytännöt	HRS	Carita Pihlman, Markku Kuula, Juha Eskelinen	All staff	Unique	2023 - Spring	

2. Surveys for other target groups

Survey	Unit	Owner and/or contact person	Target group	Time frame	Time (newest)	Format
External Tenant survey	ACRE / CAS	Ville Jokela, Jenna Isokuortti	External tenants	Annual	2022 - May	Innolink or CRM survey supported by email
New students' survey	COS	Jutta Kasslin	First-year students	Annual (Bachelors) Biennial (Master)	2022 - Sep-Oct	Webropol survey

3. Surveys for limited groups

Survey	Unit	Owner and/or contact person	Target group	Time frame	Time (newest)	Format
Service Platform Program Satisfaction Survey	ITS	Minja Kolu	Project owners, project managers, Solution owners and ITS owners for Service Platform projects and small scale development, Program steering group, platform team and other key members of the program	Biannual	2022 - Aug	Webropol survey (multiple choice and open questions)
CRM feedback survey	ADCO	Ville Krannila	CRM users (~180)	Annual	2022 – Sep (next one 2023 - May)	CustomerVoice (MS)
ARTS infra	TSS	Tapio Koskinen	ARTS teachers	Was done in spring 2022		Website survey
ECAR	ITS	Ani-Jatta Immonen/Jaakko Salonen	Faculty	Every 2-4 years	Decision per time	ECAR ready made global survey (open questions, multiple choice)

4. Continuous feedback surveys

Survey	Unit	Owner and / or contact person	Target group	Time frame	Time (newest)	Format
Wellbeing Desk visitor feedback	LES, Wellbeing desk	Minna-Mari Moisio	Visitors, incl. all staff	Continuous	Continuous	Website survey
Ticket feedback	ITS	Liisa Länkä	All IT end users	Continuous	Continuous	eSupport (multiple choice and open questions)
Service Desk visitor experience	ITS	Liisa Länkä	IT Walk-in Service Desk visitors	Continuous	Continuous	HappyOrNot automates (click a button)
Chat feedback	ITS	Liisa Länkä	End users contacted by chat	Continuous	Continuous	Ninchat (click experience: positive-neutral-negative)
Feedback on search engine	COS	Robert Salvén	All search engine users (both internal and external)	Continuous	Continuous	Pop-up window shown to random selection of site users. On average 40%.
Feedback on content production and editing experience	COS	Robert Salvén	All drupal editors and content owners	Continuous	Continuous	General feedback forms, session specific feedback and voting and continuously in our Teams instance
Feedback on site features such as services hub, people hub or top navigation	COS	Robert Salvén	All users of the feature in question	Continuous	Continuous	Pop-up prompt for a % of users of the particular feature.
Comments on development roadmap and priorities	COS	Robert Salvén	All drupal editors and content owners	Continuous	Continuous	Session specific feedback and voting – planned to be extended to wider audience this fall
Project Manager – feedback	ITS	Tom Palhamo	Project owners	Continuous; after a finished project	2022 - Jan	Webropol (click a button and free text)

5. Round visits

Survey	Unit	Owner and/or contact person	Target group	Time frame	Time (Inewest)	Format
Round visits for deans	ITS	Christa Winqvist	School management	Annual	2021 - Dec	Visit
Round visits for deans	Joint services	Mirella Lähteenmäki	Deans, School management	Annual	2022 - Sep	Visit
Round visits for significant researcher groups	ITS, together with RES and TSS	Juha Juvonen	Researchers	Every 3-5 years	2019 - May	Visit
Round visits for development and technology heads	ITS, together with TSS	Juha Juvonen	Schools	Every 3-5 years (or on request)	2019 - May	Visit
Round visits for department heads	ITS, together with TSS	Juha Juvonen	Department management	Every 3-5 years (or on request)	2018 - Nov	Visit