



SOUTH AUSTRALIAN  
MEDICAL EDUCATION & TRAINING  
HEALTH ADVISORY COUNCIL

# State-Wide Prevocational Doctor Survey (SATMOS)

Local Health Network User Guide

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# Overview of Survey Monkey

The South Australian state-wide Annual Trainee Medical Officer Survey (SATMOS) was launched in 2018 to standardise Local Health Network (LHN) end of term surveys. After a review in 2024 to align it with the updated AMC Guidelines, it has now been renamed the State-wide Prevocational Doctor Survey but will retain the acronym SATMOS for identifiability.

A SATMOS Working Group was established to oversee the development and implementation of the state-wide survey across South Australia not only for prevocational doctors but Service Registrars and Vocational trainee medical officer's.

The SATMOS is a confidential platform. Prevocational doctors can feel comfortable to use SATMOS to provide feedback about workplace culture, knowing feedback is provided through a separate online platform and survey results are confidentially held by an independent body providing greater anonymity. SATMOS assures data is not reviewed individually but as a prevocational doctor group at the end of term.

The SATMOS provides a set of standard questions which must form the core of the survey. These include questions relating to discrimination, bullying and sexual harassment (DBSH), workplace culture. Site-specific questions can be included by Medical Education Officers to support feedback on the education and training at a local level. The SATMOS can be utilised to reduce the number of individual surveys for prevocational doctors are required to complete during their training years.

The data is easily accessible for prevocational doctors and Medical Education Units to evaluate and promote improvement in prevocational doctor education, address areas of concerns in a timely manner and celebrate areas of excellence. The SATMOS can also be utilised as part of an accreditation assessment visit reducing the requirement for MEUs to send out SA MET Unit surveys as part of the process. The SA MET Unit will only access the data with permission from the LHN for this purpose.

This Instructions for Users document will provide step by step processes on how to report on feedback data as well as identify trends and patterns to be analysed and recorded. The data can also provide evidence of how the LHN has met targets as set out in the Medical Education and Training Principles document and as noted above within an accreditation assessment. The data can also be utilised by the SA MET Unit to report on the state-wide trends and patterns of excellence, DBSH and work culture.

The SATMOS is a confidential tool utilised for state-wide evaluation and reporting on prevocational doctor feedback, useful in improving the quality of education and training programs in South Australia.

# Single User Account

Each LHN will be provided with a single user account on Survey Monkey that will be created from the SA MET Unit's primary account. The Single User account is established with a group email address to allow any staff member within the MEU to:

- Add local questions to the survey
- Disseminate the same survey to prevocational doctors at the end of each term
- Access, view and report on the survey results including historical data

The SA MET Unit will liaise with the LHN around the creation of their Survey Monkey user account and provide support on how to use Survey Monkey, finalise a survey and disseminate to prevocational doctors and export data.

It is recommended that the LHN provide specific dates for opening and closing an end-of-term survey, allowing two weeks for completion.

## Data Analysis, Reporting & Accountability

LHNs will be responsible for accessing, exporting, evaluating and reporting on end-of-term survey data responses. The LHN is also accountable for responding to and actioning any identified concerns.

The SA MET Unit can provide an annual benchmarking report to all LHNs as agreed upon with the Executive Directors of Medical Services (EDMS).

LHNs will be responsible and accountable to respond to any identified concerns and are encouraged to review the SA MET Unit's process for [Responding to Concerns](#) Process on how to approach and actively respond to concerns.

LHNs are encouraged to review and actively utilise the [Guide for Preventing and Responding to Workplace Bullying](#), [Respectful Behaviour Policy Directive](#), and [Management of Disrespectful Behaviour](#) Policy Guideline to support and mitigate concerns.

# Data Accessibility

The single user account on Survey Monkey provided to each LHN will enable the Medical Education Unit to view, edit, send and evaluate data responses. The LHN and the SA MET Unit will both have access to the response data collected.

It would be expected that the LHN use this data to evaluate training settings and respond to any identified concerns.

The SA MET Unit will access the data as required for accreditation purposes. Such circumstances may arise when an LHN has submitted a new unit request, change of circumstance, proviso response or for an upcoming facility accreditation assessment, which stipulates that a survey is required by the SA MET Health Advisory Council Accreditation Committee. In addition, for a Unit accreditation a survey may be required for a specific TMO unit. The SA MET Unit will seek permission to use the data, communicate the intent to access the data, outlining the purpose and providing evidence to support data access.

The SA MET Unit will utilise accessed data to brief the SA MET Health Advisory Council Accreditation Committee and subsequently advise the LHN on the outcome.

Please note it is important for you to ensure access to your survey data is limited to only your LHN. Please see below for instructions when creating your surveys. The master template that is linked is already set up with access only to your LHN.

## **CHECKING WHO HAS ACCESS:**

Welcome Page (List of surveys)

Hover the cursor over the people icon 

This will show who has access to the survey. Only the team member who created the survey can edit the access.

## **LIMITING ACCESS:**

When a survey is created and is still in draft, you can select who you want in the team to be able to have access to the results.

Click on the three ellipses on the far left of the page.

Click 'Share'.

Click in the box under 'Share with people or groups'

**By selecting 'All team members' you are allowing all LHNs who currently use Survey Monkey under the SA MET account to be able to view the results of your surveys.**

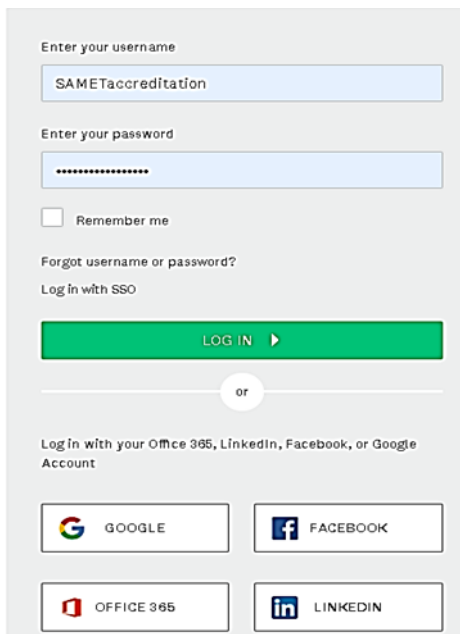
By selecting only your own LHN's email address, you limit access to only your own LHN.

Please see the link below for more information.

<https://help.surveymonkey.com/en/surveymonkey/manage/sharing-surveys/>

# Accessing Survey Monkey

1. Survey Monkey is accessed via an internet browser e.g. Chrome
2. Open Google Chrome on your computer Go to Survey Monkey website - [www.surveymonkey.com](https://www.surveymonkey.com)
3. Log into your account- the username is the generic email address you provided SA MET, and you will need to set a password the first time you log on.



Enter your username

SAMETaccreditation

Enter your password

\*\*\*\*\*

☐ Remember me

Forgot username or password?

Log in with SSO

LOG IN ►

or

Log in with your Office 365, LinkedIn, Facebook, or Google Account

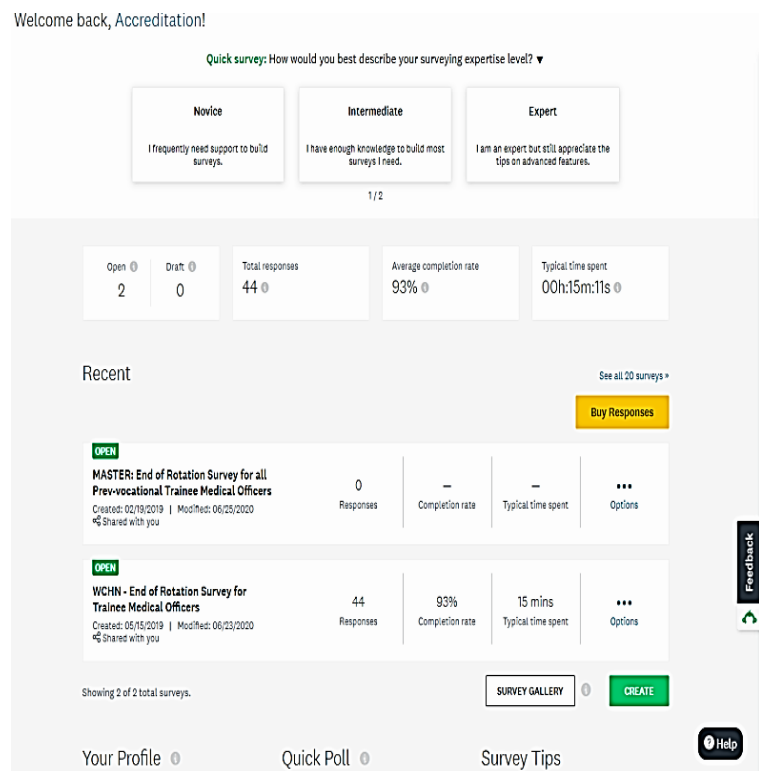
GOOGLE

FACEBOOK

OFFICE 365

LINKEDIN

4. Once you are logged on, this screen should be visible.



Welcome back, Accreditation!

Quick survey: How would you best describe your surveying expertise level? ▼

Novice  
I frequently need support to build surveys.

Intermediate  
I have enough knowledge to build most surveys I need.

Expert  
I am an expert but still appreciate the tips on advanced features.

1 / 2

Open ⓘ	Draft ⓘ	Total responses	Average completion rate	Typical time spent
2	0	44 ⓘ	93% ⓘ	00h:15m:11s ⓘ

Recent

See all 20 surveys ►

Buy Responses

OPEN

MASTER - End of Rotation Survey for all Pre-vocational Trainee Medical Officers

Created: 02/19/2019 | Modified: 06/25/2020

Shared with you

0 Responses

Completion rate

Typical time spent

Options

OPEN

WCHN - End of Rotation Survey for Trainee Medical Officers

Created: 05/15/2019 | Modified: 06/23/2020

Shared with you

44 Responses

93% Completion rate

15 mins Typical time spent

Options

Showing 2 of 2 total surveys.

SURVEY GALLERY ⓘ

CREATE

Your Profile ⓘ

Quick Poll ⓘ

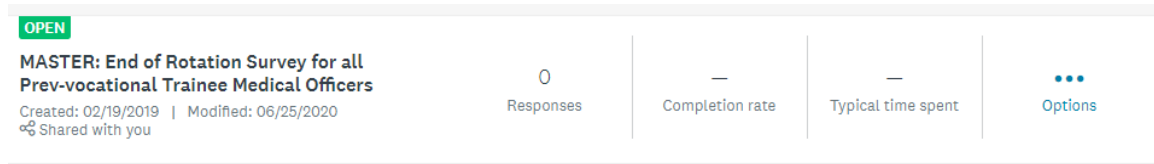
Survey Tips

Help ⓘ

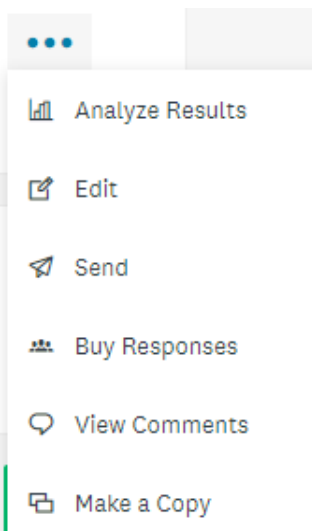
Feedback

# Sending a Survey Monkey Survey

1. Access your dashboard screen (by completing steps 1 to 5 in Accessing Survey Monkey) and select the option bar on the applicable survey.



2. Click on the three dots. This screen is displayed, click and send.



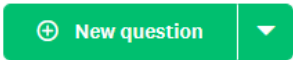
3. You will see a screen that asks 'How would you like to collect survey responses to your survey?'
4. Select 'Send surveys your way'
5. The 'Share a survey link' tile will create a link that you can copy and add to an email targeting who you would like to complete that survey.

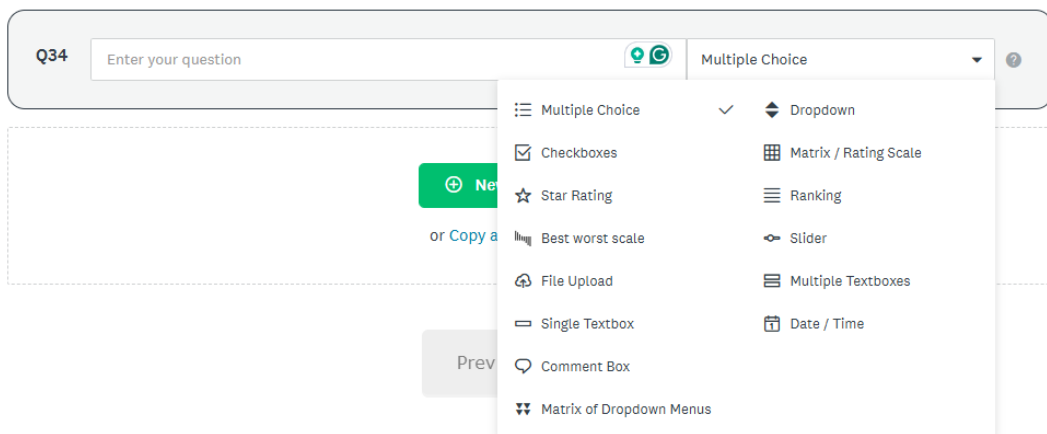
# Adding questions to Survey Monkey

1. Once logged on, click on to the survey you want to edit.
2. Select 'Design Survey' from the tool bar.

## TEMPLATE-South Australian Trainee Medical Officer Survey (SATMOS)

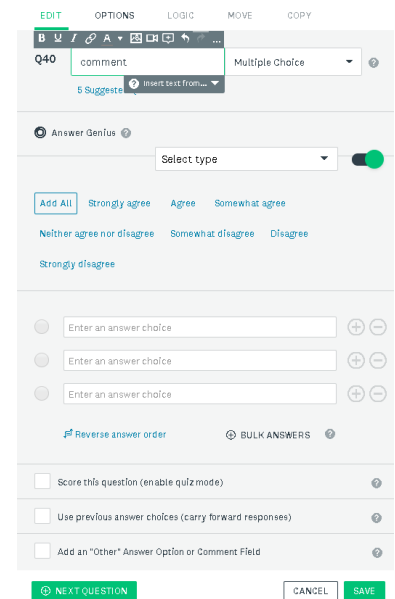
SUMMARY → **DESIGN SURVEY** → CONNECT APPS → COLLECT RESPONSES → ANALYZE RESULTS

3. Scroll to the survey page 'Site Specific Questions'. Select 
4. Type in your question. Add what type of response you want. By selecting Multiple Choice, you will be able to customise the options provided. However, you can choose whatever option you prefer.



5. Once you have typed in your question, you must 'Select type'.
6. By clicking on Agree – Disagree (this will give consistency with the rest of the survey answers)
7. You can add additional and remove options by clicking on the + - buttons next to the options.

**NOTE:** There are different ways to enter and edit the data you require. For simplicity, only one method is described above.



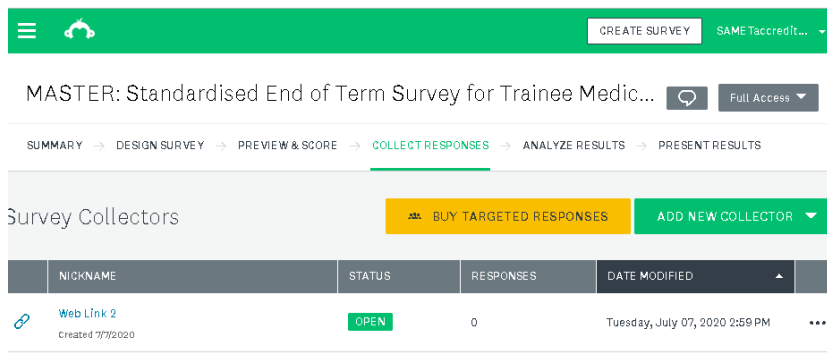


# Closing a Survey Monkey Survey

1. When time for survey responses has expired and collating and analysis of it is required the survey should be closed. Access your dashboard screen (by completing steps 1 to 5 in accessing Survey).
2. Select options (right of screen below) by clicking on the three dots.

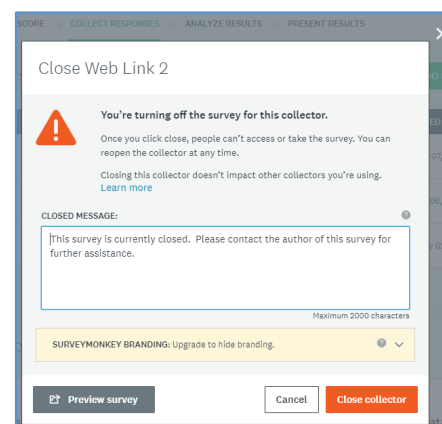
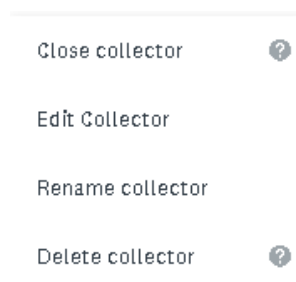


3. Select Send



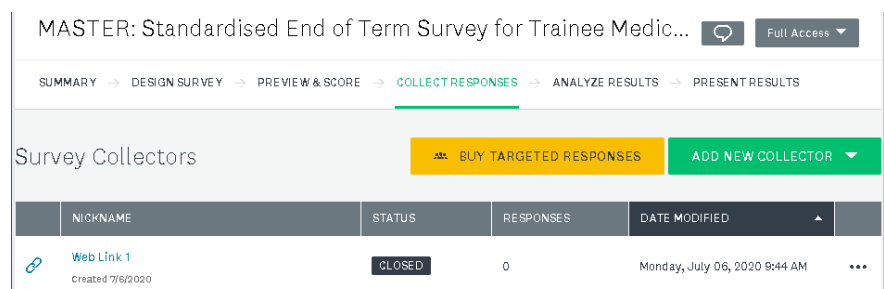
4. Select options (right of screen below) by clicking on the three dots.

5. Click on the Close Collector



6. This screen confirms the Collector closed.

7. The collector can be opened when you need to survey TMOs for future terms.

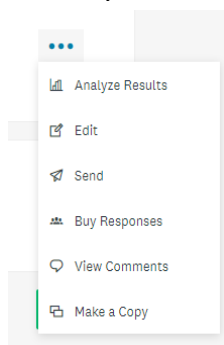


# Collecting and Exporting Data

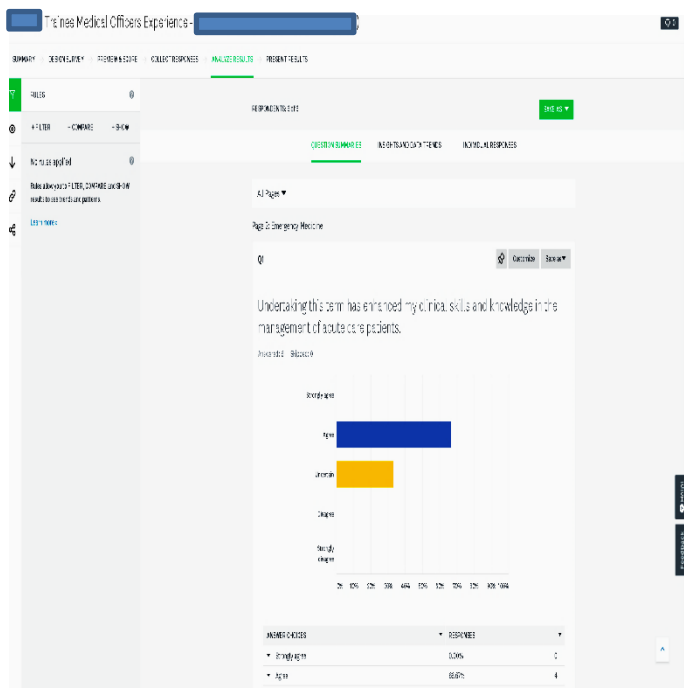
1. Once you are logged on, select the survey where you want to collect and export the data.
2. Select options (right of screen below)

<b>OPEN</b>				
<b>MASTER: End of Rotation Survey for all Prev-vocational Trainee Medical Officers</b>	0 Responses	— Completion rate	— Typical time spent	Options
Created: 02/19/2019   Modified: 06/25/2020 Shared with you				

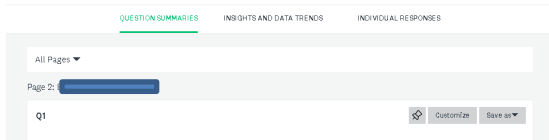
3. Select Analyse Results



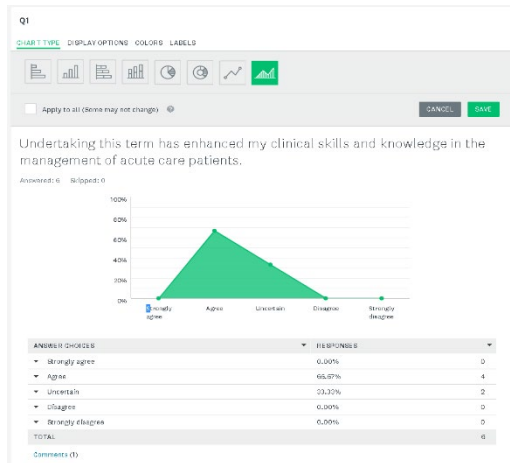
4. This screen (Question Summaries) – gives a summary of results for all questions in bar graph and written forms.



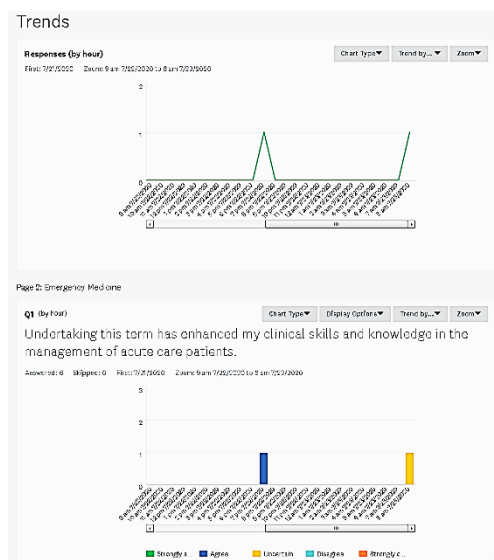
5. Scroll down to view other questions
6. Alongside Question Summaries are tabs titled Insights and Data Trends and Individual Responses. Choosing customise will allow you to change graphs.



7. Alongside Question Summaries are tabs titled Insights and Data Trends and Individual Responses. Choosing customise will allow you to change graphs to any of the types of graphs below and also displayed is written form as well.



8. Chose by clicking the type of graph preferred. The graph type highlighted in green is show.  
 9. Choosing Insights and Data Trends (refer to step 6) gives the number of responses by date and time e.g.



10. Click any of these tabs to display more options.  
 11. Choosing Individual responses (refer to step 6) displays individual respondent responses. Access each respondent's responses by clicking one of the respondent arrows below.

RESPONDENTS: 6 of 6 SAVE AS ▼

QUESTION SUMMARIES   INSIGHTS AND DATA TRENDS   INDIVIDUAL RESPONSES

All Pages ▼

Respondent #6 ◀ ▶

**COMPLETE** Edit Delete Export

**Collector:** Web Link1 (Web Link)  
**Started:** Thursday, July 23, 2020 8:02:20 AM  
**Last Modified:** Thursday, July 23, 2020 8:03:19 AM  
**Time Spent:** 00:00:59  
**IP Address:** 220.240.184.205

Page 2: Emergency Medicine

**Q1**  
 Undertaking this term has enhanced my clinical skills and knowledge in the management of acute care patients.  
 Uncertain

**Q2**  
 This term has enhanced my skills in:

Assessing patients	Agree
Discharge planning	Agree
Discharge summaries	Agree

12. To export data, click **Export** above and this screen will be displayed.

All Pages ▼

Export Survey Data

**SUMMARY DATA**   ALL RESPONSES DATA

**FILE FORMAT**   XLS   CSV   SPSS   **PDF** ⓘ

**DATA VIEW**   ☒ Current View   ☐ Original View (No rules applied) ⓘ

**RESPONSES**   ☒ Response #6   ☐ All Individual responses

**PAPER SIZE**   Letter (8.5" x 11") ▼

☒ Start each response on a new page

**FILE NAME**   Response\_6\_200806.pdf

CANCEL EXPORT


13. Choose your preference for file format (usually Excel (XLS) or Adobe (PDF)). Click **EXPORT**

14. You will be notified that your export is complete

✓ Your export is complete ×

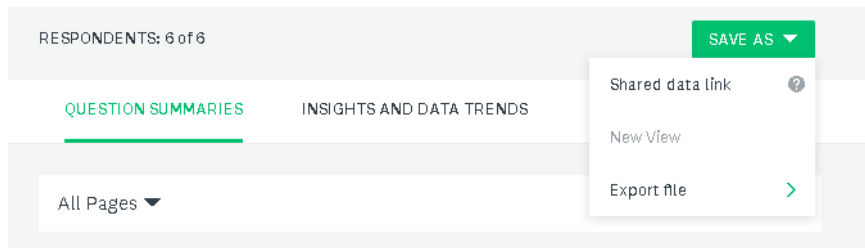
Export files will appear under EXPORTS for 14 days.

Download   Data\_All\_200806.zip

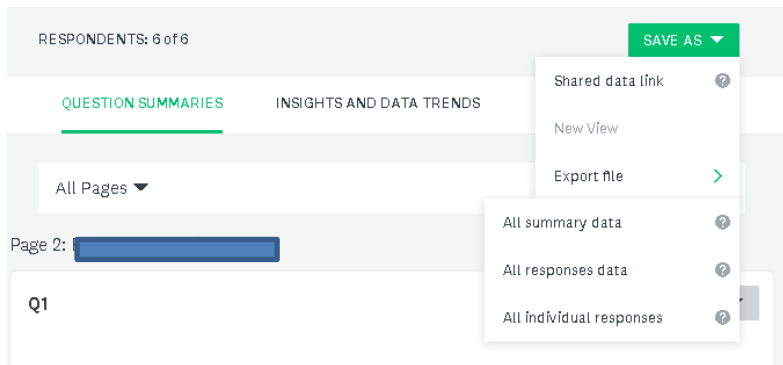
15. Click download to retrieve data to your computer look for this  Data\_All\_200806.zip ^ at the bottom left-hand side of your computer screen and double click to open. Don't forget to save.

# Exporting ALL data

1. Follow steps 1 to 4 for Collecting Survey Monkey Data.
2. Click save as and this screen will be displayed. Next click on the Export file.




3. This screen will be displayed. Choose All summary data.

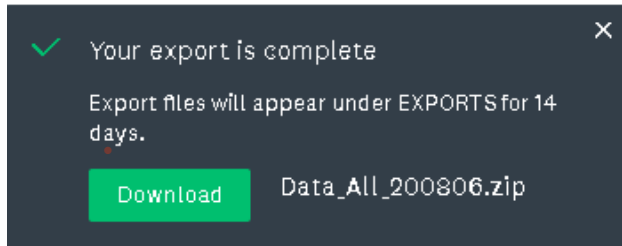


4. This screen will be displayed allowing you to choose format (usually PDF or excel), orientation (portrait or landscape), paper size & whether to include open-ended questions. When parameters are set click export.

A screenshot of the 'Export Survey Data' dialog box. It has two tabs: 'SUMMARY DATA' (selected and highlighted in green) and 'ALL RESPONSES DATA'. Under the 'SUMMARY DATA' tab, there are several settings: 'FILE FORMAT' with buttons for PDF, PPT, XLS, and CSV; 'DATA VIEW' with radio buttons for 'Current View' (selected) and 'Original View (No rules applied)'; 'ORIENTATION' with a dropdown menu set to 'Portrait (Vertical)'; 'PAPER SIZE' with a dropdown menu set to 'Letter (8.5" x 11")'; a checked checkbox for 'Start each question on a new page'; an 'INCLUDE' section with an unchecked checkbox for 'Open-ended responses'; and a 'FILE NAME' text box containing 'Data\_All\_200730.pdf'. At the bottom right are two buttons: 'CANCEL' and 'EXPORT'.

5. This screen will be displayed. Click download to retrieve data to your computer - look for this  Data\_All\_200803.zip at the bottom left-hand side of your computer screen and double click to open.

Note : Don't forget to save this document.



6. All summary data (see point 4) and PDF format (see point 5) will give you the data in graph (to choose type of graph see point 6 in collecting Survey Monkey data) and written form for each question e.g.

Q1 In regards to the training please provide your responses to the following statements:



7. All responses data & all individual responses data (see point 4) and PDF format (see point 5) will be in written form for each question and look like this e.g.

#1

**COMPLETE**

Collector: Web Link 1 (Web Link)  
 Started: Monday, December 16, 2019 8:41:00 AM  
 Last Modified: Monday, December 16, 2019 8:47:50 AM  
 Time Spent: 00:06:50  
 IP Address: 203.1.252.72

Page 1

**Q1**

In regards to the training please provide your responses to the following statements:

The VAM training met my learning needs	Strongly Agree
There was sufficient time allocated for the VAM training	Strongly Agree
The format of the VAM training was appropriate	Strongly Agree
The VAM training was easy to understand	Strongly Agree
There was opportunity to ask questions and clarify information	Strongly Agree
The SA MET team member was responsive to my individual learning needs	Strongly Agree

**Q2**

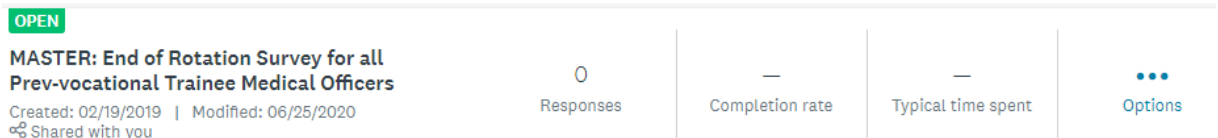
Please indicate your response to the following statements. Following the VAM system training I feel confident in.....

Being able to access and login into the VAM system	Strongly Agree
Viewing existing VAM system processes and records	Agree
Entering a New Unit Accreditation process record into VAM	Agree
Entering a Change of Circumstance process record into VAM	Agree
Monitoring and managing my Actions and 'To Do List' in VAM	Agree
Comments (please specify)	The training was excellent. I think improved confidence will come with more practice.

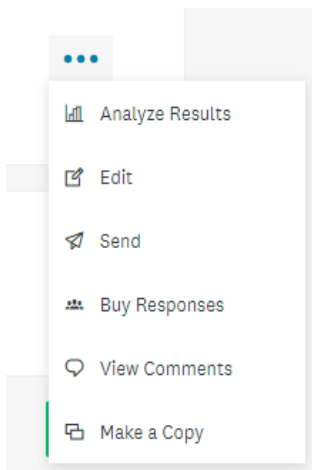
**NOTE:** Other data e.g. All responses and All individual responses (see step 4) can be retrieved using these steps.

# Filtering data

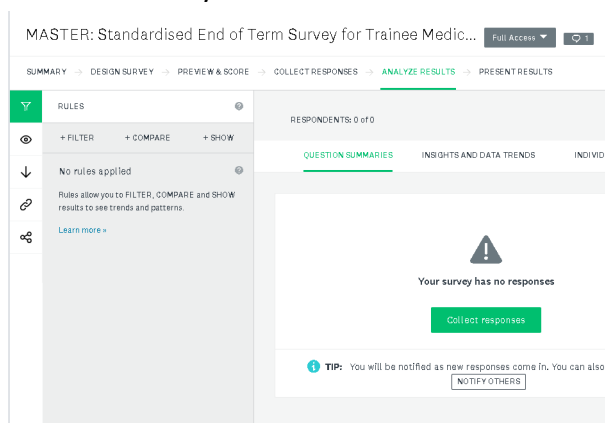
1. Filtering data allows you to focus on specific parts of your data. For example, you can filter by question and answer to view respondents who answered a question a certain way or filter for terms and units.
2. Access your dashboard screen (by completing steps 1 to 5 in Accessing Survey). Select options.



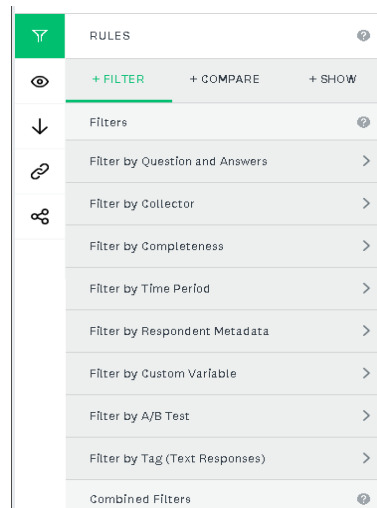
3. Select Analyse results.



4. Select Analyse results. Click on + Filter



5. Choose the type of filter required.



6. When Filter by Question and Answers is chosen. Click the arrow next to choose

7. You can then choose one question & answer, by clicking the choose arrow

8. This screen is displayed for questions with these multiple-choice answers. Choose one, then apply. Then choose training level and apply.

9. Your filter is activated.

10. To deactivate the rule, click just right of the rule.

11. Choose either:

- Un-apply rule (will deactivate the rule but leave it showing). OR
- Delete the rule (will completely remove the rule).



# Terminology

**Survey Monkey:** An online survey development cloud-based software tool that allows you to launch any kind of online survey project, be it for the purpose of market research, a quick poll, competitive analysis or customer or the employee feedback. This easy-to-use platform allows you to tailor your surveys according to your defined target audience.

**User:** A person who is able to use the system e.g. Survey Monkey.

**Access Level:** Ability to perform various record actions.

## For more information:

South Australian Medical Education and Training Unit

Accreditation Team

**Telephone:** (08) 8226 7123

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## Document History

Date effective	Author/Editor	Approved by	Version	Change Reference
December 2023	Project Officer – Accreditation	Manager Accreditation	V1	Original version
March 2025	Project Officer – Accreditation	Manager Accreditation	V2	
May 2025	Project Officer – Accreditation	Manager Accreditation	V3	Updated to new branding