



Frequently Asked Questions

Thank you for choosing to participate in the Regional Benefits Survey. Below are some of the frequently asked questions to assist you throughout the survey process. If at any point you need further assistance, clarification, or to address a concern not outlined in our FAQ, please contact us at info@archbright.com, 206.329.1120, or 509.381.1635.

I have received an invitation to take the Regional Benefits Survey. I need another person in my organization to complete the survey. Am I able to forward the link to them?

- Please do not send or forward this unique link. If there is a different person that should receive the invitation to participate, please contact us at info@archbright.com, 206.329.1120, or 509.381.1635, and we will send the intended individual a unique link of their own. This will ensure that the intended individual belongs to the same organization and protects both parties if questions arise when the data is received. Also, a confirmation email is sent to the original recipient and may cause confusion if that subsequent email is sent to the wrong individual.

Should I save or try to complete the survey in one sitting?

- Our survey is detailed and thorough, and will likely take you 40 to 60 minutes to complete. Luckily, you will not need to complete the survey responses in one sitting and can save the survey, and return to the page where you left off. Simply locate and click on the "Save Page & Continue Later" button, located at the bottom of the screen. You will be notified by a pop-up that you are navigating away from the survey and that you should fill in any blank answers if you have already not done so. Once you click Ok, you will be prompted to fill in your email address and confirm. You will then receive a link of your survey with your responses saved for you to continue when you are able.

I selected the wrong option on a question from a previous page. Am I able to go back to the previous page to change my answer?

- Yes, the survey is easily navigable. Simply, click on the "Back" link located toward the top left of the screen within the survey.

I am trying to answer a question and am getting an invalid response message. What could I be doing wrong?

- Specific questions within the survey require answers in a certain format. For example, when asked for a whole number, invalid responses that include commas, dollar signs, percentage signs, or decimal points will be flagged by the system. Each of these specific questions are noted with instructions that your response must conform to the formatted requirements or they will not be accepted.

I have entered text into a question and saved to return to it later. I found that my open text answers have disappeared. What happened?

- The survey platform saves your responses as you progress, but may remove the open-text from the current page when navigating back, or returning to a saved survey. The platform is trying to be helpful but seems to only retain a certain amount of information until the completed survey is fully submitted. Please simply re-enter the missing information and continue with your responses. We apologize for any inconvenience that this may cause.



I have completed the survey. How do I know that you have received my responses?

- Once you have submitted the survey, by clicking on the button labeled, "Done (Submit)," you will be presented with a screen that thanks the participant for completing the survey. Also, you will receive a system generated completion email to the email address on file.

I can't wait to get my copy of the report. When can I get access to the results?

- We are so glad you decided to participate and are very excited to send out the results. While we are crunching the numbers, know that we are working hard to you get you a report in September 2019.