

## IT White Sheet

### Software Requirements

The Learning Bar (TLB) survey is a web application that does not require the installation of any vendor-specific software or the use of any third-party software such as Adobe Flash, etc.

The survey does require **survey takers** to use a web-enabled browser capable of accessing pages through a secure https connection. Common browsers such as Firefox, Internet Explorer, Safari, and Chrome are supported.

For **survey administrators**, JavaScript must be enabled in order to view some reports. Survey administrators will also require a PDF reader in order to view One-Click and Thematic PDF reports.

The Learning Bar survey site will time-out and ask the user to log back in if nothing is submitted on a page after 15 minutes. This time-out will affect both survey takers and survey administrators and is in place to ensure that only active sessions are connected to the site.

We recommend that school regions that are using firewalls, filtering secure https content, or applying bandwidth-shaping should white-list the **\*.tellthemfromme.com** domain to ensure that the survey site is not being restricted by their network.

### Bandwidth Requirements

The Tell Them From Me<sup>®</sup> (TTFM<sup>®</sup>) survey is interactive. Bandwidth requirements are comparable to other web applications where users send and receive several lightweight html transactions per minute. There are no resource intensive elements (e.g., animations, large images, etc.) to the survey.

Schools will be able to have as many students simultaneously access the survey as would normally be able to access other interactive websites from their computer lab.

### Using *TTFM* with Mobile Devices

We recommend that participants complete the survey on a device with at least a 7 inch / 17.78 cm screen. Users of devices with less than the recommended screen area may find that they need to repeatedly zoom in and out to read whole questions, click on navigation buttons, or accurately select a response.

Although *TTFM* is accessible from any web-enabled tablet or phone, the survey is not optimised for display on small-screen devices. In general, if a device has more than a 7 inch / 17.78 cm screen (e.g., any iPad, Google Nexus, Samsung Galaxy, etc.), it should be sufficient for users to comfortably navigate and complete the survey.

## Testing your Connection

Prior to students accessing the survey site, we recommend that a member of your region's IT staff performs a simple test to ensure that the survey site is not being restricted. If your region uses different user profiles for admins and students (i.e., different permissions, protocols, etc.), **please ensure that the test is conducted using a student profile rather than an admin profile.**

To test the site:

1. Navigate to [www.tellthemfromme.com](http://www.tellthemfromme.com)
2. Log in using testing username / password:
  - a. Username:  
itconfirm
  - b. Password:  
testing
3. Navigate through several survey test pages by submitting answers and clicking the 'Next' button.
4. If pages load, the test is successful. If any issues are encountered, please try white-listing the \*.tellthemfromme.com domain to ensure unrestricted access.

## TLB Privacy Policy

TLB is committed to ensuring the confidentiality of all data collected and reported in our system. Survey responses are aggregated when reported to the school or region. Individual anonymity is protected by setting a minimum number of responses required in order to report a result for any population (e.g., this threshold is set at a minimum of five participant responses for our student surveys). These aggregation rules ensure that responses can never be traced to a specific individual.

We do not share, sell, rent, or trade personally identifiable information with third party agencies. We will not use our clients' contact information for any communication other than survey notifications or product offerings related to your school or educational institution.

## TLB Training Webinars

TLB provides school staff and administrators with end-user training through GoToWebinar. For GoToWebinar's full list of system requirements and recommendations, please refer here: [http://support.citrixonline.com/en\\_US/meeting/help\\_files/G2M010003](http://support.citrixonline.com/en_US/meeting/help_files/G2M010003)

## Unsupported Technologies and Known Conflicts

At this time, there are no unsupported technologies or known conflicts.

For technical enquiries please contact the The Learning Bar team on 1800 823 621 or by emailing us at any time to: [support@thelearningbar.com](mailto:support@thelearningbar.com).