

User Manual for the **SURVEYS**



SWEL Care
Study 

 UNIVERSITY OF MICHIGAN

- SURVEY SCHEDULE -

1. Types of Surveys

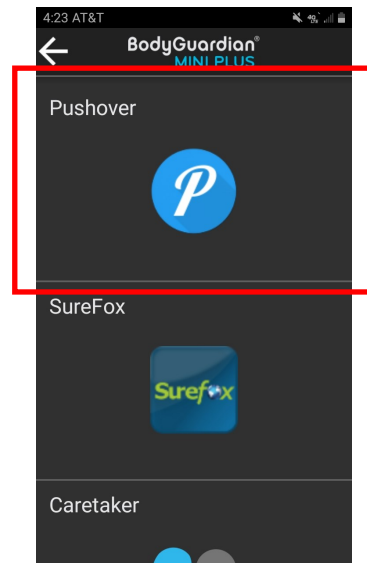
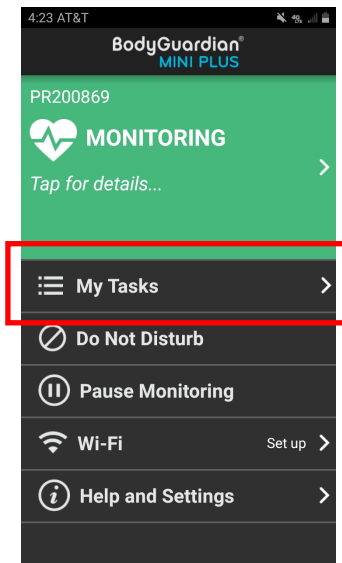
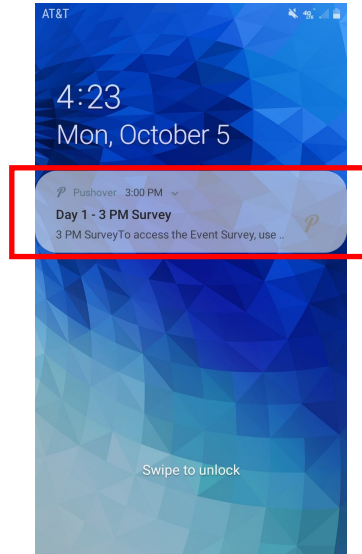
1. DAILY SURVEYS	<p>Please do your best to complete each survey when it first arrives on your study phone (see “Survey Arrives on Phone at” column).</p> <p>If you are unable to complete each when it arrives, please do so by the time shown in the column, “Please Complete Survey by this Time” for each Daily Survey.</p>		
	Survey Arrives on Phone at:	Survey Reminder Sent to Phone at:	Please Complete Survey by this Time:
Morning Survey	6am	7:30am	8:59am
9am Survey	9am	10:30am	11:59am
	In this survey, “the past 3 hours” refers to 6am-9am		
Noon Survey	Noon	1:30pm	2:59pm
	In this survey, “the past 3 hours” refers to 9am-Noon		
3pm Survey	3pm	4:30pm	5:59pm
	In this survey, “the past 3 hours” refers to Noon-3pm		
6pm Survey	6pm	7:30pm	8:59pm
	In this survey, “the past 3 hours” refers to 3pm-6pm		
End of Day Survey	9pm	10:30pm	Midnight
	In this survey, “the past 3 hours” refers to 6pm-9pm		
2. NEGATIVE EXPERIENCE SURVEYS	<p>Please complete this survey whenever you feel irritated, hurt, annoyed or stressed.</p>		

— DAILY SURVEYS —

2. Accessing the Daily Surveys

The Daily Surveys are sent to the study phone at scheduled times.

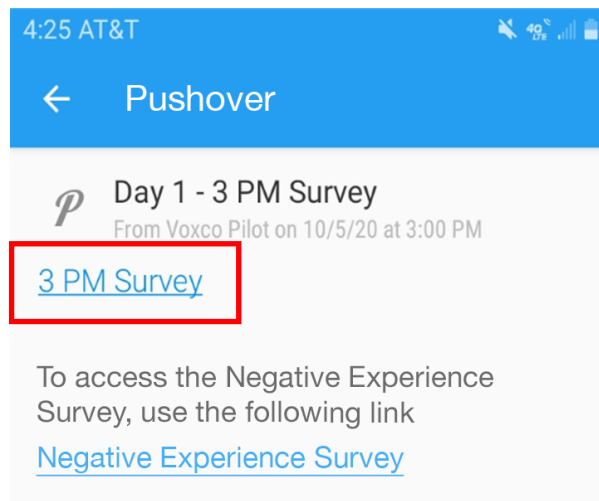
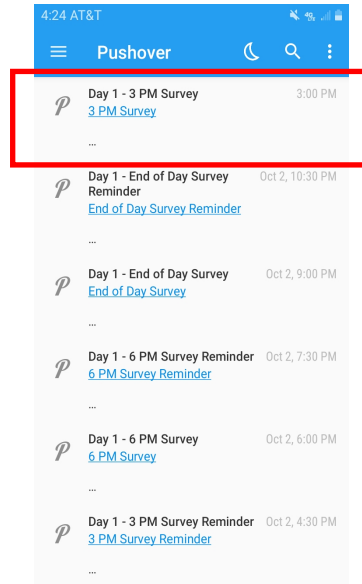
1. When a survey is sent to your phone, you will hear a dingle and see a visual notification on the study phone's lock screen.
2. Once you receive this notification, unlock the phone by swiping up from the bottom of the screen.
3. Next choose "My Tasks" and click on the "Pushover" icon.



— DAILY SURVEYS —

3. Accessing the Daily Surveys (cont'd)

- The notification for the surveys is labeled based on the study day and time. The most recent notification will always be at top. Click on that top notification.
- Next, you will see two links (both in blue—shown below) that is the [Scheduled Daily Survey](#) link and then the [Negative Experience Survey](#) link. To access the Daily Survey, click on the first link in blue, listed just below the survey date and time (shown in red box below).



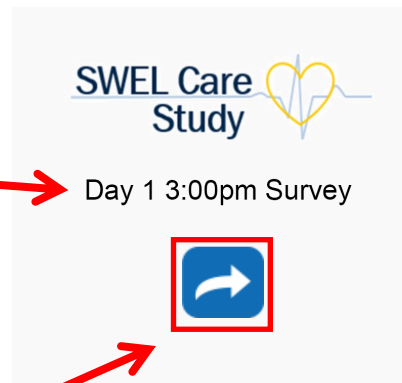
— DAILY SURVEYS—

4. Completing the Daily Surveys

1. Once you click on the link, the Daily Survey will open. A yellow bar may appear at the top of the screen, showing that the survey is loading.



2. Once the survey loads, you can see the study day and scheduled survey time on the title page.



3. Click on the “next” arrow to begin the survey.

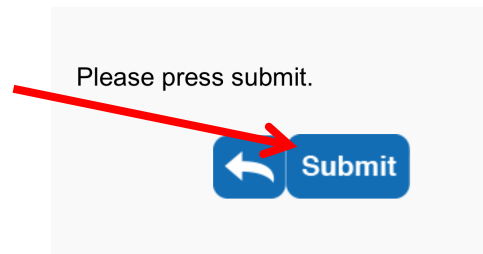
4. To navigate through the survey, click on the “next” arrow pointing right. If you need to go back to the previous question, click on the “back” arrow pointing left.



— DAILY SURVEYS—

5. Completing the Daily Surveys (cont'd)

5. At the end of the survey, You will see the following screen. Press the "Submit" button to complete the survey.



6. You are now done with the Daily Survey! Please remember to complete the next scheduled survey when it arrives.

7. Click on the phone's home button to exit the survey and go back to the BodyGuardian app menu.

<https://voxcoweb.isr.umich.edu/SE/default...>

Thank you for completing the survey, please press the home button to exit the survey.



— DAILY SURVEYS—

6. Completing the Daily Surveys

DAILY SURVEYS	<p>Please do your best to complete each survey when it arrives on your study phone (see “Survey Arrives on Phone at” column).</p> <p>If you are unable to complete each when it arrives, please do so by the time shown in the column, “Please Complete Survey by this Time” for each Daily Survey.</p>		
SURVEY NAME	Survey Arrives on Phone at:	Survey Reminder Sent to Phone at:	Please Complete Survey by this Time:
Morning Survey	6am	7:30am	8:59am
9am Survey	9am	10:30am	11:59am
	In this survey, “the past 3 hours” refers to 6am-9am		
Noon Survey	Noon	1:30pm	2:59pm
	In this survey, “the past 3 hours” refers to 9am-Noon		
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	In this survey, “the past 3 hours” refers to Noon-3pm		
6pm Survey	6pm	7:30pm	8:59pm
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	In this survey, “the past 3 hours” refers to 6pm-9pm		

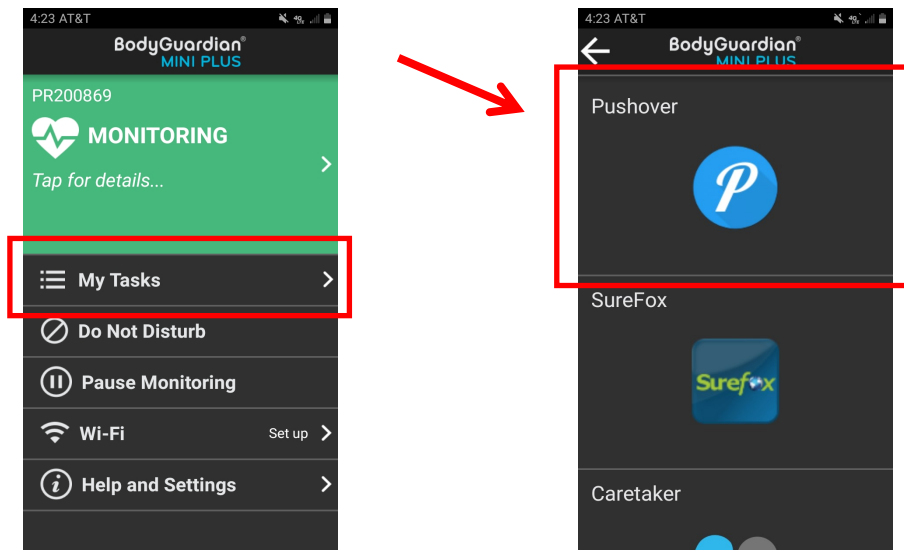
— NEGATIVE EXPERIENCE SURVEYS —

7. Accessing the Negative Experience Surveys

Please complete the Negative Experience Survey whenever you feel irritated, hurt, annoyed or stressed.

To access the Negative Experience Surveys:

1. Press and release the center button on the BodyGuardian mini monitor on your chest to record the time when the negative experience occurred. The monitor should beep once.
2. Take the Negative Experience Survey as soon as you can. To do so, unlock the phone by swiping up. This will take you to the BodyGuardian app. In the menu, choose “My Tasks.” Next, click on the “Pushover” icon.

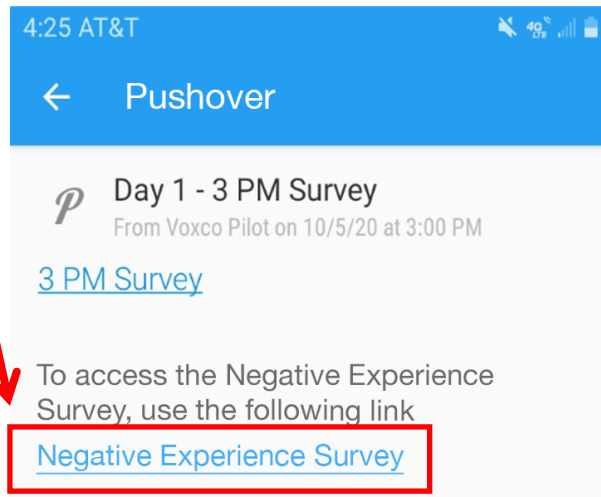
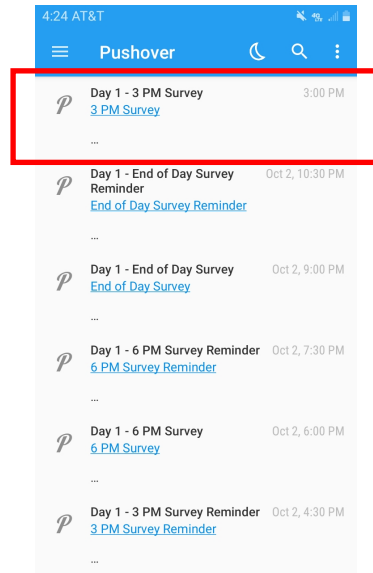


— NEGATIVE EXPERIENCE SURVEYS —

8. Accessing the Negative Experience Surveys (cont'd)

3. Click on the notification at the top of the list.


4. Then, click on the second link labeled “Negative Experience Survey.” You can use the same survey link multiple times to access the Negative Experience Survey.



— NEGATIVE EXPERIENCE SURVEYS —

9. Completing the Negative Experience Surveys

- Once you click on the link, the Negative Experience Survey will open. At first, you may see the last page of the last survey you took. Wait for the new Negative Experience Survey to load. You may see a yellow bar at the top of the screen showing that it is loading.



42Gears SureFox

- When the Negative Experience Survey loads, it will ask if you meant to open the survey.

- If you opened the Negative Experience Survey intentionally, choose “Yes” and click on the “next” arrow pointing right.
- If you opened the Negative Experience Survey by mistake, choose “No, I opened it by mistake” and click the arrow pointing right. This will allow you to exit the survey.



SWEL Care Study

This survey is to be completed after you push the button on the BodyGuardian heart monitor due to a negative experience that caused you to feel irritated, hurt, annoyed or stressed.

Did you mean to open this survey?

Yes

No, I opened it by mistake



— NEGATIVE EXPERIENCE SURVEYS —

10. Completing the Negative Experience Survey (cont'd)

7. At the end of the Negative Experience Survey, you will see the screen shown on the right. Press the “submit” button to complete the survey.

Please press submit.



8. You are now done with the Negative Experience Survey!
Please remember to complete this survey each time you are irritated, annoyed or stressed throughout the day.

9. Click on the phone's home button to exit the survey and go back to the BodyGuardian app menu.

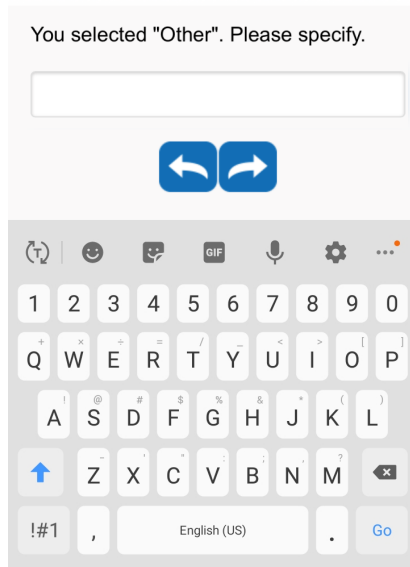
<https://voxcoweb.isr.umich.edu/SE/default...>

Thank you for completing the survey, please press the home button to exit the survey.



— SURVEY TROUBLESHOOTING —

11. Keyboard Does Not Disappear in Survey



Some questions in the surveys will ask you to type out your answer using the on-screen keyboard.

The keyboard will automatically appear when you click on an answer field that requires it.

However, the keyboard may not disappear after you complete the answer, preventing you from moving on to the next question.

If this happens, touch the phone's "back" button which is located to the right of the home button.

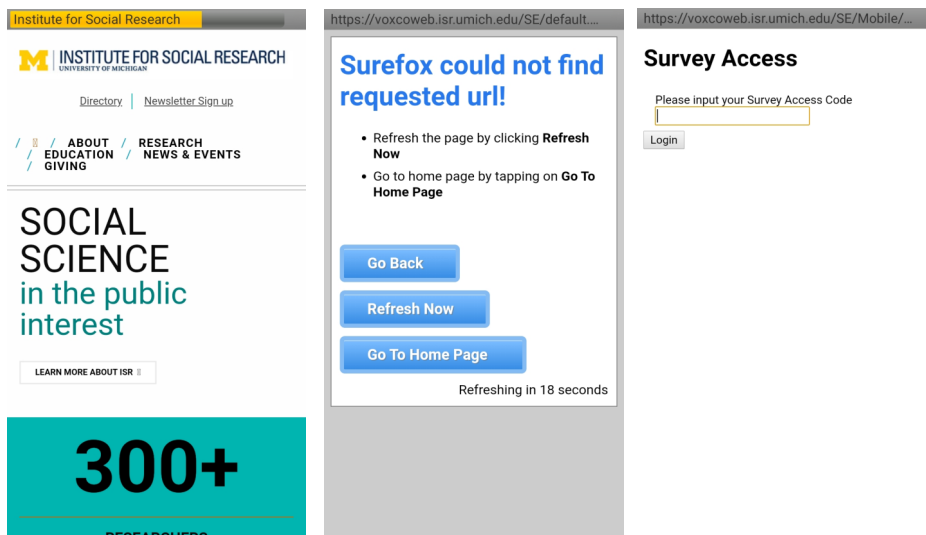
The keyboard should disappear.



— SURVEY TROUBLESHOOTING —

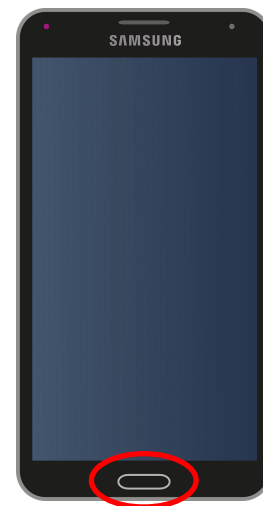
12. Survey Does Not Open Correctly

Sometimes, you may get an error in which the surveys do not open correctly. You may see the yellow load bar, and then something similar to the following screens:



If this happens, press the phone's home button to exit out of the error. Re-access the survey by following the instructions on pages 2-6 for the Daily Surveys and pages 7-10 for the Negative Experience Surveys. The survey should now open correctly.

If this error keeps happening, contact our study team for further troubleshooting.



**IF YOU HAVE ANY ISSUES THAT YOU ARE
UNABLE TO RESOLVE, PLEASE CALL OUR STUDY
TEAM AT:**

[study team phone number]

OR EMAIL US AT:

[study team email]

Thank you for your participation!



At the end of the 9pm daily survey, please call:

734-615-7866

PIN: [xxxx]

If you call this number and hear a busy signal, please hang up
and call back after waiting a few minutes.

Thank you