

CaptureIT Surveys - A How To Guide

The aim of this document is to introduce you to the CaptureIT reporting system. It will detail where to find the survey, what it looks like, and the style of questions you will be asked to answer.

It is required that you use the CaptureIT system before and after supporting each beneficiary. Entries will be required for each individual who receives a device. The baseline survey is completed at the start of the project and the impact survey towards the end of the process.

We need you to collect this information for research and reporting to the funder about who has been supported and the difference this has made. All personal information will be anonymised and aggregated.

Beneficiaries of the project will all be registered as learners on the Learn My Way platform before using the CaptureIT system. You must collect the data from beneficiaries before or during completion of the Surveys on CaptureIT.

To help you prepare, you may want to view the baseline and impact survey questions. Copies of these are available on the project landing page.

Step By Step Process

- Log on to your centre Learn My Way account
- Select the 'Learner Management' section. (If you do not see this section, ask your centre manager to turn on 'tutor access' for your account. If you are the manager, contact your network coordinator at Good Things Foundation).
- Search the name of the beneficiary for whom you want to complete the reporting in the 'Learners' search box. Their profile record will appear in the table. This is shown in the image below. Here a fictional learner called 'Joe Bloggs' is used as an example.
- Select the learner profile from the table

Learn My Way

My learning Subjects **Learner management** Resources

Learner Management Manage learners Stats

Managing your learners at 3421264 - Online Centres Head Office Change Centre

By viewing and managing learner data in this learner management section you agree to protect the personal data of all your learners through your obligations as a data processor.

Groups **Learners**

Find group by name Joe Bloggs Clear search

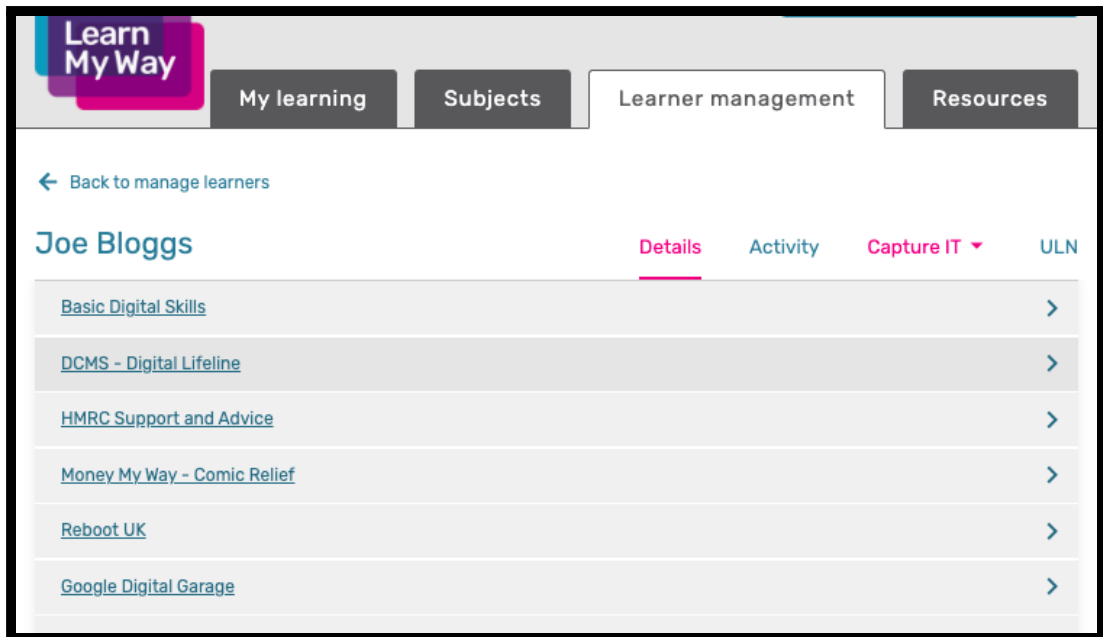
Create new group Create new learner

'Joe Bloggs' in all groups (1 result) All roles

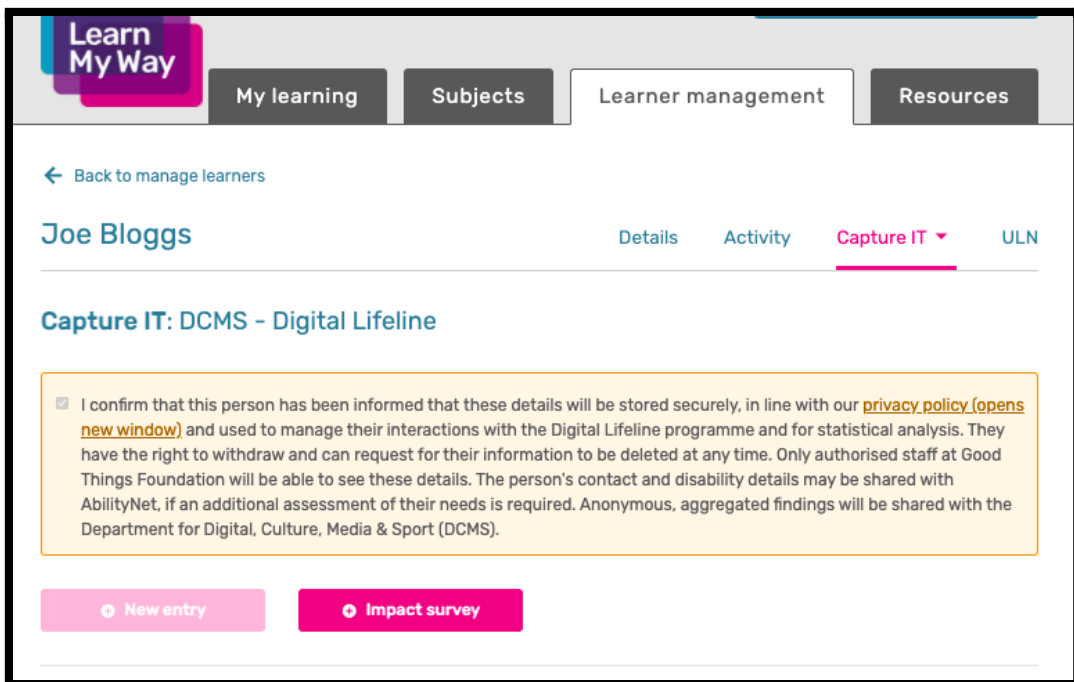
Name	Username	Email	Organisation	Registration date	Role
Joe Bloggs	joebloggs2105	joe@myemail.co.uk	3421264	18/03/2021	Learner

- Select the 'CaptureIT' tab
- You will now see a list of the projects for which your centre has funding. It may be that there is only one project in the list. Select the project which you are working on, for example this could be 'DCMS - Digital Lifeline', 'JPM Devices and Digital Skills' or something else.

Note - The images shown in this document as examples are ones from the 'Digital Lifeline' Project.



- Under the learner’s name, you will see a consent box. This asks you to indicate that you have gained the beneficiary’s informed consent regarding the use of their personal data. Read this carefully before selecting the box. This [Informed Consent Script](#) may be useful. Please remind people that they have the right to withdraw consent at any time by getting in touch with Good Things Foundation on legal.compliance@goodthingsfoundation.org.
- After selecting the consent box, you can select the highlighted pink box to open the survey questions. This will be labeled “New Entry” if you are starting the baseline survey or ‘Impact Survey’ if you are at the later stage of the project.



- You will now see the survey questionnaire. Try to answer each question as fully and correctly as possible.
- The questions may vary slightly depending on the project you are working on. Most of the projects have the same questions. If a question mentioned in these notes does not appear on your survey, don't worry. The questions presented to you are correct for your project.
- Once the questions are completed, you can complete the surveys by selecting the pink button labeled 'Create survey'. **You will not be able to edit the responses entered once this button has been selected.**
- If a part of the survey has not been completed, a red message box highlighting the missing information will appear. Additionally there will be a pink box stating that you need to fix the error. This image below shows what this will look like:

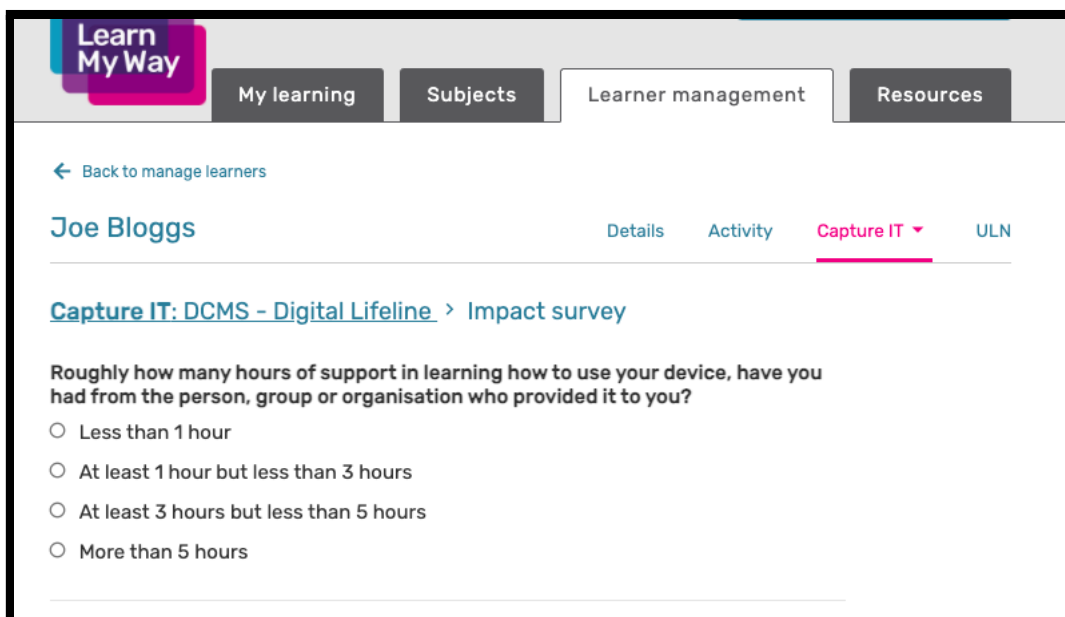
The screenshot shows a survey titled "Capture IT: DCMS - Digital Lifeline > Impact survey". At the top, there is a red error message box that says "Please fix the error(s) highlighted below on the form" with a "Close" button. Below this, the first question is "Roughly how many hours of support in learning how to use your device, have you had from the person, group or organisation who provided it to you?". It has four radio button options: "Less than 1 hour", "At least 1 hour but less than 3 hours" (which is selected), "At least 3 hours but less than 5 hours", and "More than 5 hours". The second question is "Please tell us which of the following you have been able to do since receiving your device." with a sub-question "Use video calling to connect with friends or family". Below this is a dropdown menu with the text "Please select an option" and a downward arrow. A red error message box is positioned below the dropdown, stating "Please select an option from the list provided."

- The 'Create survey' button will not highlight for selection until the error has been corrected.
- Both the baseline and impact surveys for each beneficiary, remain visible to you after creation. To view them:
 - search for the learner by name in the 'Learner Management' section
 - select the CaptureIT tab and then the correct project option
 - scroll down their learner profile page to see baseline and impact assessments for the individual.
 - Select the survey you wish to view

Notes on Specific Questions

- The impact survey will ask you to report the number of hours spent supporting the beneficiary. Keeping records of the time spent supporting the person to use their device, can help inform the response to this question. Please remember, it should be the person you're helping answering. Only one option can be selected for this question. Should you need to, you can change your selection before moving to the next question, by selecting a new option. This will remove your first selection.

The question is worded in a way that some people may find confusing. It is asking for the amount of time the person has been supported for. The question is shown in the image below.



The screenshot shows the 'Learn My Way' interface. At the top, there are navigation tabs: 'My learning', 'Subjects', 'Learner management', and 'Resources'. Below the tabs, there is a breadcrumb trail: '← Back to manage learners'. The main content area displays the name 'Joe Bloggs' with tabs for 'Details', 'Activity', 'Capture IT' (highlighted in pink), and 'ULN'. Below this, the survey question is: 'Capture IT: DCMS - Digital Lifeline > Impact survey'. The question text is: 'Roughly how many hours of support in learning how to use your device, have you had from the person, group or organisation who provided it to you?'. There are four radio button options: 'Less than 1 hour', 'At least 1 hour but less than 3 hours', 'At least 3 hours but less than 5 hours', and 'More than 5 hours'.

- A key aspect of the impact survey is reporting the beneficiary's progress in using their device. The person is asked about their view of their own device usage, progress and learning in response to ten activities or usages. Answers should reflect your conversations with the beneficiary. These conversations should be structured around the specific survey questions and the activities and usages it covers.

To inform the conversation, you may want to review the goals set during the baseline survey for the individual. Do this by visiting their learner profile on the CaptureIT system.

Each use or activity has a drop down menu with five responses. After discussing each with the beneficiary, select the option that best describes their response. Only one response can be selected for each point. The five options can be seen in the image below.

Please tell us which of the following you have been able to do since receiving your device.

Use video calling to connect with friends or family

Please select an option
 I was already able to do this
 I did this for the first time
 I now feel more confident in doing this
 I want to learn how to do this
 I'm not interested in this / not relevant to me

Keep myself safe online

Please select an option

- You will see a series of statements to discuss with the beneficiary asking how the person feels in relation to using their device. It is important that the responses entered reflect the feelings of the beneficiary. They should be informed by your conversations with them.

For each statement, you should indicate if the beneficiary agrees or disagrees. They also have the option to state their feelings have not changed or they prefer not to say.

Only one response can be selected per statement. You can change the response by selecting an alternative one.

The image below, depicts an example statement from this section.

Thinking about the device and support you've received, please tell us whether you agree or disagree with the following statements.

I feel more confident in general.

Agree
 Disagree
 About the same
 Prefer not to say

- The last part of the Impact Survey is an open text box. Here you are asked to report any feedback the beneficiary wants to share about their experience of the project. You can type the beneficiary's own words. This should closely reflect your conversation with the person. Text is limited to 500 characters.

It is not compulsory to complete this section if the beneficiary feels they have nothing else to share.

As someone who has received a device and support, is there any other feedback you would like to give? For example: about the device and the support to use it; the difference it has made to you; if there was enough support; what else would help. (500 character limit).

Create impact survey

Cancel