



## **Beta Brotherhood Assessment Troubleshooting Guide**

*September 2019*

### **Administrative Office contact for troubleshooting**

Cody Hike

Beta Brotherhood Assessment Program Coordinator

[cody.hike@beta.org](mailto:cody.hike@beta.org)

800-800-2382

### **Survey link**

The assessment will be sent to each member INDIVIDUALLY via email on September 29, to the email address listed in MyBeta. The survey link is unique for each person and will not work if it's forwarded to other people. The survey software tracks each individual member who takes the survey.

### **Who is it from?**

The email is coming from a professional research firm that Beta has hired to administer the survey and analyze the results. "Beta Brotherhood Assessment" will be clearly displayed in the email address or subject line.

### **I didn't get the email.**

- First, check your spam or junk folder. Sort by date and look for emails dated September 29 or search for "assessment" as a keyword.
- Second, check which email address is listed in MyBeta. That's where the survey email was sent.
- If the email address in MyBeta is one that you can't access anymore, contact Cody Hike at the Administrative Office. He can update your email address and re-send the survey.

### **I deleted the email.**

- First, go into your "deleted items" or "trash" folder and find it. Sort by date and look for emails dated September 29 or search for "assessment" as a keyword.
- If you emptied your trash and really can't find it, contact Cody Hike at the Administrative Office. He can update your email address and re-send the survey.

### **Lots of guys in my chapter didn't get the email.**

If it's just a few individuals (10 or less), have them personally contact Cody Hike at the Administrative Office. He will need:

- Full name
- Chapter or campus
- Correct email address the survey should be sent to
- Cody will update your email address in MyBeta and re-send the survey

Please note that going into MyBeta to change an email address after September 25 will NOT automatically re-send the survey to the updated email address. The emails are coming from an external vendor.



If there are more than 10 members who did not receive the survey, have the VP of Communications or Secretary contact Cody Hike with an excel spreadsheet with the information above.

If most of your chapter (more than 50%) did not receive the survey, contact Cody Hike first. It's possible that your campus email server has blocked the messages. We can develop a workaround based on your unique circumstances.

**There are guys on our roster who are no longer active. Did they get the survey? Will that impact our participation rate?**

Everyone on your roster as of September 25 will get the survey and be counted toward your participation rate. Roster updates need to be completed by September 25, before we download emails from MyBeta and send them to the survey vendor. Roster changes made on MyBeta after September 25 WILL NOT affect who gets the survey.

For roster changes after September 25, make those updates on MyBeta and also contact Cody Hike. He will manually remove those men from your survey list.

**What about guys studying abroad, at internships or on "inactive" status?**

We believe that all feedback from members is valuable, including men who might be inactive for any reason. Therefore, they should all complete the survey. You may consider personal outreach to those men, especially the guys studying abroad, so they know to complete the survey by the deadline.

**We finish recruitment after the survey deadlines. What do we do?**

You don't need to do anything. We know that some schools finish recruitment later in the fall. We will not send the survey to men who pledge after September 25. They'll take the survey next fall, and you'll still get an accurate set of results about your chapter.