

Chapter 1: Introducing PocketSurvey™

Welcome to PocketSurvey — the easiest, fastest and most effective tool for designing survey questionnaires and collecting survey data on Windows CE handheld and pocket computers.

With PocketSurvey you can effortlessly turn your paper-based questionnaire forms into impressive electronic versions with a range of question types by just clicking a few buttons on a toolbar!

- If you're working in **facilities management**, you now have the tool you need to create complex asset surveys swiftly and efficiently.
- If you're a **surveyor** who's never designed an electronic survey before, you'll be producing surveys for transfer to your mobile workforce in just a few hours.
- If you are involved in **property management**, you now have the power to create large complex surveys, such as condition surveys, of any size.

Want to gather information away from the office? Want to collect consistent information in a structured manner? Want to eliminate time consuming re-keying of data? Want to get management information fast, so you can be proactive in your service delivery?

Now you can... quickly, easily and efficiently with PocketSurvey.

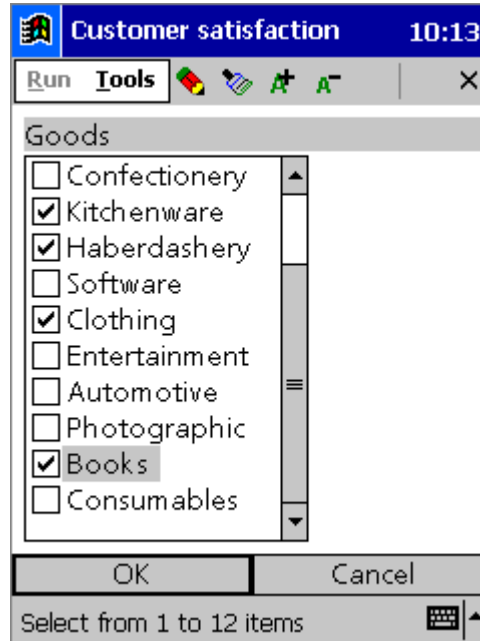
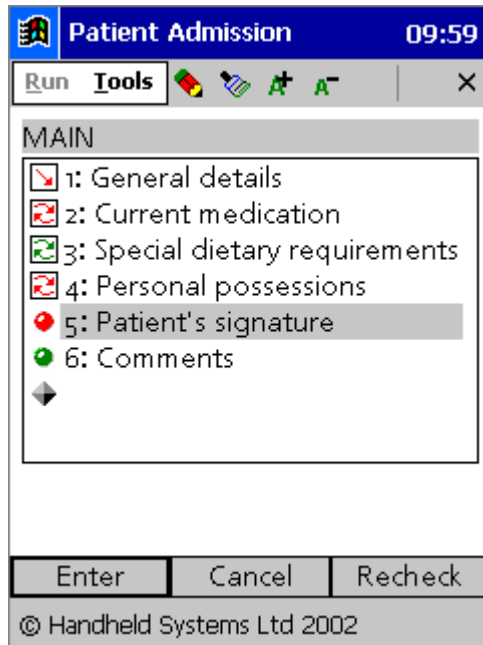
Internet Enabled

The **Internet** options in PocketSurvey allows you to transfer information between your desktop and any number of handheld computers via the Internet. This means that you can send questionnaire forms and receive results to and from your mobile workforce while they are out in the field.

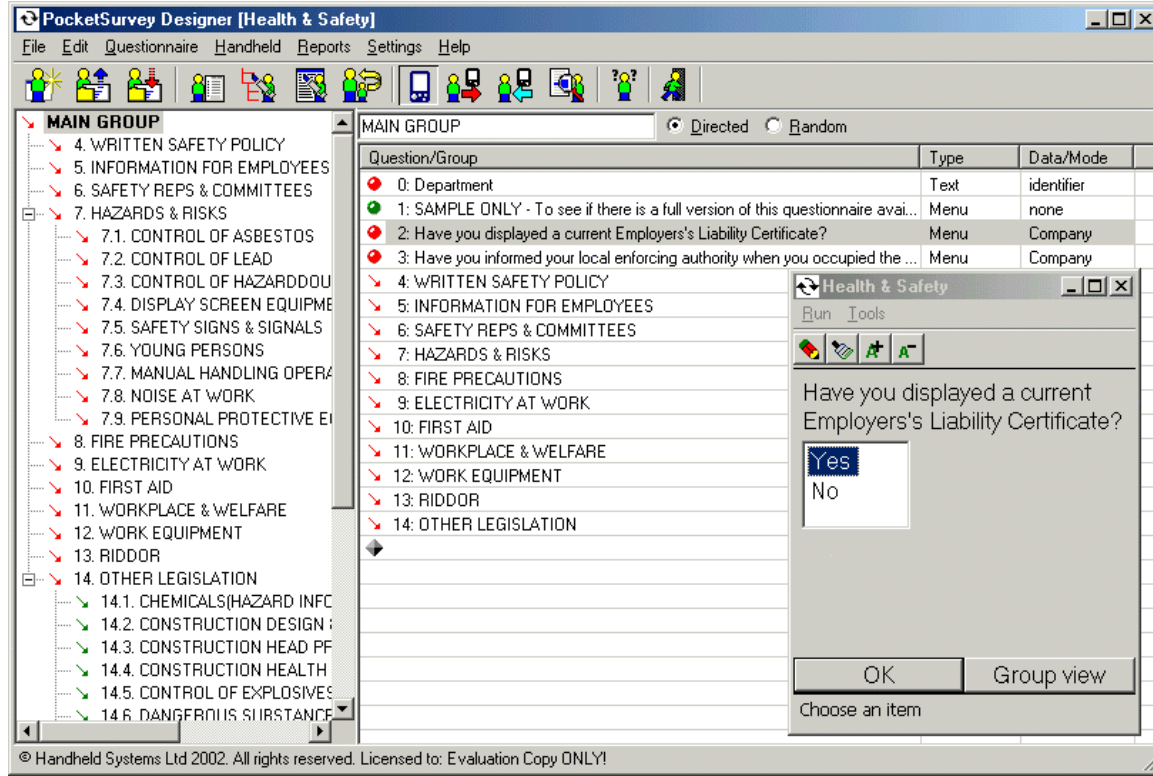
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Examples of PocketSurvey Mobile Running on a Pocket PC



Example of PocketSurvey Designer Running on a Desktop PC



What Is PocketSurvey?

PocketSurvey is an integrated questionnaire survey design and data collection software suite.

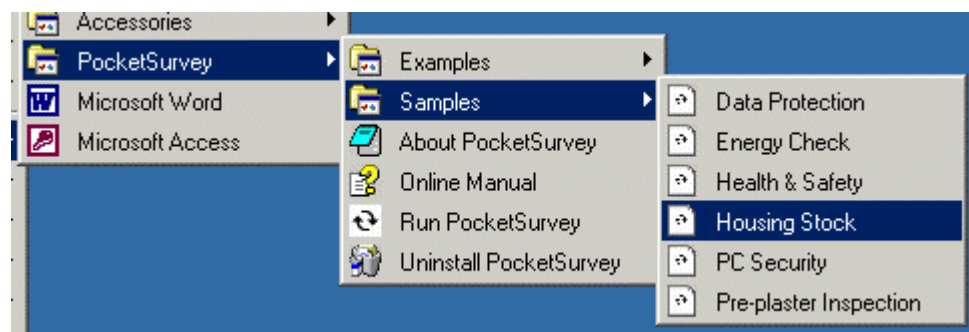
PocketSurvey is used for collecting information away from the office on handheld computers. This is done via the mobile data collection module, 'PocketSurvey Mobile' that you install on your handheld computer. Information is collected in a structured manner by answering a series of questions organised in an electronic survey that is first designed on your Windows PC using the survey design module 'PocketSurvey Designer'.

Once your survey data is collected the information is easily transferred from your handheld computer to your desktop PC for subsequent analysis and reporting.

The three steps of **designing** surveys, **collecting** data and **analysing** information can be undertaken by non computer experts allowing you more time for management of your business. If you do not have a suitable handheld computer you can use the handheld simulator built into PocketSurvey to see how the whole process works from beginning to end.

Examples and Samples

To see what PocketSurvey can do, try the sample surveys in the 'Samples' folder by double clicking on the .Q file or simply select a sample questionnaire from the Windows start menu or the PocketSurvey desktop icon.



What Can I Use PocketSurvey For?

Though designed to make it as easy as possible for non technical people to make and run data collection surveys, seasoned technicians will appreciate how PocketSurvey's flexibility, small footprint and speed make it an outstanding tool for creating those "we need it yesterday" surveys.

The PocketSurvey software suite is here to help you achieve your demanding targets in a range of industry sectors. If you can use a mouse you can put PocketSurvey to work in a number of ways such as:

- **Property Management & Asset Tracking.** Effective commercial property management requires you to be able to accurately forecast future expenditure as assets fall due for repair or reach the end of their expected life. To become far more efficient and to cope with the same workload a computerised survey design and data collection solution is required.

PocketSurvey can capture this information in a logical and structured way.

- **Stock Condition Surveys.** Large-scale stock condition surveys often require on-site data collection by number of different surveying companies. Furthermore, inspection of thousands of houses throughout a county or country requires consistent and accurate data collection.

PocketSurvey can provide consistent data collection at an economical price for both private and public sector housing organisations.

- **Building Inspections & Preventative Maintenance.** The cost of carrying out a comprehensive programme of planned preventative maintenance and building inspections can be reduced dramatically by using our survey design and data collection suite. Because building inspections involve a wide range of buildings a paper based survey often becomes very complicated.

PocketSurvey leads to reduced labour costs and help you manage increased workloads.

PocketSurvey is particularly suited for large-scale surveys requiring large quantities of data to be collected; or surveys containing large numbers of questions of many varied types and organised into groups.

What Does PocketSurvey Do?

PocketSurvey has a questionnaire design module running on any Windows PC and a survey data collection component for handheld devices such as the Compaq iPAQ, Casio, Husky or any pocket pc, running Windows CE.

The interactive testing facility simulates a real pocket pc and allows you to test surveys on your PC before actually sending them to your handheld computer saving you time. Final transfer of your questionnaire to your handheld device only takes seconds!

Design Questionnaires with PocketSurvey

Designing questionnaires is very easy and does not require any programming knowledge to be able to design complex data collection questionnaire surveys.

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There is a comprehensive set of example and sample surveys showing you how the system works. The full on screen help and tutorial guide you through every step with clear and concise instructions.

Collect Data with PocketSurvey

Collecting the data is easy too with our unique 'crash recovery' ensuring not data is lost out in the field. Your surveyors do data collection on the handheld pocket PC with the information captured at source. The captured survey data is then transferred to the desktop PC for later analysis by database software such as Microsoft Access, Excel or SQL Server.

How This Manual Is Organised

This manual is your comprehensive guide to designing questionnaires/surveys and collecting data on your handheld.

To help you find information quickly the chapters are organised into groups:

- **Chapters 1 - 5: Getting Started**
At least read this to learn most of what you need to know to start using PocketSurvey.
- **Chapters 9 - 12: Menu Options**
Read this for the more advanced aspects of creating well designed survey questionnaires with PocketSurvey and a detailed explanation of each menu option.
- **Chapter 13: Questions in Detail**
Read this for the detailed information about questions types and how answers to questions relate to data.
- **Chapter 14: Tips, Traps and FAQ**
Read this for the advanced tips on using PocketSurvey, how to avoid problems and answers to frequently asked questions.
- **Chapter 15: Using the Internet**
Read about the Internet options in PocketSurvey that allow you to transfer information between your desktop and any number of handheld computers via the Internet. This means that you can send questionnaire forms and receive results to and from your mobile workforce while they are out in the field!

- **Appendixes**

Additional information that does not fit with the other chapters in this manual.

This manual is jammed packed full of explanations, examples and practical tips to speed up your learning process and to help you work faster and more effectively.

You can pick up ideas from the examples and samples installed with PocketSurvey and modify them for your own use.

Warning

We recommend that you save your own versions of the examples and samples in the **SURVEY** folder before you modify them as these files are always overwritten when you install a newer version of PocketSurvey.

Tip

If you are eager to get started quickly, simply install the software and go through the examples and samples that come with PocketSurvey — you can always dip back into this manual when you get stuck!

For a really quick start follow through “[Chapter 5: Creating a Questionnaire](#)” it will only take you about five minutes!

We hope you will find this manual well structured and easy to follow, please send us your comments and we will improve it for you.

Typographical Conventions

Convention	Usage
Bold	Denotes Internet addresses such as http://www.pocketsurvey.co.uk and sales@pocketsurvey.co.uk .
<i>Italic</i>	Introduces new terms and is used for emphasis
FULL CAPS	Filenames, folders and path statements, such as EXAMPLES
SMALL CAPS	Key names, such as ENTER Toolbar buttons, such as OPTIONS Menu commands, such as FILE OPEN Options, such as SECTION NUMBERS ON
KEY + KEY	Indicates you must press the keys at the same time, such as CTRL + X
Monospace	Represents program code and configuration settings and command line options, such as <code>open</code>

Note The term 'user' in this manual refer to the person who will eventually collect survey data using the questionnaires that you create.

Support For PocketSurvey

Licensed users receive 30 days free support from purchase date. We also provide a certain amount of support for unlicensed users during the evaluation period.

Send your questions to support@pocketsurvey.co.uk or visit our Web site www.pocketsurvey.co.uk, to get answers to frequently asked questions.

After your FREE 30 days technical support you can choose the level of support that best suit you and your company. We have three technical support options to choose from.

Email Support

You can opt for 12 months email support where you can ask technical support questions via email. You will normally get a response within 1 working day and most times you will get a reply within a few hours. With this option you can also send surveys designs to us for review. Please [contact us](#) for more details.

Telephone & Email Support

For those users who want the added comfort of being able to speak to a technical support person on the telephone we recommend this telephone with email support option. Please [contact us](#) for more details.

Pay As You Go Support

Pay as you go support is suitable for experienced users who are unlikely to need much support. Normally users who are comfortable reading online user manuals and are experienced in computer problem solving choose this level of support. Please [contact us](#) for more details.

Consultancy & Training

If you want more than simple technical support we have comprehensive consultancy and training services available covering questionnaire survey design, custom database creation for survey analysis and 'at your location' training.

The format of PocketSurvey questionnaire designs is dictated to some extent by the data analysis software to which they will link, therefore an appreciation of elementary database structure is desirable to ensure good quality results.

Formal training is usually unnecessary for users who will only be involved with the handheld computers. Please ask if you are unsure of how much training you will need.

Training can be arranged to take place at your premises. Please [contact us](#) at sales@pocketsurvey.co.uk for current pricing.

Purchasing PocketSurvey

To purchase PocketSurvey **contact us** at **sales@pocketsurvey.co.uk** or fax a purchase order to +44 7005 802 421 (UK: 07005 802 421). You can also use the **PDF order form** that is installed in the main PocketSurvey folder.

Buying Online

If you buy online using a credit card at **www.pocketsurvey.co.uk** with our secure ordering system you get discounted prices and receive a license key quickly. Furthermore, when you buy online you can choose to pay in **UK Pounds (£)**, **Euros (€)** or **US Dollars (\$)**.

If you have any special requirements such as multiple copy purchases, site licenses or company licenses do not hesitate to **contact us**.

Useful Reference Material

This manual helps you use PocketSurvey and provides only introductory information on using Windows CE devices and ActiveSync. You shouldn't need to know much more but if you are interested to learn more, here are some web site and book suggestions.

Useful Web Sites

- **www.microsoft.com/pocketpc**
Everything for the total Pocket PC experience.
- **www.microsoft.com/mobile**
Windows Powered Mobile Devices. Features, comparisons, models and where to buy for Pocket PCs and Handheld PCs, as well as developer and enterprise resources.
- **Handheld PC Hardware Suggestions**
Our mobile data collection software module can be used on a variety of handheld computers running Windows CE Version 3. Some of the most popular models are listed here.

Useful Books

- **“Pocket PC StartPak for Dummies”**, published by IDG Books, written by Brian Underdahl. ISBN: 0-7645-0832-6.

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