Chest

Jisc Online Surveys

Jisc

Available to purchase until 05/11/2028

Online Surveys is Jisc's easy to use, cost-effective survey tool, co-designed with the HE sector. Online Surveys supports simple and complex surveys, and safeguards your survey data. NOT A CHEST AGREEMENT. FOR INFORMATION PURPOSES ONLY.

Key Facts

Benefits

- Co-designed with and trusted by the HE sector
- ISO27001 security standards, data processed in compliance with GDPR
- Supports simple and complex surveys, with up to 20,000 responses per survey as standard
- Advanced survey build options include question logic, validation, piping and routing
- CSV, SPSS, Excel and PDF export options
- Simple license model based on number of users
- Easy to use account settings
- Access to training sessions and support pages

Important Dates

Institutional agreement term is for one year from the purchase date.

For renewals, an automated email will be sent 30 days prior to the expiry date.

Invoice date: annually one month in advance of the anniversary of the licence start date. Payment can be made via credit card or Purchase Order.

Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, until the end of the institution's one year licence subscription.

Licence Type

Single user license, project (10 users) license or organisation (5000 users) license

Eligible Institutions

There are no restrictions on the kind of institution which can participate in the agreement. However, there are standard usage restrictions outlined in the Product Information.

Product Information

Supplier Details

Licensor: Jisc, 4 Portwall Lane, Bristol, BS1 6NB. Company number 05747339.

Product Description

Online Surveys is a powerful, easy-to-use survey tool designed for academic research, education, and public sector organisations. It is co-designed with the HE sector but is available for use by any organisation.

It enables organisations to create, distribute, and analyse surveys with ease. It supports a wide range of use cases, from capturing research evidence, gathering staff or student feedback, to evaluating organisational change and benchmarking performance.

There are 3 different tiers of license available to purchase.

Licence tiers

(1) Single user licence	(2) Project licence	(3) Organisation licence
1 user	10 users	5000 users
Unlimited surveys	Unlimited surveys	Unlimited surveys
Up to 20,000 responses per survey	Up to 20,000 responses per survey	Up to 20,000 responses per survey
Email lists for 500 respondents	Email lists for 20,000 respondents	Email lists for 20,000 respondents

Al licence tiers have access to the same features as outlined below.

Support for benchmarking functionality is available at an extra cost, priced in line with Jisc's standard consultancy rates, with discounts for Jisc members.

Feature Summary

Unlimited surveys - YES

All licence types allow an unlimited number of surveys to be created

User friendly design - YES

An easy to use and intuitive survey creation tool, extensively tested with users. Surveys can be as simple or complex as needed

Advanced survey logic – YES

Includes routing, piping and conditional questions

High level of security – YES

ISO9001 and ISO27001 certified, and GDPR compliant

Help pages and support – YES

All users have access to detailed help pages, and support from our dedicated customer success team

Simple administration tools – YES

Admin tools make it easy to manage new and existing users

High volume response rates – YES

All licence tiers support up to 20,000 responses per survey, and participants can be invited to complete surveys directly from the platform

Analysis tools – YES

We offer a range of analysis functionality, including filters and CSV, SPSS, PDF end Excel data exports

Accessible – YES

Our platform is extensively tested for accessibility in line with Web Content Accessibility Guidelines

Flexible support for organisations - YES

Organisations that require a require more than 20,000 responses per survey or benchmarking functionality can request additional support, with solutions priced in line with Jisc's consultancy rates (discounts are available for Jisc members)

Service and Support

Demos

Demos are available via direct contact with **Jisc Help**

Product Documentation

Help and support

Latest news and updates

Technical Support

Essentials is a **regular repeated session** that covers the basics that a user new to Online Surveys will need to know.

Beyond the Basics is a **regular repeated session** to help users develop knowledge of the distribution and access control dashboards, and how to include pre population parameters in surveys.

Jisc Help

Jisc's Help desk gives users a place to get in touch with the Online Surveys customer success team.

Terms and Conditions

Licensor: Jisc, 4 Portwall Lane, Bristol, BS1 6NB. Company number 05747339.

The Chest agreement standard terms and conditions **do not apply** to this agreement.

Jisc Online Survey Terms and Conditions can be found here: **Terms and Conditions - Online Surveys**

Jisc Online Surveys accessibility statement can be found here: **Accessibility - Online Surveys**

Jisc's privacy notice can be found here: **Privacy notice - Jisc**

Products and Pricing

Jisc Online Surveys

To purchase a subscription, please visit the dedicated Online Surveys purchasing page, by clicking the following link:

Buy a subscription - Jisc Online Surveys

The subscription levels and pricing are listed on the linked page.

Product

Jisc Online Surveys - Follow the link above to view pricing and purchase a subscription

Please note that you do NOT need to complete a Chest order form when purchasing a subscription for Jisc Online Surveys.