# HPW ACTIVITY ANALYSIS SURVEY

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**Frequently Asked Questions (FAQs)**

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HOUSTON PUBLIC WORKS
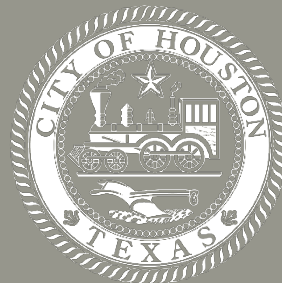
# Frequently Asked Questions (FAQs)

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# FAQ Responses

## Accessing the Survey

1.  **How can I access the survey?**

    All respondents will receive a mail from the survey team with a unique survey link. The survey link is unique to every employee. You can click on it to access the survey.

2.  **Can I share the survey link or invite others to participate?**

    Your survey link is unique to your email and cannot be shared. Please do not share the survey link with any person other than the intended recipient of the mail.

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# FAQ Responses

Survey Support

3.  **What should I do if I have technical difficulties or do not understand survey instructions?**

    For any technical troubleshooting, please reach out to the survey support team cohsurveysupport@accenture.com.

    We will make every effort to fix issues with survey access or submission. If instructions are unclear in any way, the support team will work with you to provide clarity.

4.  **What should I do if I am not sure how to allocate time to the activities?**

    Time allocation should be representative of a typical week and should not account for rare or non-work-related tasks such as breaks, leaves/vacation, or company social events. You cannot allocate your time to any given activity in decimal percentages, and the total time allocated across all activities should equal 100%. If an activity is not listed, then please select 'Other'. For additional guidance, please reach out to the support team cohsurveysupport@accenture.com for assistance.

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# FAQ Responses

## Survey Support

5. **How do I allocate time to activities that are not done regularly throughout the year?**

   For activity that is highly seasonal or irregular, such as peak time planning, we suggest you enter a percentage of your time based on the average time spent in any typical week.

6. **I was recently hired or changed jobs within the company and have not been in a role for a year. How should I respond to the survey?**

   While we understand you may just be learning your role, please allocate your time as best as possible.

# FAQ Responses

## Survey Submission

7. **How do I save a partially completed survey?**

   If you are not able to complete the Survey in one session, you can return to where you left off. Your responses are saved every time you click on the "SAVE & NEXT" button. You can return to the survey anytime by using the same unique survey link provided to you and you will return to where you were previously.

8. **How can I access a partially completed survey?**

   Please use the unique link emailed to you to access a partially completed survey.

9. **How will I know whether my responses have been received?**

   When you have completed all the questions, click the "SUBMIT RESPONSES" button at the bottom of the final survey page. You will receive a confirmation email that your responses have been received.

10. **What is the last date for completing the survey?**

    Please fill in the details of the survey as soon as possible. The survey must be completed by April 28, 2023.

# FAQ Responses

Technical Requirements

11. **Which is the preferred browser for this survey?**

    We recommend you use the latest version of any browser of your choice; however, the survey works best with Google Chrome. The web browsers officially supported are Mozilla Firefox, Google Chrome, Apple Safari, and Internet Explorer. Older versions of these browsers may still work, but are not recommended, as they are not as well suited for the latest web technologies.

12. **Can I access the survey from mobile / tablet devices?**

    You may access the survey from your mobile / tablet device, but it is optimized to fit a desktop or laptop environment. We suggest that you fill in the details on a desktop or laptop.

13. **How do I recover the survey in case of a browser crash?**

    Please close the browser and reopen the unique survey link emailed to you. If problems persist, please reach out to survey support team at cohsurveysupport@accenture.com.

14. **Can I make changes to my responses after submitting the survey?**

    Once you submit, you will not be able to return to the survey to review or change any of your responses. If you accidentally press the "SUBMIT RESPONSES" button, please reach out to the survey support team at cohsurveysupport@accenture.com

# thank you!

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