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Student Engagement Survey Technical Tips

Confirm with your school's Technology Coordinator before administering surveys:

1. Verify that both advance-ed.org and cognia.org are approved domains in your school's firewall.
2. Verify that your school is using an approved operating system and browser. The complete list is provided on page 3 of the Survey Administration Guide, available on the Cognia/NDDPI partnership page (https://nddpi.onlinehelp.cognia.org/).

Common technical questions and issues:

1. **Q:** I am a new HOI (head of institution) at my school or district and I don't have an eProve account. Should I contact Cognia Customer Care?
    A: No. Contact your school or district administrator. Any admin level eProve user at your school or district can add an account for you by logging into MyJourney, going to the surveys module, and selecting "manage users" from the menu on the left. If there is no admin level user at your school or district that can help you, Cognia Customer Care can create an account for you in eProve. However, HOI updates must be sent directly to NDDPI, not to Cognia.

2. **Q:** When I look at the list of surveys available to my school, I only see the elementary school survey (grades 3-5) but my school is K-8. What should I do?
    A: Contact Cognia Customer Care. They will verify that they have the correct grades on file for your school. Once confirmed, they will contact the contract manager, who will add the correct level survey to your school's account.

3. **Q:** My students are seeing the green check mark at the end of their surveys after they click "submit" but they are not being re-routed to the login page like the SES Administration Guide says they should. When I go back and look at the roster report, it shows they didn't take the survey. What is happening here?
    A: Their surveys are not being recorded because your school's firewall is restricting access to either advance-ed.org or cognia.org. Contact your school's Technology Coordinator for help and have the students try again. Once those domains are cleared through the firewall, your students should be redirected to the login page after they see the green check mark and you should see their status as "submitted" in your roster report.

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4. **Q:** How do I know which students have taken the survey at my school and which students have not?
   A: You can download your student roster at any time during the Student Engagement Survey administration, not just at the beginning. Download the roster again, then check the "status" column for each student to see who is in "submitted" status (survey complete) and who is still listed in "assigned" status (survey not yet taken).

5. **Q:** I submitted a change to a student record in Power School, but I don't see the change reflected in my Student Engagement Survey roster in eProve.
   A: Please allow up to 48 hours to see the change reflected in your roster.

6. **Q:** How do I contact Cognia Customer Care?
   A: Cognia Customer Care can be reached at eprove@cognia.org or 888-413-3669, ext. 5720.