

GoodSpace Schools

Screening Response Dashboard

User Guide

Version 3.1

About this document

- This document is intended for Schools who are using the GoodSpace Schools digital screening platform. This user guide is intended for use by School Wellbeing teams.
- While every effort has been made to ensure the accuracy and completeness of the information in this document, GoodSpace Schools Limited does not accept any responsibility for any errors, omissions or their consequences.
- All data displayed in screenshots contain only test data.
- This user guide is subject to change without notice.

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1 How to access the GoodSpace Response Dashboard

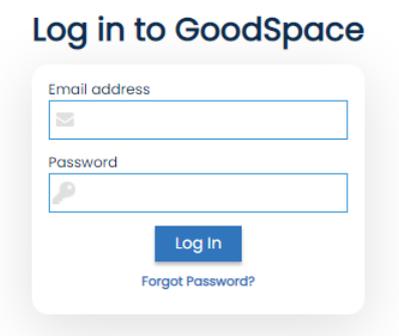
1.1 GoodSpace Website Address

The GoodSpace Website Address for GoodSpace Schools application is	https://app.goodspaceschools.com
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1.2 Access Response Dashboard

To access the Log in page for the Response Dashboard, click on the 'GoodSpace' logo on the bottom left of the web page. The webpage should now change and display the Log in page displayed below.	
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1.3 Log in to the Response Dashboard

Enter your email address and password to log in.	
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1.4 How to reset your password – Forgot Password

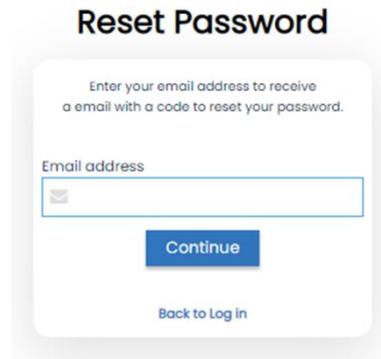
Click on the 'Forgot Password'	
--------------------------------	--

Enter your Email address and press **Continue**.

You will receive an email with a link to reset your password.

Passwords need to be at least 10 characters long and contain at least one upper case letter, lower case letter, numeral and special character

To cancel and return back to the login page click on '**Back to Log in**'.

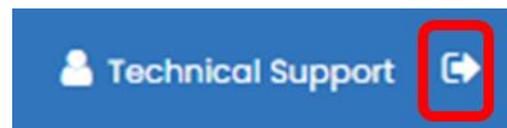


1.5 How to Logout

When you are logged in to the Response Dashboard, you should be able to see your Username on the top right-hand corner of the screen.

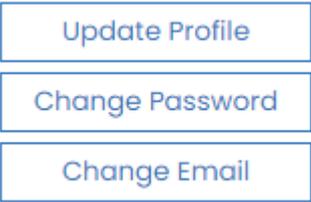
Next to your username you should see and '**Exit**' icon.

Click on the '**Exit**' icon to log out of the Response Dashboard.

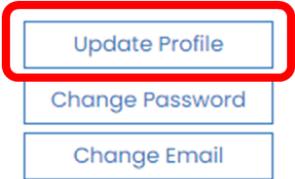
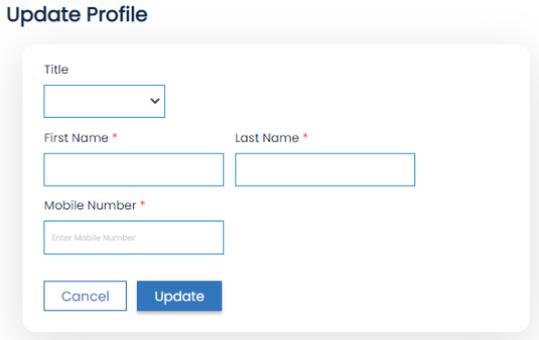


2 Your User Account

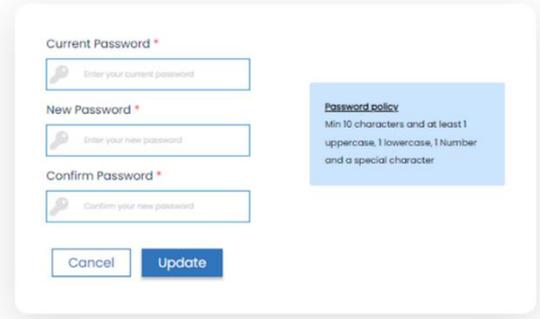
2.1 How to maintain your User Account

<p>When you are logged in to the Response Dashboard, you should be able to see your Username on the top right-hand corner of the screen.</p> <p>Click on the username.</p>	
<p>You should now see the following options available to you.</p>	

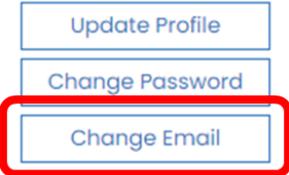
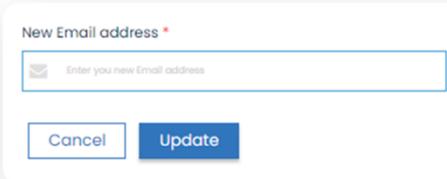
2.2 How to update your User Profile

<p>Click on 'Update Profile'</p>	
<p>You will now be able to update your user details.</p> <p>Once complete press Update.</p> <p>To exit without making any changes press Cancel.</p>	

2.3 How to change your password – after login

<p>Click on the Change Password</p>	
<p>Enter your current password.</p> <p>Then Enter your new password and re-enter your new password to confirm.</p> <p>Once complete press Update.</p> <p>To exit without making any changes press Cancel.</p>	

2.4 How to change your email

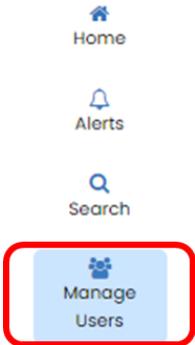
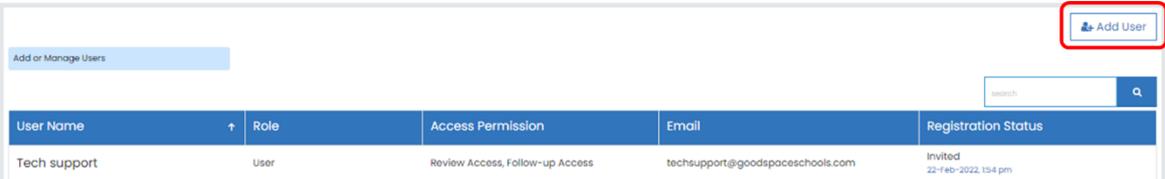
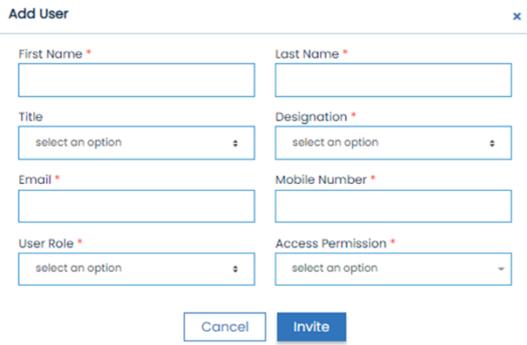
<p>Click on the Change Email</p>	
<p>Enter your new email address.</p> <p>Once complete press Update.</p> <p>To exit without making any changes press Cancel.</p>	

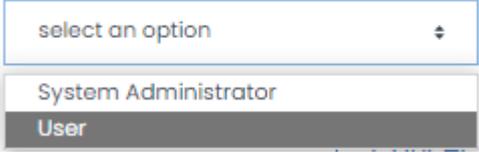
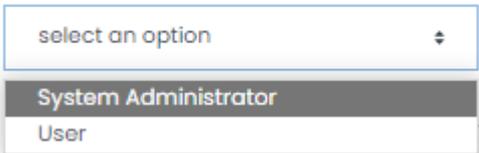
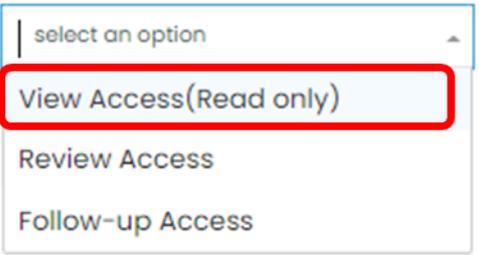
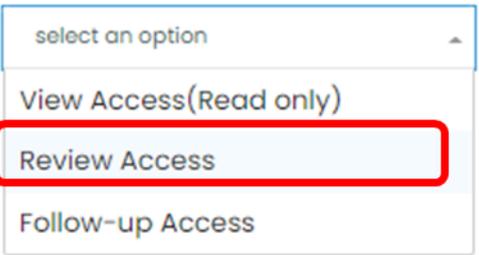
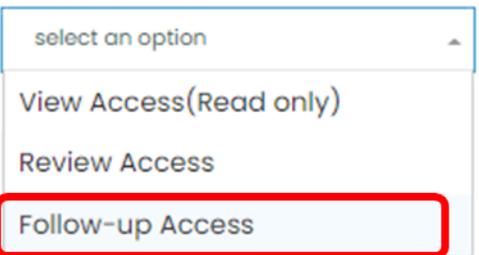
3 Manage Users

3.1 User Privileges required

The feature is only available to users with Systems Administrator privileges in a School.

3.2 How to add a new user to the system

<p>The Manage Users menu provides the ability to:</p> <ul style="list-style-type: none"> a) Add New Users b) Modify Existing Users <p>When you click on the Manage Users menu, you will see the below Screen.</p>	
<p>To add a new user click on the 'Add User' button on the top right hand corner of the screen.</p> 	
<p>You should now see the Add User screen.</p> <p>Enter the following Fields:</p> <ul style="list-style-type: none"> a) First Name b) Last Name c) Title (optional) d) Designation e) Email f) Mobile Number <p>Note – We strongly recommend that each user is setup with a dedicated email address. We do not allow use of generic or shared email addresses.</p>	

<p>g) User Role:</p> <p>There are two types of user roles:</p> <p>For regular users, please select ‘User’.</p> <p>If you would like to give ‘System Administrator’ privileges to the new user, please select ‘System Administrator’ from the list.</p> <p>The System Administrator privilege should be reserved for Head of Counselling services or Head of Wellbeing.</p>	<p>User Role *</p> 
	<p>User Role *</p> 
<p>h) Access Permission:</p> <p>There are three main levels of access permissions for wellbeing team members:</p> <ol style="list-style-type: none"> i. View a survey response - allows a user to be able to only view a survey response. ii. Review a survey response – allows a user to be able to review a survey response and indicate if a follow up is required. iii. Follow up access – allows a user to be assigned to do a follow-up <p>A user can have both - Review Access and Follow-up Access. To give both permissions, select both values from the list.</p> <p><u>View Access:</u> To give a user the ability to only view survey responses, select ‘View Access – (read only)’ from the list. Refer to Screenshot - 1. A user with ‘View Access (read only)’ will not be able to do Reviews or do Follow ups.</p> <p><u>Review Access:</u> To give a user the ability to review survey responses, select ‘Review Access’ from the list. Refer to Screenshot - 2.</p> <p><u>Follow up Access:</u> To give a user the ability to follow-up survey responses, select ‘Follow-up Access’ from the list. Refer to Screenshot - 3.</p>	<p>Access Permission *</p>  <p style="text-align: center;">Screenshot – 1</p>
	<p>Access Permission *</p>  <p style="text-align: center;">Screenshot – 2</p>
	<p>Access Permission *</p>  <p style="text-align: center;">Screenshot - 3</p>

Additional privileges:

In addition to the three main levels of access, you can add some additional functionality access

Export to Excel:

To give a user the ability to export search results to an Excel file, select 'Export to Excel' from the list. Refer to **Screenshot - 4**.

Analytics dashboard – aggregate data access:

To give a user access to aggregated data, select 'Analytics Dashboard – Aggregated Data Access'. This will enable them access to overview to the screening survey responses. This access can be granted without any other privileges to school staff who would benefit from seeing the screening summaries but without identifiable individual level student data. Refer to **Screenshot – 5**.

Analytics dashboard – individual data access:

To give a user access to individual level data, select 'Analytics Dashboard – Individual Data Access'. This will enable them access to overview to the screening survey responses, as well as the ability to drill down into identifiable individual level student data. Refer to **Screenshot – 6**.

Access Permission *

select an option

View Access(Read only)

Review Access

Follow-up Access

Export to Excel

Screenshot – 4

User Role *

User

Access Permission *

× Follow-up Access × Review Access × Export to Excel

View Access(Read only)

Review Access

Follow-up Access

Export to Excel

Analytics Dashboard - Aggregate Data Access

Screenshot – 5

User Role *

User

Access Permission *

× Follow-up Access × Review Access × Export to Excel

Review Access

Follow-up Access

Export to Excel

Analytics Dashboard - Aggregate Data Access

Analytics Dashboard - Individual Data Access

Screenshot – 6

Once you have entered all the fields click on **Invite** button.

To exit without adding the user press **Cancel**.

Add User

First Name *

Last Name *

Title

Designation *

Email *

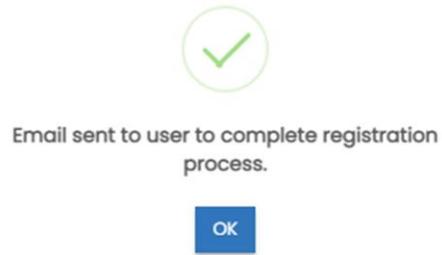
Mobile Number *

User Role *

Access Permission *

Cancel Invite

Once you click on **Invite** button, you should see the following confirmation message.



3.3 How a user completes the user registration process

The user will now receive an email from GoodSpace Schools with instructions on how to complete the Registration.

The email will be from no-reply@goodspaceschools.com

The body of the email will contains intructions asking the user to click on the link '**Complete Registration**'. Example displayed below:

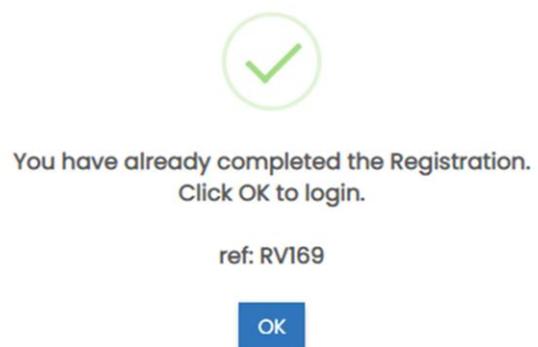
To complete the registration process, click on the button below
or right-click on the buttton, copy the link and paste in the browser address bar

When the user clicks on the '**Complete Registration**' link in the email, the user will be taken to a web page to enter their details and selecta password.

The user will be asked to enter:

- a) First Name
- b) Last Name
- c) Password
- d) Confirm Password

Passwords need to be at least 10 characters long and contain at least one upper case letter, lower case letter, numeral and special character. Once you click on **Save** button, you should see the following confirmation message.



3.4 How to deactivate a user account

When a user leaves the school or if a user no longer should have access to the GoodSpace Response Manager software, you should deactivate their user account.

To deactivate a user, go to the **Manage Users** menu and click on the user you wish to deactivate.

You should now see the **Deactivate Account** button. Click on the **Deactivate Account**.



3.5 How to reactivate a deactivated a user account

To reactivate a user, go to the **Manage Users** menu and click on the user you wish to reactivate.

You should now see the **Activate Account** button. Click on the **Activate Account**.



3.6 How to make changes to a user account profile

To make changes to a user profile, go to the **Manage Users** menu and click on the user you wish to edit. You should now see the **Edit** button. Click on the **Edit** button.



Once complete press **Update**. Alternatively, to exit without making any changes press **Cancel**.

3.7 How to reissue the registration email

If a user has not received their registration email and they cannot see it within their junk email folder you can reissue the registration email. Go to the **Manage Users** menu and click on the user you wish to edit. Click on the **Edit** button. Check the user details such as email are correct.



If the details are correct or once the details are updated press **Update & Resend Invite**. Alternatively, to exit without making any changes press **Cancel**.

4 Creating a New Survey

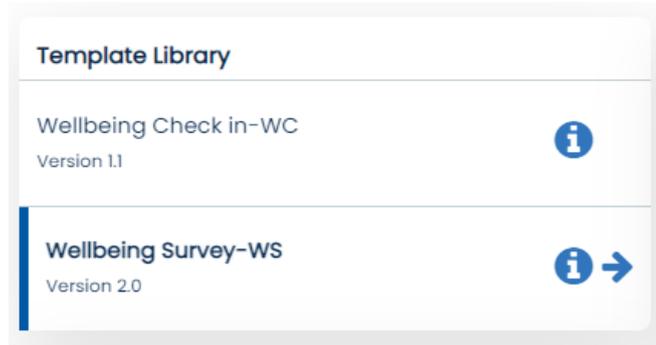
4.1 How do you setup a new Survey with a Survey Code?

The process of setting up a new Survey with a Survey Code on the GoodSpace platform is called the Publishing process.

4.2 How to publish a new survey

<p>The Survey Templates menu provides two ways of publishing a new survey:</p> <ul style="list-style-type: none"> a) Publish a new survey from the Template Library b) Re-publish a new survey from a previously published survey <p>When you click on the Survey Templates menu, you will see the below Screen.</p>	
<p>The Survey Templates is organised into two sections:</p> <ul style="list-style-type: none"> a) Template Library b) School Surveys <p>Templates that are in the 'Template Library' are available for all schools using the GoodSpace platform to use.</p> <p>Templates that are displayed under 'School Surveys' are the surveys you have previously published.</p> <p>The Surveys under 'School Surveys' are only visible to your school.</p>	

To select a **Survey Template** to use, click on the survey to highlight it as shown in the screenshot.



Once you select a template to use, you will now see a screen similar to the one shown below:

Wellbeing Survey-WS
 6 Sections, 35 Questions

Survey Code: 2ASDWS ⓘ

Survey Name:

Template Name: Wellbeing Survey-WS

School Years: All Year 7 Year 8 Year 9 Year 10 Year 11
 Year 12 Year 13

Start Date: ⓘ ⓘ

Last date to start: ⓘ ⓘ

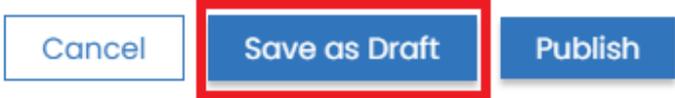
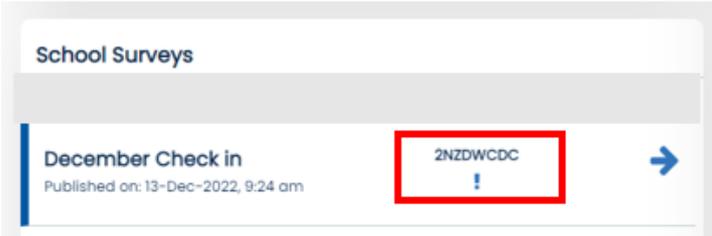
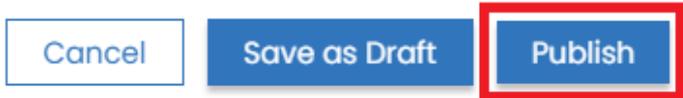
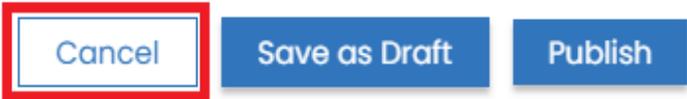
Last date for submission: ⓘ ⓘ

The following section explains setp by step how to publish a new survey code.

<p>Selecting a Survey Code:</p> <p>Survey Codes are 8 characters in length and is always unique to each survey. Survey codes are also unique across different schools.</p> <p>The first 6 characters are always automatically generated by the system.</p> <p>You will need to select the last two characters of the Survey Code to complete the Survey Code. The two characters can be numbers or uppercase letters.</p> <p>We suggest you do not use numbers like zero (0), one (1) or letters like (I, O, U or V) that could sometimes be mistaken.</p>	<p>Survey Code 2NZDWS <input type="text"/> </p> <p>Example: In the below example, the user has entered Y9 to complete the Survey Code.</p> <p>The complete Survey Code in this example is 2NZDWSY9</p> <p>Survey Code 2NZDWS <input type="text" value="Y9"/> </p>
<p>Enter Survey Name:</p> <p>The Survey name is displayed to users completing the survey. Hence, it is important to chose a meaningful name to decribe the Survey.</p> <p>Do not use a forward slash '/' in your survey name</p>	<p>Survey Name <input type="text"/></p> <p>Example: If you want to publish a wellbeing survey for year 9 students, then you can name the survey 'Wellbeing Survey – Year 9'.</p> <p>Survey Name <input type="text" value="Wellbeing Survey - Year 9"/></p>
<p>Template Name:</p> <p>The name of the template you are using is always displayed for information purposes only.</p> <p>The user does not need to do anything.</p>	<p>Template Name Wellbeing Survey-2022-WS</p>

<p><u>Specify School Year Group:</u></p> <p>You can create a survey code for use with one or many year groups.</p> <p>As a general rule, we recommend creating a dedicated Survey Code for each year group. This helps manage survey responses by individual year group.</p> <p>When you have a large number of students in a year group, you can break that year group into smaller groups and create multiple survey codes for that year group.</p>	<p>School Years <input type="checkbox"/> All <input type="checkbox"/> Year 7 <input type="checkbox"/> Year 8 <input type="checkbox"/> Year 9 <input type="checkbox"/> Year 10 <input type="checkbox"/> Year 11 <input type="checkbox"/> Year 12 <input type="checkbox"/> Year 13</p> <p><u>Example:</u> If you want to publish a wellbeing survey for year 9 students, then tick the box in front of 'Year 9'.</p> <p>School Years <input type="checkbox"/> All <input type="checkbox"/> Year 7 <input type="checkbox"/> Year 8 <input checked="" type="checkbox"/> Year 9 <input type="checkbox"/> Year 10 <input type="checkbox"/> Year 11 <input type="checkbox"/> Year 12 <input type="checkbox"/> Year 13</p>
<p><u>Start Date and Time:</u></p> <p>The start date is the date from which this survey will be available from.</p> <p>Remember that students can only start completing a survey after you have shared the Survey Code with them.</p>	<p>Start Date <input type="text" value="DDMM/YYYY"/> <input type="text" value="HH:MM"/></p> <p><u>Suggestion:</u></p> <ul style="list-style-type: none"> • We recommend that the Start date is always the date you are publishing the Survey. • Start Time can be set to 12:00 AM
<p><u>Last date to start:</u></p> <p>You can specify for each survey, what is the last date by which a user can commence a survey.</p>	<p>Last date to start <input type="text" value="DDMM/YYYY"/> <input type="text" value="HH:MM"/></p>
<p><u>Last date to submission:</u></p> <p>You can specify for each survey, what is the last date by which a user can submit a survey. This is the date the survey closes.</p>	<p>Last date for submission <input type="text" value="DDMM/YYYY"/> <input type="text" value="HH:MM"/></p>

<p><u>Welcome Message:</u></p> <p>The Welcome Text is displayed to the user completing a Survey immediately after they have entered the Survey Code, Student Email and Student Details.</p> <p>With each template there is default Welcome text that is populated. You are free to customise this Welcome text to meet your school and student audience.</p> <p><u>Spell Check:</u> It is recommended that you copy the Welcome text and paste it into Microsoft Word or similar Word Processing program and do a spell check.</p>	<p>Welcome Message</p> <div data-bbox="871 300 1385 647" style="border: 1px solid #ccc; padding: 10px;"> <p>Kia ora,</p> <p>Thanks for taking this short survey today. We want you to get the most out of your time here at school and feel good about being here.</p> <p>This survey asks you some questions about different areas of your life so we can get an understanding about what is going on for you. Please be honest in your answers. It is important to know what you REALLY think and are experiencing, not what you believe is the right answer. This is NOT a test. There are NO right or wrong answers.</p> <p>Your answers will be stored securely and not shared with anyone except the Student Services Team. If the Student</p> </div> <p><u>Important:</u> It is important to cover the following aspects in the Welcome Text:</p> <ul style="list-style-type: none"> • About the Survey • Confidentiality and Privacy – who will be able to see the survey responses • Consent • There are no right or correct answers
<p><u>Thank you Message:</u></p> <p>The Thank you text is displayed to the user at the completion of the survey.</p> <p>With each template there is default Welcome text that is populated. You are free to customise this Thank you text to meet your school and student audience.</p> <p><u>Spell Check:</u> It is recommended that you copy the Thank you text and paste it into Microsoft Word or similar Word Processing program and do a spell check.</p>	<p>Thank you Message</p> <div data-bbox="871 1095 1366 1442" style="border: 1px solid #ccc; padding: 10px;"> <p>Ka pai to mahi! Thanks for completing this survey.</p> <p>If you would like to talk with our team about anything that has come up for you in this survey, please reach out to us for a confidential conversation.</p> <p>You are always welcome to chat with us.</p> <p>Nau mai, haere mai, ki te korero</p> </div> <p><u>Important:</u> It is important to cover the following aspects in the Thank you Text:</p> <ul style="list-style-type: none"> • Thank the student for completing the survey • What happens next • How a student can reach or contact the wellbeing team

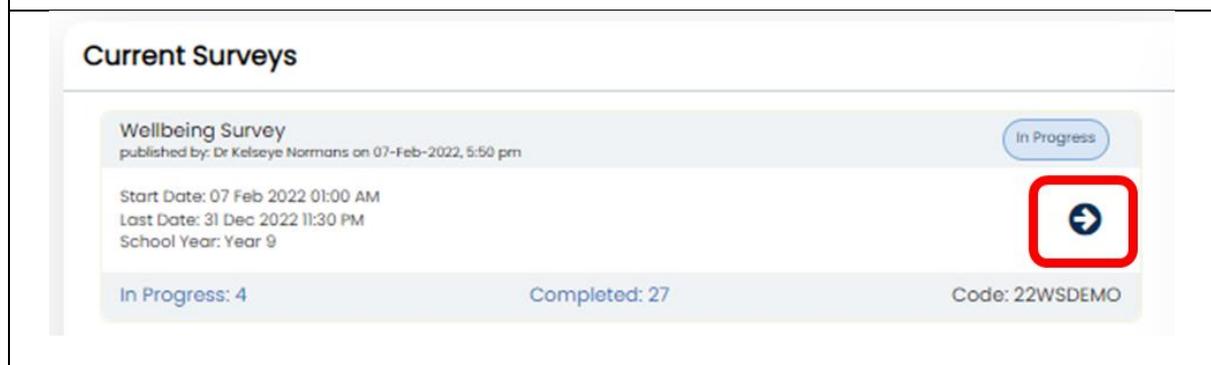
<p><u>Saving the Survey Setup as a Draft:</u></p> <p>Before you click on the Publish button:</p> <p>To save the Survey Setup as a Draft click on Save as Draft.</p> <p>To exit without making any changes press Cancel.</p> <p>The Survey now shows up under your list of School Surveys but with an exclamation mark under the code to indicate it is not yet live.</p>	  <p style="text-align: center;">Screenshot – 7</p>
<p><u>Publishing a Survey:</u></p> <p><u>Important:</u> Please ensure you check every detail of the survey setup before you click on the publish button.</p> <p>Once you publish a survey, you will not be able to make any changes.</p> <p>To publish the Survey, click on Publish.</p> <p>To exit without making any changes press Cancel.</p>	
<p>When editing the Survey Setup, you can exit without saving any changes by pressing Cancel.</p>	

5 Home Menu

5.1 How to view responses to a survey

Every time you log in to the **Response Dashboard** the screen you will be viewing is called the **Home Screen Dashboard**. The **Home Screen Dashboard** is organised to show:

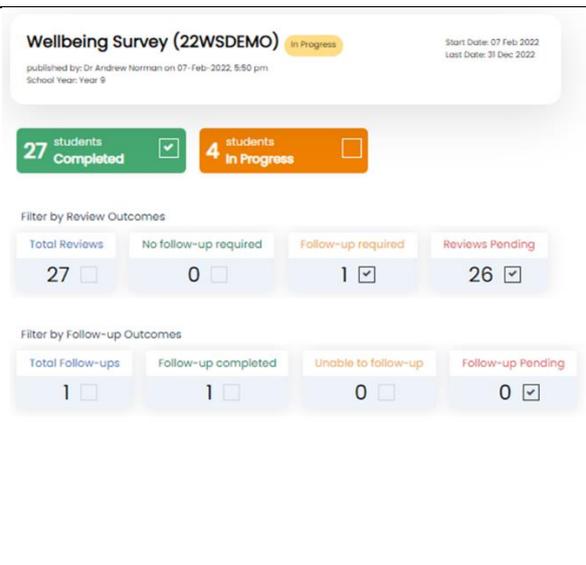
- All current surveys on the left-hand side of your dashboard. These are surveys that are still open and can be completed by a student.
- All historical surveys can be seen on the right-hand side of the dashboard. These are surveys that are now closed and can't be completed by a student.
- To view survey responses to a current survey or historical survey, click on the '**Right Arrow**' icon.



5.2 How to view survey progress data

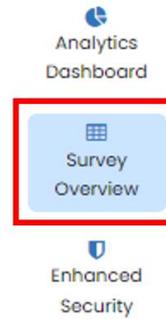
For the Following Survey named '**Wellbeing Survey**' with Survey Code **22WSDEMO**:

- 27 Students have completed the survey
- 4 students commenced the survey but yet to complete
- This means a total of 31 students (27 students completed + 4 students in progress) commenced the Survey
- Of the 27 students that completed the Survey, 1 student has been reviewed and identified for a follow-up. This Follow-up has been completed.
- The remaining 26/27 students are yet to be reviewed.



5.3 How to view survey activity

- On the navigation pane on the left-hand side of the screen you will see the 'Survey Overview' icon



From the Survey Overview landing page, you can select the survey template you wish to review, the academic year, or you can review activity across templates but within a certain timeframe, which is useful if you are screening the whole school with different surveys and wish to monitor progress. You can also select to review the surveys by year group.

Analytics Dashboard
 Total Surveys - Published: 18
 Total Students - Completed: 319
 Total Students - Incomplete: 76

Survey Overview

Template Name: All
 Surveys with Activity From: [Date Picker]
 Academic Year: 2023
 Surveys with Activity To: [Date Picker]
 School Years: All, Year 7, Year 8, Year 9, Year 10, Year 11, Year 12, Year 13

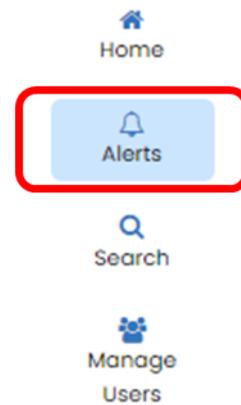
Survey Name	School Year	Students	Alerts (Total)	Alerts (Students)	Review/Follow Up Count	Start/End Date
Intermediate wellbeing survey	Year 7	5 / 1	C: 8 H: 33 M: 48 L: 35 C&H: 0	C: 5 H: 8 M: 5 L: 6 C&H: 0	N: 5 N: 0 F: 0 F: 0 U: 0	03-Feb-2023 08-Dec-2023
Intermediate wellbeing survey	Year 8	0 / 1	C: 0 H: 7 M: 0 L: 2 C&H: 0	C: 0 H: 1 M: 1 L: 1 C&H: 0	N: 0 N: 0 F: 0 F: 0 U: 0	03-Feb-2023 08-Dec-2023
Wellbeing Check-in Demo	Year 7	0 / 1	C: 0 H: 0 M: 0 L: 0 C&H: 0	C: 0 H: 0 M: 0 L: 0 C&H: 0	N: 0 N: 0 F: 0 F: 0 U: 0	06-Mar-2023 08-Dec-2023
Wellbeing Check-in Demo	Year 9	1 / 0	C: 0 H: 0 M: 0 L: 0 C&H: 0	C: 0 H: 0 M: 0 L: 0 C&H: 0	N: 1 N: 0 F: 0 F: 0 U: 0	06-Mar-2023 08-Dec-2023
Wellbeing Check-in Demo	Year 13	1 / 0	C: 0 H: 0 M: 0 L: 0 C&H: 0	C: 0 H: 0 M: 0 L: 0 C&H: 0	N: 1 N: 0 F: 0 F: 0 U: 0	06-Mar-2023 08-Dec-2023

The Survey Overview will be of particular use for larger schools who may have multiple surveys running at a time. You will be able to see how your surveys are progressing, the number of surveys in progress and complete, as well as the numbers of alerts and date of last activity. This supports schools reporting their progress with their wellbeing screening within the school. Permission for the survey overview function is linked to access to the analytics dashboard.

6 Alerts Menu

6.1 How to view Students with Urgent Alerts

- The Alerts menu provides an easy way to find all students who have completed a survey with a response to a question which is associated with a **'Critical'** Alert.
- You can change the pre-defined search parameters at any time.
- If you want to reset the search parameters back to the Critical Alerts who are **'Not Reviewed'**, click on the **'Reset'** button.
- Once a student is marked as reviewed, the status of the survey response is changed, and they will no longer appear on this list.



Search Alerts by

Alert Type

- All
 Critical
 Medium
 Contact me
 High
 Low

Status

- All
 In Progress
 Completed
 Not Finished

School Year

- All
 Year 7
 Year 9
 Year 11
 Year 13
 Year 8
 Year 10
 Year 12

Score

From To

Outcome Status

- All
 Not Reviewed
 No Follow-up Required
 Follow-up Required

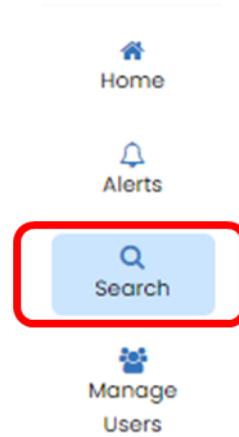
Reset

Search

7 Search Menu

7.1 How to use the search feature

- There are two Search options available in this feature; Survey or Student search
- The Search menu provides the ability to search for any responses by the following criteria:
 - a) Survey Name
 - b) Academic Year
 - c) Survey Status
 - d) Alert Types
 - e) School Year
 - f) Score or Score ranges
 - g) Outcome Status
- You can change the pre-defined search parameters at any time.
- If you want to reset the search parameters back to the original settings, click on the **Reset** button.



Survey Search Student Search

Survey Search

Year Survey

Survey <input type="text" value="select a survey"/>	Status <input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed <input checked="" type="checkbox"/> Not Finished	Alert Type <input type="checkbox"/> All <input checked="" type="checkbox"/> Critical <input type="checkbox"/> Medium <input type="checkbox"/> Contact me
Academic year <input type="text" value="select an academic year"/>	Score From: <input type="text"/> To: <input type="text"/>	School Year <input checked="" type="checkbox"/> All <input checked="" type="checkbox"/> Year 7 <input checked="" type="checkbox"/> Year 8 <input checked="" type="checkbox"/> Year 9 <input checked="" type="checkbox"/> Year 10 <input checked="" type="checkbox"/> Year 11 <input checked="" type="checkbox"/> Year 12 <input checked="" type="checkbox"/> Year 13

Outcome Status
 All
 Not Reviewed
 No Follow-up Required
 Follow-up Required

You can also select 'Student Search' to look up individual student survey responses

7.2 How to search for wellbeing score for check-in

- The Search menu provides the ability to search and triage student responses to the wellbeing check-in survey:
 - a) Survey Name – select the appropriate wellbeing check-in survey
 - b) Academic Year
 - c) Survey Status
 - d) Alert Types – Uncheck all boxes
 - e) School Year
 - f) Score or Score ranges - Enter score 0 – 50
If high numbers use 0 – 28 for highest priority, then repeat 29-50 for next priority group
 - g) Outcome Status
- You can change the pre-defined search parameters at any time.
- If you want to reset the search parameters back to the original settings, click on the **Reset** button.

- After this you can also search for any students who may not have had a low score but who have answered a question with a zero (at no time) response:

Alert Type: Check High box only

Status: Completed

School Year: Check Year

Score: Leave blank

Outcome status: Not reviewed

Survey Search

Year Survey

Wellbeing Check-in Demo (Code 3NZDWCTA)

Status
 All
 In Progress
 Completed
 Not Finished

Alert Type
 All
 Critical
 Medium
 Contact me
 High
 Low

Score
 From To

Outcome Status
 All
 Not Reviewed
 No Follow-up Required
 Follow-up Required

- After this you can also search for any students who may not have a low score, or triggered a zero high alert but who have requested that you contact them:

Alert Type: Check Contact me box only

Status: Completed

School Year: Check Year

Score: Leave blank

Outcome status: Not reviewed

Survey Search

Year Survey

Wellbeing Check-in Demo (Code 3NZDWCTA)

Status
 All
 In Progress
 Completed
 Not Finished

Alert Type
 All
 Critical
 High
 Low
 Contact me

Score
 From To

Outcome Status
 All
 Not Reviewed
 No Follow-up Required
 Follow-up Required

7.3 How to search Contact Me Alerts

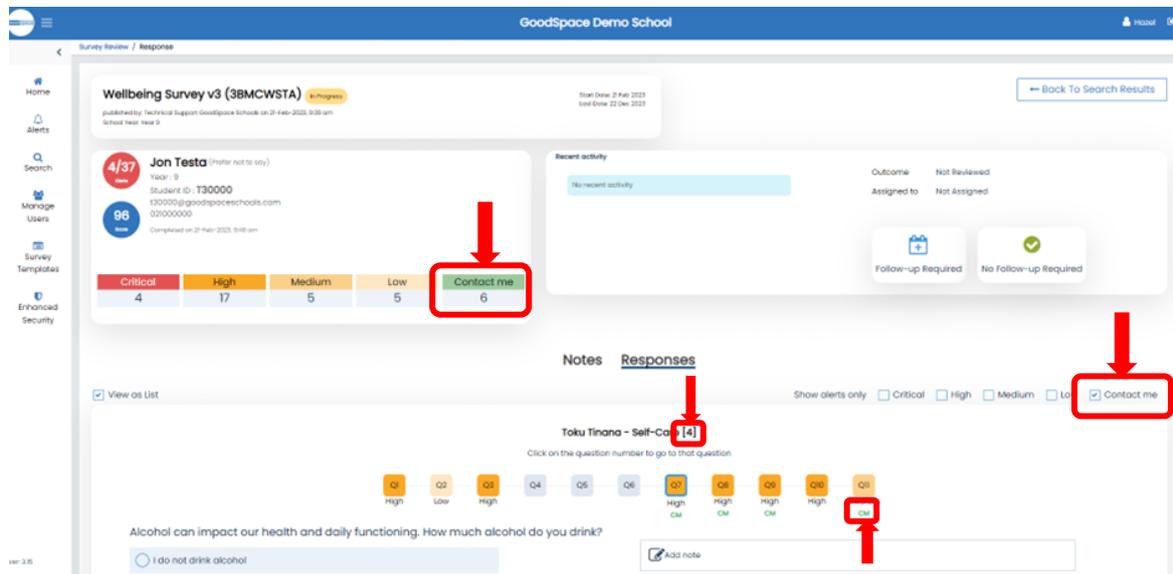
In Version 3 of the Wellbeing Survey there is a 'Contact Me' alert which is linked to those students who have requested support with their lifestyle behaviours such as drinking, smoking, vaping, losing sleep due to online time, and financial struggles.

To identify these students for further intervention, select:

- a) Survey Name
- b) Academic Year
- c) Survey Status – depends on whether the survey is running if you wish to include those in progress
- d) Alert Types – 'contact me'
- e) School Year
- f) Score or Score ranges – n/a
- g) Outcome Status - if you have already completed a review for the critical or high alerts you may wish to select all for the purpose of finding all those who wanted help with certain behaviours or issues

The screenshot shows the 'Survey Search' interface in the GoodSpace Demo School system. The 'Alert Type' section is highlighted with a red box, showing the 'Contact me' option selected. The interface includes various filters for survey name, academic year, status, school year, score, and outcome status. The 'Search' button is visible at the bottom right of the search area.

A list of students who have checked the support boxes in the relevant questions triggering a 'Contact Me' alert in the survey will appear in the bottom half of the screen. Select a student response to bring up the student survey dashboard:

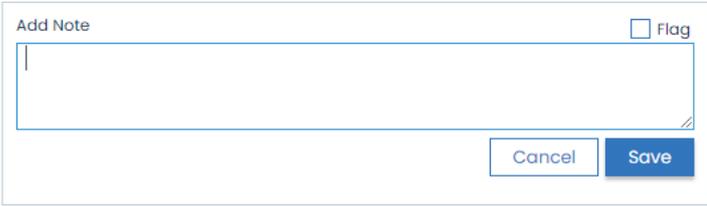
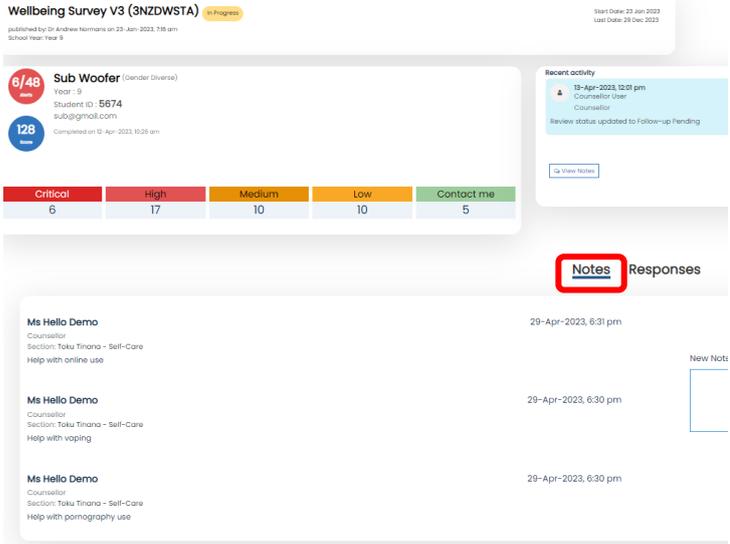


As you can see from the student dashboard this student has triggered six 'Contact me' alerts. Check the Contact Me check box at the top right of the survey Responses page (shown here in a red oval). This will then show the number of questions where the student has asked for help in each section (circled in red), and show the relevant questions by displaying a green 'CM' under each question number (circled in red).

There are five possibilities to request help in the toku tinana (self-care) section; with pornography, drinking, smoking, vaping and reducing time spent online. There is also one in whānau/toku kainga (family/home life) section if the student would like help with financial struggles. You can add a note against each of the Contact me alerts so the support they have requested can be seen as a summary under 'Notes'; see Section 8 below.

8 Adding Notes

8.1 How to add notes

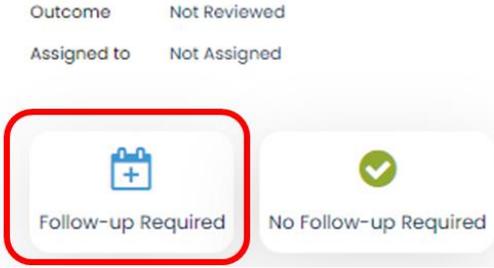
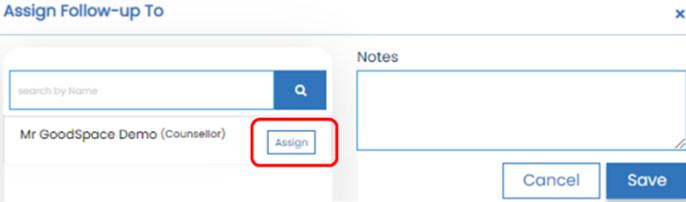
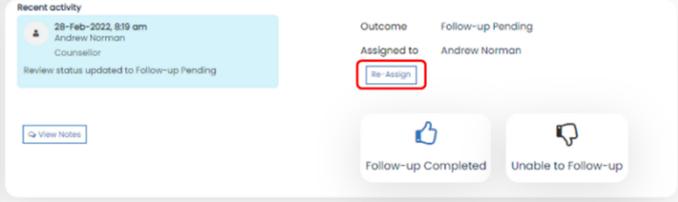
<p>You can write a note when you see the 'Add note' icon.</p> <p>To write a note click on the 'Add note' icon.</p>	
<p>The add note icon will change to an editable text box allowing you to type a note.</p> <p>Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	
<p>Once you have completed your notes you can review these on the student survey dashboard by selecting the Notes tab.</p>	

9 Response Review Process

9.1 How to mark a survey to indicate – no follow up is required

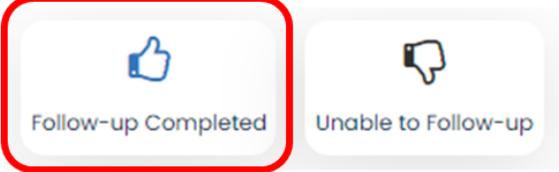
<p>Click on the 'No Follow up Required' icon</p>	<p>The screenshot shows a survey review interface. At the top, there are two rows of text: 'Outcome Not Reviewed' and 'Assigned to Not Assigned'. Below this, there are two buttons: 'Follow-up Required' with a calendar icon and a plus sign, and 'No Follow-up Required' with a green checkmark icon. The 'No Follow-up Required' button is highlighted with a red rounded rectangle.</p>
<p>The screen should change to allow you to type a note and save.</p> <p>Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	<p>The screenshot shows a 'Review outcome' form. It has a title 'Review outcome' and a horizontal line below it. Underneath, there is a 'Follow-up Action' label and a dropdown menu with 'No Follow-up Required' selected. Below the dropdown is a 'Notes' label and a large text input area. At the bottom right, there are two buttons: 'Cancel' and 'Save'.</p>

9.2 How to mark a survey to indicate – a follow up is required

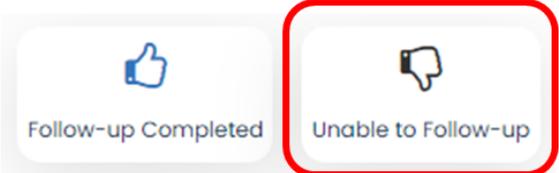
<p>To assign a Follow-up, click on the 'Follow-up Required' icon</p>	
<p>A window will open and display all the users in the system with 'Follow up' access privileges.</p> <p>To select a user to assign the Follow up click on the 'Assign' button next to their name.</p> <p>You can enter a note when you assign a follow up to a user. It is always good practice to enter a note. Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	
<p>Once assigned to a User, you can also re-assign to another user.</p> <p>Click on the 'Re-Assign' button.</p> <p>A window will open and display all the users in the system with 'Follow up Access' privileges.</p> <p>To select a user to assign the follow up click on the 'Assign' button next to the name of the user you want to assign to.</p> <p>You can enter a note when re-assigning a follow up to another user. It is always good practice to enter a note. Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	

10 Follow up Process

10.1 How to record a follow up is completed

<p>Click on the 'Follow up Completed' icon.</p>	
<p>The screen should change to allow you to type a note and save.</p> <p>Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	<p>Follow-up outcomes</p> <hr/> <p>Follow-up Action <input type="text" value="Follow-up Completed"/></p> <p>Notes <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p>

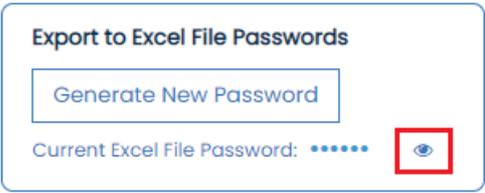
10.2 How to record a follow up was not possible to be completed

<p>Click on the 'Unable to Follow up' icon.</p>	
<p>The screen should change to allow you to type a note and save.</p> <p>Once complete press Save.</p> <p>To exit without making any changes, press Cancel.</p>	<p>Follow-up outcomes</p> <hr/> <p>Follow-up Action <input type="text" value="Unable to Follow-up"/></p> <p>Notes <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p>

11 Export to Excel

11.1 User Privileges required

The feature is a restricted feature that needs to be enabled by the School GoodSpace Systems Administrator.

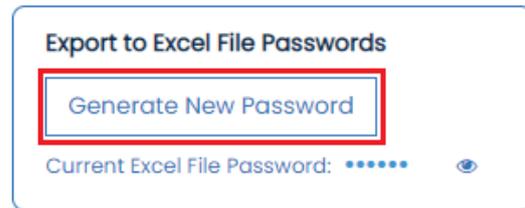
<p>Once a user has been enabled for the Export to Excel feature, the user should see the following Export to Excel icon.</p> <p>Users are able to export search results from the following three areas to an Excel file:</p> <ol style="list-style-type: none"> Home Page Alerts Page Search Page 	
<p>Once you click on the Export to Excel icon, the system will generate an excel file containing the data displayed in the screen.</p> <p>All the columns on the screen will be included in the Excel file except for the following two fields:</p> <ol style="list-style-type: none"> Alert count Score <p>This is due to privacy and security requirements.</p> <p>The Excel file generated will always be password protected.</p> <p>The password will be displayed as shown in the screenshot.</p>	 <p>Report exported to password protected Excel file.</p> <p>Excel File password is XXXX</p> <p>Password can be accessed in your user profile.</p> <p>Ok</p>
<p>If you misplace the password, you can always view the password for the Excel file by clicking on your username on the top right side of the screen.</p> <p>You can reveal the password by clicking on the 'Eye' icon highlighted in red in the screenshot.</p>	

11.2 Generating a new password for Excel files

If for any reason you feel the password is compromised, you can generate a new file.

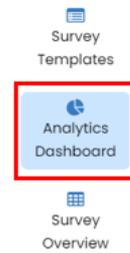
Please note any Excel file generated up to now can only be opened using the current password. So, it is advisable that you write it current password prior to generating a new password.

The new password will apply to all new Excel files generated from this point onwards.

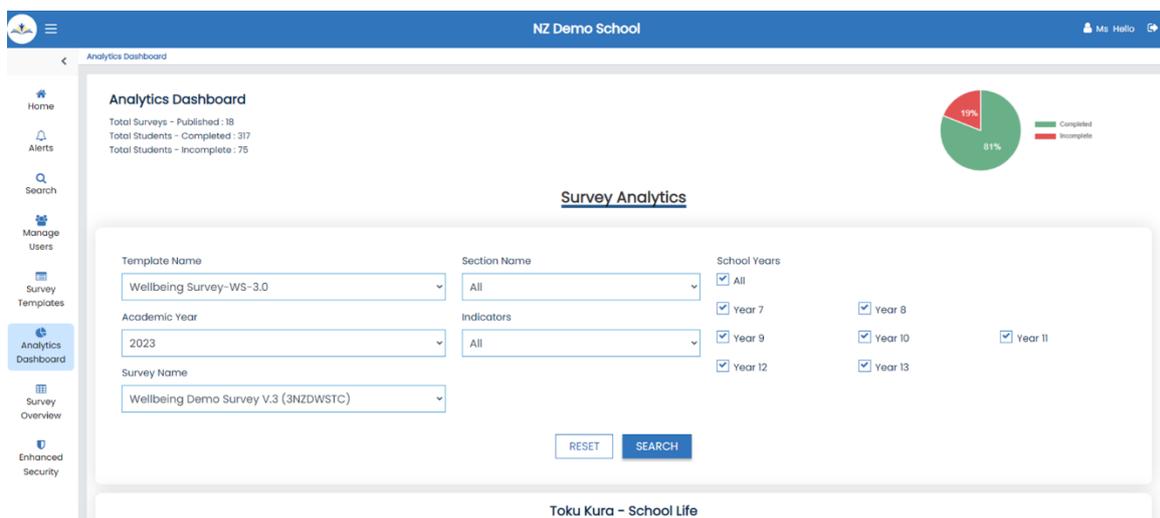


12 Analytics Dashboard

- On the navigation pane on the left-hand side of the screen you will see the 'Analytics Dashboard' icon
- There are two different levels of access available for the analytics dashboard; aggregated and individual level data access. Please note only Systems Administrators can alter user permissions (see Section 3.2)



Now you will see a screen with the 'Analytics Dashboard' home page. From this page you can select the survey template you wish to review, year and specific survey, as well as focussing on specific sections, indicators, or reviewing by year group.



Once you have selected your parameters you will be able to view the analytics dashboard, with pie charts displaying the student's responses to the selected survey. If you have individual data access, you can drill down from the pie charts to see the list of students and their responses for further action.

Individual data access permission should only be given to users who directly respond to student wellbeing needs. Senior Leadership Teams and teachers should only have access to the analytics dashboard – aggregated data access, so they can see an overview of the survey responses.

Wellbeing Demo Survey V.3 (3NZDWSTC) In Progress

published by: Ms Hello Demo on 17-Apr-2023, 11:05 am
School Year: Year 10

Start Date: 17 Apr 2023
Last Date: 30 Jun 2023

[← Back To Analytics Dashboard](#)

Section: Toku Kura - School Life

Reporting Indicators

1. Feel school is a safe place

2. Type of bullying involved

3. Bullying at school

Question: Do any of the following apply to you:

Options: All

I am being bullied at school I am bullying or have bullied another person at school

I am or have been a witness to bullying at school None of these apply to me

Search by student name or ID

[Export to Excel](#)

Student Name	Survey Name	School Year	Response Options
Copy Paper (Female) <small>Copy@gss.com ID: 3d3de</small>	Wellbeing Demo Survey V.3 <small>Code: 3NZDWSTC</small>	Year 10	● None of these apply to me
Harriet Stiles (Female) <small>harry@snl.com ID: nbg56</small>	Wellbeing Demo Survey V.3 <small>Code: 3NZDWSTC</small>	Year 10	● None of these apply to me
Hazel Hogwash (Female) <small>Hazel@goodspace.schools.com ID: 13579</small>	Wellbeing Demo Survey V.3 <small>Code: 3NZDWSTC</small>	Year 10	● I am or have been a witness to bullying at school
Jacob Jones (Male) <small>123456@demo.school.nz ID: 123456</small>	Wellbeing Demo Survey V.3 <small>Code: 3NZDWSTC</small>	Year 10	● I am being bullied at school

From here you are then able to export those lists of students into excel for further action, such as calling them into a workshop, or further follow up. The export to excel function is password protected; your personal password will pop up when you click on the export to excel button. Once you enter the password the following data will be displayed:

Student Id	Student Name	Gender	Email	Survey Name	Survey Code	School Year	Question	Reporting Indicator	ResponseOptions
3d3de	Copy Paper	Female	Copy@gss.com	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	None of these apply to me
nbg56	Harriet Stiles	Female	harry@snl.com	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	None of these apply to me
13579	Hazel Hogwash	Female	Hazel@demo.schools.nz	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	I am or have been a witness to bul
123456	Jacob Jones	Male	123456@demo.school.nz	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	I am being bullied at school
ed444	Jess Cob	Female	j.cob@gmail.com	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	None of these apply to me
345de3	John Lennin	Male	see@drt.org	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	None of these apply to me
234ff	Reed Shortland	Male	mjn23@yahoo.co.nz	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	I am being bullied at school
	Teddi Bear	Male	teddi@gmail.com	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	None of these apply to me
	Test Student	Gender Diverse	test.student@demo.school.nz	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	I am being bullied at school
	Tester Stu	Male	testerstu@gmail.com	Wellbeing Demo Survey V.3	3NZDWSTC	Year 10	Do any of the following apply to you:	Bullying at school	I am being bullied at school

13 Enhanced Security

We are committed to protecting the data of our customers. Each user is required to have a strong password with a minimum length of 10 characters.

In addition, customers can implement email verification codes to add an extra layer of protection to the sign-in process. You can configure different email verification policies for log in from:

- a) School Network
- b) Outside School Network

13.1 User Privileges required

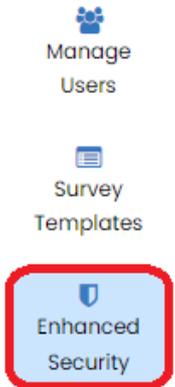
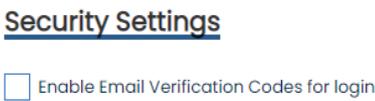
The feature is a restricted feature that needs to be enabled by the School GoodSpace Systems Administrator.

13.2 How does it work?

When email verification codes are enabled:

- a) The system will check if additional verification is required each time a user has entered their username (email address) and password to log in to the GoodSpace platform.
- b) If the School policy requires additional verification, then a one-time code is emailed to the user.
- c) The user will need to enter this code to complete the log in process to and gain access to the GoodSpace platform.

13.3 How to setup?

<ul style="list-style-type: none"> • To enable email verification codes, click on the 'Enhanced Security' menu. • Please note that the 'Enhanced Security' menu is only visible to School users with Systems Administrator access. 	
<p>Now you will see a screen with a heading called 'Security Settings' and a check box as follows:</p>	

To enable Email Verification Codes, select the check box as follows:

Security Settings

Enable Email Verification Codes for login

You should now see the following options:

For access from School Network, email verification code is:

- Required only for first login each day from a IP Address in Whitelist (recommended)
- Not required for login from a IP Address in Whitelist
- Required for every login

For access from outside School Network, email verification code is:

- Required for every login (recommended)
- Required only for first login each day from each IP Address
- Not required

Once you make your preferred selections, you will see the “Whitelist” menu appear as highlighted in the screenshot below:

Security Settings

Whitelist

Enable Email Verification Codes for login

For access from School Network, email verification code is:

- Required only for first login each day from a IP Address in Whitelist (recommended)
- Not required for login from a IP Address in Whitelist
- Required for every login

For access from outside School Network, email verification code is:

- Required for every login (recommended)
- Required only for first login each day from each IP Address
- Not required

13.4 How to add IP Address to Whitelist

You can enter the school IP addresses to whitelist it below:

To whitelist the school IP Address, the School will need what is called a Fixed IP Address. Please consult with your school IT team for further information.

Once complete press **Save**.

To exit without making any changes, press **Cancel**.

Security Settings Whitelist

Enter Public IP Address to add to Whitelist

Whitelist

. . . **Add >>**

No IP saved

Cancel **Save**