









iMatter: Paper Copies – making your questionnaire count

When Webropol receive completed paper copies of the iMatter questionnaire for input, they need to check for any spoiled copies. Unfortunately any spoiled questionnaires received **cannot** be counted. To make sure that your completed and returned questionnaire is counted you can check the following:

Questionnaire counted		Questionnaire not counted	
<p>You must complete the first 29 questions as a minimum – including the ‘Overall Experience’ question</p> <p>The most commonly missed question is the very last mandatory question: <i>“Overall, working within my organisation is a....”</i> (Where respondents are invited to rate this statement on a scale of 1 - 10)</p> <p>The questions in the ‘About You’ section are non-mandatory (e.g. Staff Groupings)</p>		<p>Copies where not all the questions have been completed (known on the system as a ‘partial response’)</p>	
<p>If you change your mind on a response you have already selected, score out one tick and tick another - this lets Webropol know which answer you are selecting</p>		<p>Copies where there are errors (i.e. more than one option has been selected for a question, or the QR code is not readable)</p>	
<p>Each paper copy is unique so you must complete the questionnaire which is associated with you</p> <p>The cover letter will have your name on it (this part is removed when sending it to Webropol) but checking this will ensure you have the right copy for you</p>		<p>A duplicate copy has been completed (i.e. where one copy has been photocopied and so copies with the same QR code have been completed by more than one person)</p>	
<p>Finally, check the date by which paper copies should be returned to Webropol (this is always one week after the electronic copy deadline) and make sure you post it in enough time to reach them</p>		<p>The questionnaire has been received after the deadline, so cannot be included</p>	

Once you’ve completed your questionnaire, make sure you have a pre-paid envelope, with the Webropol address printed on it, and pop it in the post.