To start:

Navigate to the Delib Citizen Space training sites:

<https://training-1.citizenspace.com/login>

or

<https://training-2.citizenspace.com/login>

and log in using these details:

Username: training@delib.net

Password: training

Task:

This document will guide you through how to build an online consultation using Citizen Space. The broad example we’ll use is consulting public audiences on closing a service.

Instructions:

Step 1 – Creating your consultation

Select ‘Add Consultation’ in the top right of the /manage\_consultations page. Choose a title – starting with your name or the name of your organisation.

Citizen Space training. Online survey building activity worksheet

You now need to select the Consultation Type. For this example, select ‘Online Survey’. Then select the blue button ‘Add Consultation’ in the bottom right.

This will bring up the Consultation Dashboard.

Step 2 – Edit the consultation details

This first section allows you to build the Overview page of your consultation and is simply a form that you need to work your way through.

To begin, select the first link in the numbered list called ‘Edit Consultation Details’, and use the following to complete each section:

Consultation Overview

(copy and paste the below text into this section)

*In its simplest terms, airspace is the portion of the atmosphere controlled by a State above its territory and areas over the sea within which a State is contracted by the International Civil Aviation Organization (ICAO) to provide air traffic services. It is an invisible national asset. For air traffic control purposes, airspace can be divided into two main categories, controlled and uncontrolled.*

*Controlled airspace is where air traffic control needs to have positive control over aircraft flying in that airspace to maintain safe separation between them. Uncontrolled airspace is airspace where aircraft are able to fly freely through the airspace without being constrained by instructions in routing or by air traffic control, unless they request a service.*

*Controlled airspace contains a network of corridors, or airways. They link the busy areas of airspace above major airports. At a lower level, control zones are established around each airport. These portions are therefore nearer the ground and closer to population centres. Because controlled airspace carries with it requirements that affect the aircraft and pilots that fly in it, an airspace change can impact the users of airspace in different ways.*

*We are consulting on changes to the controlled airspace.*

\*Embed a PDF at the bottom of this section using the embed tool in the WYSIWYG bar – this document has been saved as a PDF, so you can embed this\*

Why We Are Consulting
(copy and paste the below text into this section)

*Your feedback on the proposals at this early stage will help us explore the potential impacts of changes made to the controlled airspace. We invite considered responses supported by evidence, where possible.*

Call To Action Heading

You can change this text to whatever you want or leave as ‘Give Us Your Views’.

Contact information

Fill in your details using the below phone number and email address:

Full name:

Job Title

Team Name:

Phone: 01234 567 890

Email: example@example.com

Dates

Start Date: (use today’s date)

End Date: (set open for 2 weeks)

Expected Date of Results:

Expected Date of Feedback:

Related Links

(copy and paste the below URL)

https://consultations.caa.co.uk/policy-development/proposals-for-revised-airspace-change-process/

Related Consultations

Leave blank or fill in as you wish.

Related Documents

Leave blank or upload a document if you would like.

What Happens Next

(copy and paste the below text into this section)

*The consultation has now closed. Thank you for your input. We will be assessing the feedback from all respondents and updating the Results on this page.*

Finally, select the blue button to ‘Save’ in the bottom right.

Step 3 – Developing your online survey

On your consultation dashboard, to start adding your consultation questions select the second link in the numbered list called ‘Online Survey’.

The survey you will build today will be linear, which means that respondents will complete it page-by-page in the order that you specify.

Under the heading Question Numbering you can choose how you’d like the question numbers in your survey to work. For this example, select ‘Restart numbering on each page’.

Introduction page

The Introduction page is included by default in every new survey. It will always have three questions: name, organisation and email.

You can change/delete these questions or delete the page if you wish – we’ll come back to that later in the task. (However please note that these questions have a special functionality built in which is very difficult to recover once they’ve been deleted, so please delete them with caution. There is no problem with moving them to other pages.)

Add a question to this page, by selecting the ‘Add question’ option listed in the left-hand menu, and insert the below text:

*Are you answering this consultation as:*

Then select the blue button ‘Add question’ in the bottom right to save.

The next screen allows you to choose from a list of different Answer Components that enable the respondent to provide their answer.

From the drop-down menu, choose ‘Radio buttons’ and then select ‘Add answer component’. Enter the following options as radio answers:

Resident affected by aviation

Airline passenger

Member of the General Aviation community

Member of the commercial aviation industry

Military

Government and / or other regulators

National representative organisation or institute

Elected political representative

You’ll also need to enter a heading for the reporting field. (This means that when you look at the response data from the consultation, the responses to this particular answer component will be shown under the heading you enter.)

Add a new page

Add a new page by selecting the option listed in the left-hand menu, and call it: Airspace proposals

When you add your page title you can also add some descriptive text. Copy and paste the below text into the Description box:

*Here we would like to ask you a few questions about our overall proposals.*

Then select the blue button ‘Add page’ in the bottom right to save.

Add a question

Add a question, again by selecting the ‘Add question’ option listed in the left menu for the Airspace Proposals page, and insert the below text:

*Do you broadly agree or disagree with our overall proposals for airspace change?*

Then select the blue button ‘Add question’ in the bottom right to save.

From the drop-down answer components menu, choose ‘Radio buttons’ and then select ‘Add answer component’. Enter the following options as radio answers:

Yes

No

Unsure

Enter a heading for the reporting field e.g. broadly agree with proposals

Add another Answer Component, this time a ‘Multiple lines text’ component – size medium. Paste the below sentence into the Accessibility label:

*Please provide any further comments here:*

Question 2

Use the below text to create a second question:

*How should we best engage with you to agree design principles for the airspace change? (please select all that apply)*

Select the checkboxes answer component and put in the following options:

By letter

Public meetings

Email

Focus groups

Telephone

Organised on-site visits

Local and national press

Other

Add a reporting field heading (e.g. engagement on design principles) and save

Now select a single line text box answer component.

Add the accessibility label *“If other, please specify”*

Add a reporting field heading

And Save

Question 3

*What types of data would you find it useful for us to provide when engaging with you about design principles? How should this data be presented?*

Add a ‘Fact Bank’ answer component and paste the below text as the content:

*We will endeavour to provide data in accessible formats and via a variety of media, your help in shaping the delivery of data would be much appreciated.*

Add a ‘Multiple lines text’ component – size small, & paste the below sentence into the Accessibility label:

*Please provide your suggestions here:*

Now add a question or two of your own making, maybe trying out one of the other answer components which you have not yet used.

Page 3

Add a new page and call it: About you

On this page we want to ask people to provide their name and email address. Those questions were automatically generated on the default Introduction page, but we can easily transfer them to page 3.

In the menu on the left-hand side, select the Introduction page and you’ll see some options appear below it. Select ‘Move questions’.

Using the drop-down menus underneath them, move the Name and e-mail questions to the About you page.

For the following two demographic questions, we’d encourage you to play around and choose the most appropriate way to create them. There’s no right answer so it’s up to you to decide what works best.

*What is your ethnic group? Please select one option only to best describe your ethnic group or background:*

Dropdown list answer component

White

British

Gypsy or Irish Traveller

Any other White background (please specify)

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed / multiple ethnic background (please specify)

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background (please specify)

African

Caribbean

Any other Black / African / Caribbean background (please specify)

Any other ethnic group (please specify)

Prefer not to say

Next, add the below question using the ‘Postcode’ component:

*Please provide the first part of your postcode (e.g. WD18).*

Lastly, make the next question a mandatory radio button answer component, and use skip logic so that only those who answer ‘yes’ see page 5. You can set this up how you would like – there is no one right answer. The ‘Skip logic settings’ page can be reached from a link in the left-hand menu.

*Are you responding on behalf of an organisation?*

Yes

No

Page 4

Add a new page and call it: About your organisation

Choose the most appropriate way to add the below two questions on this page.

*What kind of organisation are you responding on behalf of?*

Professional body (e.g. a Royal College)

A hospital

Charity / voluntary sector group

Patient group

Local Authority

Trade Union

Trade body

Academic organisation

Political party/Political group

GP practice or syndicate

Other (please specify)

*What is your job title?*

Enter the most appropriate answer component

Move the next questions from the Introduction page, as we did before with the Name and Email questions.

What is your organisation’s name?

Are you answering this consultation as:

The default Introduction page is now redundant, since we’ve moved all the questions from it, so you can delete it by selecting ‘Edit, move or delete this page’ from the left-hand menu and selecting ‘Delete this page’ on the top right.

(Please note: the three standard questions (Name, Organisation and Email) created on the default Introduction page have a special functionality built in, so please only delete this page if 1) you’ve already moved the questions to another page, or 2) you’re absolutely sure you don’t want the functionality provided by those questions.)

Additional activity – Managing the theme of your consultation

This activity will guide you through how to change the look of an individual Citizen Space consultation, giving you the opportunity to incorporate your organisation’s branding or add images related to a given project or topic.

NB: You can only change the theme of a specific consultation. You cannot change the theme of your overall site, as that can only be done by Delib when requested by your site administrator.

Instructions

To complete this task you’ll need to refer to our Zendesk article ‘Managing the theme of your consultation’, which can be found here: <https://delib.zendesk.com/hc/en-us/articles/212216623>

Using the advice provided in the Zendesk article, and the sample logo and banner images attached at the bottom of the article, follow the instructions below to test each of the theming options available to make your consultation look fantastic.

Step 1 – Manage Theme

Start on the Consultation Dashboard and select the fourth link in the list, ‘Manage Theme’. You will see four available options for how you can customise the look of your consultation.

Apply each option by following the steps below, and use the ‘Preview’ box on the right-hand side to see how each option looks different.

Option 1 – Sitewide wallpaper

This is a default option and displays the same wallpaper image that appears on the hub homepage of your Citizen Space platform.

Apply this option to your consultation so you can see how it looks.

Option 2 – Full-width consultation banner

This option allows you to replace your usual site-wide wallpaper with a different image for this consultation.

Use one of the two sample banner images provided at the bottom of the Zendesk article to apply this option to your consultation so you can see how it looks: <https://delib.zendesk.com/hc/en-us/articles/212216623>

Option 3 – One or more logos

This option allows you to add logos specific to this consultation. It could be a single logo or image for the consultation, or the individual logos of several organisations collaborating on the project. For this option you can change the background colour to appear behind your logo(s). The default setting is white.

Use the sample logo provided at the bottom of the Zendesk article to apply this option to your consultation so you can see how it looks: <https://delib.zendesk.com/hc/en-us/articles/212216623>. Upload the same logo two or three times so you can see how the page applies multiple logos.

Option 4 – No banner image

You might choose this option if you wanted the consultation to have a more plain, serious look and feel. It will simply have the title of the consultation at the top of the page.

Apply this option to your consultation so you can see how it looks.

Step 2 – Save changes

Decide on which of the four options you prefer for your consultation and select the grey ‘Save Changes’ button in the bottom right to save your chosen theme.

CONCLUSION

Congratulations, you’ve just created your first consultation on Citizen Space. Hopefully completing this task has helped you to see how easy it can be and given you some ideas for how you might use it for your own consultations.

To see the end product of what you’ve created, don’t forget to select ‘Preview Consultation’ in the top right of the Consultation Dashboard. You can do this at any point while creating a consultation and easily return to the Dashboard to make changes.

If you have any further questions today please let your trainer know, or in future please don’t hesitate to send us an email at support@delib.net.

You’ll also find lots of useful articles about how to use Citizen Space in our Knowledge Base, which can be accessed at <https://delib.zendesk.com>.