This document will take you through the main steps for building an online consultation using Citizen Space.

Citizen Space training

Online survey building activity worksheet

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

*User name:* training@delib.net *Password:* training

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 some other way to easily identify it as yours!
* 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 ‘Edit Consultation Details’, the first link in the numbered list on the top left of the page. Use the following to complete each section:

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Consultation Overview

* You can type your own content into this box, or you can copy and paste the below text into this section:

*This consultation aims to build a picture of what people like to eat for lunch. We are interested to better understand what factors influence lunch choices.*

Why We Are Consulting

* You can type your own content into this box, or you can copy and paste the below text into this section:

*A key goal for the 2019 workplace wellbeing strategy is to improve the physical health of all staff.*

*As part of this we are exploring possibilities for providing free or subsidised healthy meals and snacks for staff. In order to do this we need to understand what people like to eat for lunch, and what healthy options will be acceptable.*

Call To Action Heading

* You can change this text to whatever you want, for example, ‘*Tell us about your lunch choices’.*

Contact information

* Fill in a name, job title and team name, (these can be real or made up).
* Please use the below phone number and email address:

Phone: 01234 567 890

Email: example@example.com

Dates

* Start Date: Add today’s date as the Start Date
* End Date: Add any end date
* Expected Date of Results: Add any date after the end date
* Expected Date of Feedback: Add any date after the end date

Related Links

* Add any site url, or copy and paste this URL - https://delib.zendesk.com/hc/en-us

Related Consultations

* Leave blank or fill in as you wish.

Related Documents

* Upload a document here. This can be the example PDF provided by your trainer, or another PDF document.

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What Happens Next

* You can type your own content into this box, or you can copy and paste the below text into this section:

*The consultation has now closed.*

*We will be feedback on the results from all respondents on this page, so watch this space!*

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

Step 3a - Building the online survey

* Select ‘Preview consultation’ from the consultation dashboard to see your work.
* On the consultation dashboard, select ‘Online Survey’, the second link in the numbered list on the top left of the page.

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.

Introduction page

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

These questions have a special functionality built in which is very difficult to recover once they’ve been deleted, there is no problem with moving them to other pages, which is something we’ll do later in this exercise.

Let’s get started.

 Step 3b, Adding questions and answer components

* Navigate to the page by selecting ‘Introduction’ from the menu on the left had side of the page.
* Select the ‘Add a question’ option listed in the left hand menu, and insert this text:

*What did you/will you have for lunch today?*

* 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 ‘Add an answer component’ drop-down menu, choose ‘Single line text’ and then select ‘Add answer component’.

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* Add the accessibility label *“Please let us know in the text box below”.*
* Add an appropriate reporting field heading e.g. ‘Lunch today - what’.
* Select the blue ‘Add Component’ button.

Reporting field headings will become the column headings in the export of your response data from the consultation.

Preview your work.

Step 3c, Adding pages

* Select the ‘Add a new page’ option listed in the left hand menu, call it: ‘*About your lunch choices*’.
* Select the blue ‘Add page’ button in the bottom right of the page.
* Add a question, again by selecting the ‘Add question’ option listed in the left menu for the ‘About your lunch choices’ page, and insert the below text:

*Where did you/will you get your lunch from today?*

* Select the blue button ‘Add question’ in the bottom right to save.
* From the drop-down menu, choose ‘Radio buttons - select one answer’ and select ‘Add answer component’.



* Enter the following options as radio answers:

 *Bought from home*

 *Office canteen/cafe*

 *Local cafe / food shop*

 *Local supermarket*

 *Local market*

 *Other (please specify)*

* Add an appropriate reporting field heading e.g. ‘e.g. ‘Lunch today - from where’.
* Select the blue button ‘Add Component’ in the bottom right to save.

We will now add a second answer component to this question.

* From the drop-down menu, choose ‘Single line text’ and select ‘Add answer component’.
* Add the accessibility label *“If ‘Other’, please specify in the box below”.*
* Add an appropriate reporting field heading e.g. ‘Lunch today - from other’.
* Select the blue ‘Add Component’ button.

Preview your work.

Now let’s add a matrix answer component:

* Add a question, and either come up with your own question, or insert the text below:

*Please let us know the extent to which you agree or disagree with the following statements:*

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* From the drop-down menu, choose ‘Matrix of choices’ and select ‘Add answer component’.
* In the ‘Possible answers’ box add the below:

*Strongly agree*

*Agree*

*Neither agree or disagree*

*Disagree*

*Strongly disagree*

*Don't know*

* In the ‘Questions/statements’ box, add at least 5 statements, along the lines of the following:

*Providing a free healthy lunch for all council staff is a good idea*

*Free healthy lunches will improve the health of staff*

*Free healthy lunches will improve staff wellbeing*

*Subsidised lunches are preferable to free lunches*

*[Think of your own statement and add it in here]*

* Add a suitable reporting field heading. Preview your work.

Now add a new page and a question or two of your own making. Try out some of the other answer components which you have not yet used, for example:

* Add a question with a ‘ranking’ answer component
* Add a question with a checkboxes answer component

Step 3c, Adding saved questions

* Select the ‘Add a saved question’ option listed in the left hand menu.
* Go to the ‘Free lunch questions’ category, and add ‘Should there be a maximum number of free healthy lunches available per week for each staff member to claim?’ by selecting ’Add this question’.
* Repeat this step to add the other question in the ‘Free lunch questions’ category.
* Preview your work.

Saved questions can only be added by site administrators, but it is a very quick and simple task. You can contact your site admin to add any of your questions into your own Citizen Space site.

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Step 4, Publish your consultation

Now publish your consultation!

* Navigate to the consultation dashboard, hit the big green Publish button.
* Navigate to your consultation Hub and view your consultation on the hub homepage.

**Congratulations, you have created your consultation on Citizen Space!**

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/hc/en-us>

