

**Center for Digital Government’s 2020 Digital Counties Survey**   
**Frequently Asked Questions (FAQs)**

The FAQs are organized by   
I. General FAQs regarding survey materials;   
II. Survey Questions FAQs; and   
III. Instructions for the Online Survey Tool.  
  
*This document was finalized 2-10-20; anything added will show the date it was added.*  
  
**I) General FAQs:**

***When is the survey submission due?*** March 31, 2020   
  
**2020 Digital Counties Survey (DCOS) online** – [**www.govtech.com/cdg/digitalcounties2020**](http://www.govtech.com/cdg/digitalcounties2020)   
**2020 DSS Word copy** (to compose and back up your response) **- download at:**  
[**www.govtech.com/cdg/digitalcounties2020\_Word\_copy**](http://www.govtech.com/cdg/digitalcounties2020_Word_copy)  
**2020 Instructions** – see below for the Instructions for using the Online Tool  
  
**Instructions Updates** – check the FAQs here - for any updates. See below for full Instructions.  
2/11 - Be sure to use your keyboard’s “tab” to move to items within a question online (for certain questions using your keyboard’s “enter” may send you to the Intro (Chrome) or to the next page (Firefox).  
  
***Webinar 2020 Digital Counties Survey Overview & Tips***  
Webinar will be held Feb. 12 – link will be posted when the recording is available  
  
***How can I get a copy of the county’s 2019 response?***  
Send an email request to Janet Grenslitt, Director of Surveys and Awards at [jgrenslitt@erepublic.com](mailto:jgrenslitt@erepublic.com).

**Survey System Requirements** <https://help.surveygizmo.com/help/surveygizmo-system-requirements>   
Recommended Browsers:   
Google Chrome  
Mozilla Firefox   
Internet Explorer V. 10 or higher; recommended to use Enterprise Mode, and medium high – high security settings may block the survey’s interactive ability (because JavaScript may be blocked)   
  
Mobile Devices – Safari or Android recommended  
Amazon Web Services CloudFront – do not block, will run into trouble with the online submission

**II) Survey Questions – FAQs**

***Could you summarize the word count requirements?***  
In 2020, the narratives have specific items to cover in your answer, and they are targeted for that one category only. Every narrative question is allowed a 300-word response Please see the survey itself for specifics.  
Each URL that has no spaces in it, counts as one (1) word (same as in MS Word).  
  
***Is there a place in the survey to discuss context?***   
There are “Optional/for Clarification” questions in each section, and an entire Demographics section at the survey’s end to fill in for context.

***What is included in “measurable concrete impacts”?***  
The survey evaluates your county’s progress in key areas. A response with quantified metrics helps demonstrate your progress. Tuning up your key performance measures will help when preparing responses, for example, how much a project saved, benefits derived, efficiency measures, data center power usage effectiveness (PUE), number of online services, adoption rates, and more.

**III) 2020 Digital Counties Survey Instructions for the Online System and Tips/Suggestions**  
  
**Navigation by Table of Contents:**

**When you first access the survey, fill in the main survey respondent contact info (minimally) and click on the “Save and Continue” button** at the end/bottom of that page.  
  
**After filling in some answers, a “Save and continue later” bar will pop up** at the bottom of the page. **Enter your email and click "Save".** Your unique link to the survey will be sent to you (check your spam in case) and can be used to return and open your survey link later, from the same or another device and browser. It will contain saved answers from your previous session (you may need to refresh to see them).

Once you have emailed your survey link, you can work on the survey at a pc, close the browser and later open the link from your laptop or notepad and continue inputting answers (we do not recommend using a mobile phone for survey input).  
 Clicking on “Save and Continue” or the “Back” button at the end of each page returns you to the Table of Contents. Click on “Answer” under each category to take you to that category’s page.

Use the "Finalize" page to get a PDF of your answers that you have entered, and before the final submission.  
  
**Back button**: Use the back button at the end/bottom of each page to navigate back to the Table of Contents. **DO NOT USE your BROWSER’s back arrow.**

The Center for Digital Government strongly recommends that you and your team use the Word document copy to compose and save your responses as a back-up to the online submission.

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**Survey Content and Formatting:**

**Fill in every question or enter “N/A” for those narratives/text boxes you are not answering**. Each question must have an answer to show that category is complete. Please write clear, concise and plain language statements, and spell out or expand acronyms and initials on first use.   
  
You will see following the narrative questions a list of suggested items to answer. You do NOT have to answer all of these items; just the ones that apply to your answer.  
  
What you see in the textbox after input is how your submission will appear (bolding and embedded hyperlinks do not transfer for example).

Tables, graphs, screen shots, etc. will not transfer into the online form, so if you wish to present them for judging, post them on your website or other location that will generate a URL, and include that URL/web address in the online entry.

**Do not list addresses of, nor provide sensitive or protected data.**

**Tips and Suggestions**

* Utilize the survey process to gather information on accomplishments, benefits across the county
* Fill out all entries
* For narrative entries – be concise and specific
* Provide quantifiable benefits where possible – cost savings, cost avoidance, citizens served, increase in transactions processed, etc.
* Ensure consistency and avoid duplication across the entire survey – ensure one final edit before submission
* Also check that your reference URLs included in your submission are working

**Submission:**

**The online submission is the complete, official entry**. There is a **“Review and Finalize”** survey page to visit when you have completed your answers. You can download a PDF of your submission from there to review before submitting the final version. (You can visit this page and download a PDF at any time.)

When your survey is complete, reviewed and finalized, go to the Review and Finalize page and click on the “Yes” button, and your survey will be flagged complete and submitted. A confirmation email will be sent to you, which will include a PDF of your final submission.   
  
**The day after the submission due date, the survey links will be closed.**   
  
For assistance, contact Janet Grenslitt, Surveys and Awards Director at [jgrenslitt@erepublic.com](mailto:jgrenslitt@erepublic.com).