

Frequently Asked Questions (FAQ) for CSCDP

Can I stop and return to the survey later? How do I Save or Submit a section?

The entire survey has more than a dozen sections! At the end of each section, you have the option to either “Submit” the section, or “Save and Return Later.” If you want to stop entry for now and come back later, choose “Save and Return Later”

Submit

Do not Submit unless you know you are finished with the section - *once a section is submitted, you will not be able to return to make changes or additions. If the section is not yet complete, choose Save and Return.* When you Submit a section, you will be taken to the top of the next section. If you do not want to complete that next section right then, scroll to the bottom and choose Save and Return Later.

Save and Return

If you have not completed a section (or do not wish to complete it until later), scroll to the end of the section and choose Save and Return Later (do not Submit). **You will need to provide an email address to receive a link to re-access your survey, and you must write down the Return Code given** (it will not be in the email you are sent). You will be sent an email with a unique link to your survey. When you click on that link, you will be returned to the top of the section that you Saved. If you had started to enter data in that section, it will still be there. You can continue to enter data and make changes. If the section was complete (you just weren't ready to go on to the next section), scroll to the end of the section to Submit and move to the next section.

If you are finished entering data in a section but do not want to complete the next one, you can either Save and Return in the current section or Submit the current section and then scroll down and Save and Return the following section.

What if I forgot my Return Code?

Please contact us by email at charge-survey@slu.edu. You will need to tell us the name of the person with CHARGE so we can find your record.

How do I skip to the next section?

You can't without skipping all the questions in the current section. Sections must be completed in order, so there is no way to skip a section. If you don't have the information at hand, you can Save and Return. There are very few required items – if you do not have some information, it can be skipped, but you can't go back to a submitted section to put information in later.

How can I delete my choice – it won't “uncheck”? Use “reset”

Some choices (circles on the form) can't be directly unchecked. To delete the answer, click on “reset” on the far right of the form. You can then choose a different answer or leave blank.

I have another question

Please email the CSCDP team at charge-survey@slu.edu. We will do our best to answer your question and add the information to this FAQ document