



HERMES SURVEY KIOSK FEATURE PROFILE



WHAT IS THE HERMES SURVEY KIOSK?

HERMES is based on the HANDS-ON EDUCATIONAL RESEARCH MAP FOR EFFECTIVE SCHOOLS developed by Professor Peter Cuttance from his research into factors that make a critical difference to the achievement of high levels of learning for students. Although it has its heritage in research on school effectiveness and improvement, it addresses major shortcomings in this heritage, particularly in relation to the cognitive and social processes that are critical to effective learning environments.

HERMES has been designed for schools to be able to capture data on the quality of key areas of their operations in terms of the critical capacities required for a high level of learning outcomes for every individual student.

HERMES provides a strategy for ensuring that the process of using evidence as feedback on performance can be sustained without devoting inordinate resources to the evidence gathering and analysis component of this process.

However, the HSK provides a flexible approach to the evidence schools can capture and how they use it — to this end, the evidence gathering foci of the HSK work within a philosophy of professional learning that supports each school to determine its own focus and direction. The principle underlying the HERMES model to ensuring effective learning is based on the requirement of every school to maintain a *critical capacity* in each of the dimensions of the model. The model does not over-emphasise factors that have been the focus of reform and professional learning over the past quarter-century — for example, school system organisation, leadership and student social background — important as these factors are in the broad context of learning. Instead, it proposes that effective learning environments and high levels of achievement by every individual student require a critical mass of expertise, practice-based skills and leadership in each of the key dimensions required for effective learning. Issues of organisation, leadership and student social background are addressed in the context of how each critical capacity is impacted by factors that are distant from learning processes.

The HERMES approach also recognises the well-established knowledge from research that most schools have relatively similar average levels of performance and that the focus should be on how each school can establish and maintain the level of student learning outcomes achieved by most schools.

Most research on schools neglects the dynamic change that is inherent in the processes of schools moving through time — for example, schools that are implicitly aware of their need to maintain *critical capacity* in key areas are more likely to focus on hiring expertise in the required areas. On the other-hand, schools in declining economic environments are often unable to slow the exit of staff who are critical to maintaining their capacity in key areas, and because of their circumstances, are likely to not have the resources to recruit replacement staff, or are 'uncompetitive' in the market for potential recruits who could bolster key aspects of *critical capacity*. Where schools are part of a system of schools, responsibility for ensuring that every school has the required *critical capacity* in each key area is shared between the school system, the school community and the school.

HERMES SURVEY KIOSK

What can I use the Kiosk for?

- Use the Kiosk to run surveys of students, parents and teachers.
- Capture information to support your improvement initiatives and strategies.
- Monitor how well your school is travelling.
- Get feedback from your students, parents and teachers.
- Gather data for accountability reports.

What surveys are available in the Kiosk Library?

- The HSK provides an online library of over 2000 survey questions for students, parents and teachers.
- Download the Library Catalogue at www.radii.org/hermes/catalogue
- All questions have been constructed to research-based standards and pre-formatted for presentation to the respondent.
- To ensure validity, each set of questions has been constructed from a literature review of the research on each topic.
- Parent, teacher and student surveys meet the legislative requirements for Australian Government reporting.
- The Library covers more than 500 topics of relevance to schools.
- Schools can request their own survey be added to the library.
- Schools can request a school system survey be uploaded to the library.
- Schools can request translation of specific surveys into community languages.
- Schools can request online voice presentation of survey questions by telephone in a range of community languages. The respondent uses the handset keypad to respond or provides a voice response.
- Schools can request pencil-and-paper versions of parent surveys.

How easy is it to use the HSK?

- The logic of the survey process is built into the Kiosk — you will be led through the process in a series of simple steps — no prior survey knowledge is required.
- The Kiosk provides a user-friendly interface that simply requires you to click on specific buttons to build and run a survey.
- Once you have decided which questions you want to select, a new survey can be built and set to run in less than 15 minutes.

- Start by selecting a ready-made survey from the Library and adapt it to your needs, or build your survey from scratch by selecting subsets of questions from the Library.
- Preview the survey at any stage as you build it.
- Clone and rerun any previous survey in 5 minutes.
- Share surveys with other teachers in the school.
- Clone the same survey for every class in your school.

How do I access the Kiosk?

- Access the Kiosk from anywhere, anytime at school or at home where there is access to the Internet.
- Broadband is not required, can be used over a standard 56K phone modem.
- Access the Kiosk using any standard Internet browser.
- No software to install on school computers or servers.
- To run a survey you need a subscription, or pay on a per-survey basis.

How do I pay for a subscription?

- A member of the school Management Team has to register your school at www.radii.org/register
- On initial registration, your school will be allocated access for 14-days to explore the HERMES Survey Kiosk.
- To run a survey, the school needs to purchase either a subscription or pay for a token to use the Kiosk on a pay-per-use basis at www.radii.org/shop
- A subscription provides 1-year of unlimited access for all staff registered as members of the school.
- Subscriptions are scaled by the size of your school — the average cost is \$0.90–\$2.00 per enrolled student per year, depending on the total enrolment of the school, eg. the cost for a small school (<100 students) is \$200 + GST.
- Access for one-off surveys on a pay-per-use basis start at \$120+GST for a small school.
- Using the Kiosk is more efficient and less expensive than doing surveys by hand.

Can I customise my survey?

- Customizing your survey simply requires you to click on the required buttons.
- You can add your own questions to the survey.
- You can change the look-and-feel of your survey by matching it to your school colours.

- You can upload a jpg graphic file to add your school crest.
- You can select your own group of schools to benchmark against.
- Finally, add a link to the survey on your school website and let respondents know they can access it there.

How does the Kiosk ensure high quality data from my surveys?

- To ensure all required actions will be undertaken on time, the Kiosk automates all your survey administration and management tasks.
- The closing date for your survey can be reset any time with a single mouse click.
- Respondents can access your surveys via a link on your Home Page or by clicking on the link in a personalised email invitation.
- Respondents can also access the survey from its direct URL — every survey has a unique URL.
- You can set dates to receive an email updating you on the number of respondents who have completed the survey.
- You can set dates for the progress monitor to remind you (or another person) to send a reminder to members of the sample who have not yet responded to the survey.
- You can achieve high response rates by automatically generating a unique user code for each respondent and receiving an automated email of the codes that have been used and which have not, so you can remind members of the survey sample who have not responded to do so.
- If you have email addresses for your respondent sample, the progress monitor can automatically send up to three reminders on specified dates to the respondents who have not completed the survey.[†]
- The progress monitor can also automatically send a reminder by fax or SMS on specified dates to request completion of the survey.[†]
- You can be guaranteed that your surveys are secure — the servers that run your survey are housed the Australian Stock Exchange server farm, which is rated at the highest level of security available in Australia.
- The ASX facility was also chosen because its bandwidth allows the Kiosk to support 1000s of simultaneous users.
- Your data is safe and automatically duplicated in real-time on a secure back-up server.

How do I analyse the data and get a report?

- The whole process of data analysis and report generation has been automated for you — your report will be processed and an email sent to you the day after the survey closes.

- Each report is based on responses-to-date — hence, progress reports are available as the survey proceeds.
- Your report provides a table of the responses to each question.
- Your report provides an appropriate graph for the responses to each question.
- Your report includes a text listing of all responses to qualitative questions
- Follow-up reports can be generated via a report wizard to provide tables and graphs for subsets of the data (eg. for boys and girls, by subject, or for year-groups separately).[†]
- You can cut-and-paste tables and graphs to other school reports to meet your specific needs.
- You can track individual survey responses over time.[†]
- A database wizard can merge survey data with external data (eg. attendance, assessment data) for each student.[†]
- The report wizard can integrate survey data, learning assessment data and other external data to provide a detailed report on the development and progress of each individual student over time.[†]
- You can download your survey data for more complex analysis in Excel or other applications.[†]

What training do I need?

- The Kiosk can be used with little or no training.
- School-based workshops can be provided for teachers to develop their first survey.
- Free teleconferences are available for teachers to explore the Kiosk.
- Free teleconferences are available for teachers to build their surveys.
- Unlimited telephone help is available.
- Every screen in the Kiosk contains information buttons about the features on the page.

What help and support is available?

- You can select either a novice or expert user interface.
- Tutorials and User Guides are provided online
- Free telephone support is available during school-hours

HOW TO ACCESS THE HERMES SURVEY KIOSK

- Register online at www.radii.org/register to establish your school's secure HERMES SURVEY KIOSK (HSK).
- A member of the school's management or administration team with authority to commit the school to the purchase must register the school. Upon registration, your school is provided with 2-weeks complimentary access to explore the HSK — schools that have previously registered at *radii.org* should call 03 9534 2934 for access.
- Following registration, the school can purchase a subscription and authorise staff to access the HSK to run surveys.
- Authorised staff can access the HSK from any location at school or home that provides an Internet connection.
- An annual subscription allows your school to run as many surveys as you wish, and there is no limit on the number of survey responses you receive, the number of reports you can access
- There is no software to install on your school's computers or server.
- All functionality is available via a standard web-browser (eg. Internet Explorer, Safari, Mozilla, Firefox, Netscape) released after the year 2000.
- You can customise your HSK to the look-and-feel of your school website by:
 - uploading your logo/graphics, and
 - picking site colours to match your homepage livery.

SUBSCRIPTION RATES

The following are the subscription rates for individual schools — all prices are in Australian Dollars.

School Enrolment	Annual Subscription	90-day Access 1-Survey
0-99	200	150
100-199	350	275
200-399	700	550
400-599	1000	750
600-999	1600	1200
1000-1499	2250	1600
1500-1999	2500	1700
2000-2499	3000	1900

All prices are ex GST

[†] Availability expected T4, 2008.