



**HOPE  
SURVEY**

*Adding your voice is the first step to growing hope.*

## **Implementation Guide**

for Survey Administrators and Leadership Teams

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## Using this Guide

Taking the Hope Survey is the first step toward growing hope in your people and organization. This guide is intended as a resource for survey administrators, leaders, and other key stakeholders to obtain the basic tools needed to successfully implement the survey. Reviewing the entire guide will help you get the most out of your Hope Survey.

For more information and research related to the Hope Survey, please refer to our [website](#).

Throughout this guide, look to the sidebars for additional information, tips and examples.

## Contact Us

We are here for you!  
Reach out to us by phone or email at any time.

[HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com)  
608.360.5800

If self-service is desired, simply click on *Setup Resources* from within your account or visit our website to access our online tools and resources.  
[thetalententhusiasts.com/hopesurvey](https://thetalententhusiasts.com/hopesurvey)

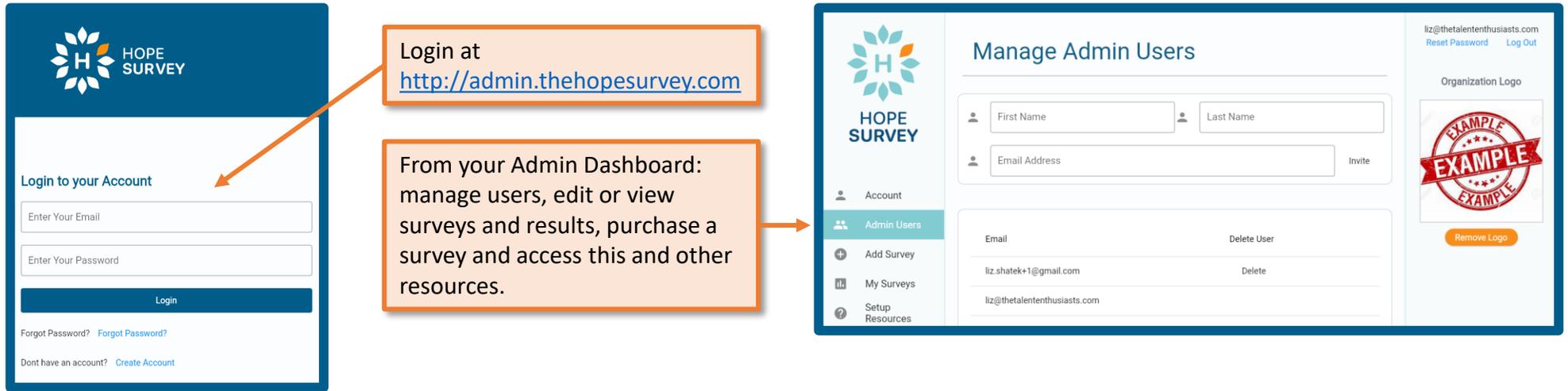
# Account Setup | Login, Add Users and Logo

To login to your account (or create an account if your organization does not yet have one), go to <http://admin.thehopesurvey.com>. From here you can also reset your password or login credentials.

Once logged in, you will see your *Hope Survey Admin Dashboard*. To add additional survey administrators to your organization’s account, click the *Admin Users* tab from the left-hand navigation menu and enter the names and email addresses of any additional users requiring administrative permissions. They will receive a verification email from “noreply@admin.thetalententhusiats.com” with instructions for logging in. (This may end up in a junk or spam folder, so please check before requesting assistance.)

If you wish to add a customized logo to your account, you can do so by clicking the *Add Logo* button on the right-hand side. Participants will see the logo when taking the Hope Survey. If you do not upload a logo, participants will see the Hope Survey logo.

From your dashboard you can view your surveys, add or delete users, access setup resources (including this guide), as well as purchase a new survey.



## Hope Survey Admin Users

All survey administrators have the same permissions and can add or delete users, edit surveys, view results, create reports, and take other administrative actions.

# Account Setup | Create a Survey

To purchase and create a new survey, login to your [Admin Dashboard](#) and select *Add Survey*. Payment can be made by credit card, or you can request an invoice. Once your payment has been successfully processed, your survey is accessible from the *My Surveys* tab and is now ready to customize! (Please allow two business days for processing an invoice request.)

HOPE SURVEY

Account

Admin Users

**Add Survey**

My Surveys

Setup Resources

## Add a new Survey

How Many Participants do you want to add?  Next

Your total cost for this survey is \$9000.  
If you need to pay by invoice, please contact us!

[Pay By Invoice](#)

5555 5555 5555 5555  
03/24  
Example Company Card

Number

Expired Date  CVV

Card Holder

[Cancel](#) [Purchase](#)

After your click *Purchase* and your payment is approved, you will be automatically redirected to your new survey.

## Purchase Your Survey

Click *Add Survey* to pay with credit card or request an invoice.

You can add additional survey seats to an open survey at any time from the *My Surveys* tab.

We're here to help! For assistance with purchasing or if your organization has a unique need, please contact us by email or phone.

[HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com)  
608.360.5800

# Survey Customization | Name Your Survey

After purchasing your survey, you will be taken to the *My Surveys* tab. From here you can customize your survey by clicking the pencil icon. The first step is to name your survey.



Survey Name will be visible to participants (left) and will display on reports (right)

The survey name will be visible to participants when they log in to take the survey, as well as on printed reports.

We recommend including the desired survey timeframe and any other helpful descriptions.

Welcome to the Example Company, LLC - Q3 2022

What name best describes you in this Firm?

Director

Manager

Employee

Volunteer

Contractor

Next

HOPE SURVEY REPORT

Example Company, LLC

The first step toward growing hope is adding your voice

Example Company, LLC - Q3 2022 Hope Survey

Person: Show All | Group: Show All | Location: Show All

Number of responses: 19

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## Name Your Survey

Name your survey to ensure easy identification by participants when taking the survey.

**Tip:** Adding a timeframe (Fall 2022 or Q3-2022) to your survey name will make it easier to compare scores with your prior survey and share results.

# Survey Customization | Define Reporting Groups

Identifying reporting groups will help you get more out of your Hope Survey and is an important part of the survey setup process! The ability to customize the reporting groups for your Hope Survey allows survey administrators to craft reports that provide relevant and meaningful data for your organization's needs and goals.

When defining your reporting groups, keep in mind that participation in the Hope Survey is anonymous. To protect the anonymity of participants and encourage the most authentic feedback, defined reporting groups only show aggregate scores when **four or more** responses are recorded.

This means that if a reporting group only records three responses (left image), those three responses will be included in the overall scores for your organization (right image), but you will not be able to view results for that group alone. You will have the option to show all participant results together (as shown in the right image), or filter by three pre-determined categories and up to two user-defined categories.

The image shows two screenshots of the reporting group configuration interface. The left screenshot shows the 'PEOPLE' dropdown set to 'Employee', 'GROUP' set to 'Show All', and 'LOCATION' set to 'Show All'. Below the filters, it says '3 responses for this filter' and 'There must be at least 4 responses to get results'. The right screenshot shows the same interface but with 'PEOPLE', 'GROUP', and 'LOCATION' all set to 'Show All'. Below the filters, it says '17 responses for this filter' and displays a table of results.

Category Name	Previous	Current	Change
Autonomy	na	5.55	na
Belongingness	na	5.29	na
Goal Orientation	na	5.44	na

Number of responses for *Employee* is **less than four**, so no results are displayed. (These responses are still included in the overall results.)

Number of responses is **4 or more**

Results are displayed

## Groups: Size Matters!

A group must have **FOUR or more responses** to display results.

**Tip:** Consider combining smaller groups to maintain anonymity (e.g., sales & marketing).

# Survey Customization | Hope Filters – Location

You will have the option to show all participant results together (set all filters to *Show All*), or filter by three pre-determined categories and up to two user-defined categories. The predetermined categories are called Hope Filters and are **Location**, **Group**, and **People**. As a survey administrator, you can customize the options your participants see for each of these Hope Filters.

## Location

What names best describe the physical locations people most frequently do their work in your organization?

The survey administrator will customize the Location options based on their organization. Participants will **select ONE option** in response to the question, “What name best describes the place you most frequently do your work?” Options could include specific buildings, offices, classrooms, workspaces, or vehicles.

What survey administrators see when customizing

What participants see (they select **ONE** option)

Type locations specific to your organization

**Locations**

What names best describe the physical locations people most frequently do their work in your organization? Examples might include specific buildings, offices, classrooms, workspaces, or vehicles (Enter all that apply).

Add Unique Name

East Coast Office × West Coast Office × Remote Worker ×

What name best describes the place you most frequently do your work?

East Coast Office

West Coast Office

Remote Worker

## Hope Filter Location

Participants will select **ONLY ONE** location.

Some examples:

### Buildings

*HQ, Warehouse, Administrative Building*

### Parts of a Building

*East Wing, 1<sup>st</sup> Floor, Rooms 100-120*

### Non-Traditional Space

*Home Office, Vehicle, Rotating Sites*

# Survey Customization | Hope Filters – Group

## Group

What names best describe the groups of people in your organization?

The survey administrator will customize the Group options based on the way their organization is structured. Survey participants will **select as many options as apply** to them in response to the question: “What name best describes the groups you belong to in this organization”? Options might include specific departments, teams or committees.

**Tip:** only include groups that your organization wants to receive reports for. This may or may not mirror your organizational structure.

What survey administrators see when customizing

Customize groups specific to your organization

**Group**

What names best describe the groups of people in your organization?  
(Enter all that apply) Examples might include specific departments, grades, teams, advisories, or pods.

Add Unique Name

Finance × Shipping & Receiving × Manufacturing × Engineering & Design ×  
Sales & Marketing × Other ×

What participants see (they will select as many as apply)

What name best describes the groups you belong to in this Firm?

Finance

Shipping & Receiving

Manufacturing

Engineering & Design

Sales & Marketing

Other

Next

## Hope Filter Group

Participants will select as many options as apply.

Some examples:

Department  
*Finance, Sales, Distribution*

Teams / Committees  
*Blue Team, Strategic Planning, Wellness*

# Survey Customization | Hope Filters – People

## People

What names best describe the individual people in your organization?

The survey administrator will customize the People options based on how they refer to the people in their organization. Survey participants will **select ONE option** in response to the question: “What name best describes you in this organization?” Options might include employee, colleague, member, or volunteer.

What survey administrators see when customizing

The screenshot shows the 'People' customization screen. At the top, it asks 'What names best describe the individual people in your organization?' and provides examples: employees, students, colleagues, members, or volunteers. Below this is a text input field labeled 'Add Unique Name' with an 'Enter' button. At the bottom, there are five toggle buttons: 'Director', 'Manager', 'Employee', 'Volunteer', and 'Contractor', each with an 'x' icon to remove it. An orange callout box on the left points to these buttons with the text 'Type options specific to your organization'.

What participants see (they select ONE)

The screenshot shows the question 'What name best describes you in this Firm?' with five radio button options: 'Director', 'Manager', 'Employee', 'Volunteer', and 'Contractor'. The 'Manager' option is selected. A 'Next' button is at the bottom.

## Hope Filter People

Participants select **ONLY ONE** option.

Make sure that it will be clear which group they fall into. For example, if one could consider themselves both a colleague and employee, you should consider which ONE of these terms to keep.

Some examples:

*Employee, Member, Contractor, Volunteer*

# Survey Customization | User-Defined Filters

## User-Defined Filters

The survey administrator may include up to two additional questions or statements of their own creation (and related response options). These are called *user-defined questions* and can be used to gather information based on any groups of people not covered by the Hope Filter customization. User-Defined questions can be changed each time you create a new survey and are a great way to gather relevant information that you have identified as important during this survey period. When viewing results, you will be able to toggle between viewing the *Hope Survey Filter* and the *User-Defined Filter*.

Examples of questions or statements could include reference to a participant's length of time in the organization, demographic information or participation in programs offered by the organization.

**User Defined**  
User Defined Fields  
You may enter up to 2 user defined fields with corresponding options for your participants to answer. (i.e., tenure, ethnicity, gender, specific programs or initiatives)

+ Add User Defined Field

How long have you been with this organization?

Add Unique Name

Less than 1 year  1-3 years  4-6 years  More than 6 years

Do you supervise other people?

Add Unique Name

Yes  No

Type up to two custom questions and responses

What survey administrators see when customizing

What your participants see (they select **ONE**)

**Do you supervise other people?**

Yes

No

## User-Defined Filters

Some examples of User-Defined questions:

*Do you manage other people?*

*Do you participate in our Wellness Wednesday activities?*

*I have been a member of my team for \_\_\_ years.*

Participants select **ONLY ONE** option.

# Survey Customization | Preview and Edit Your Survey

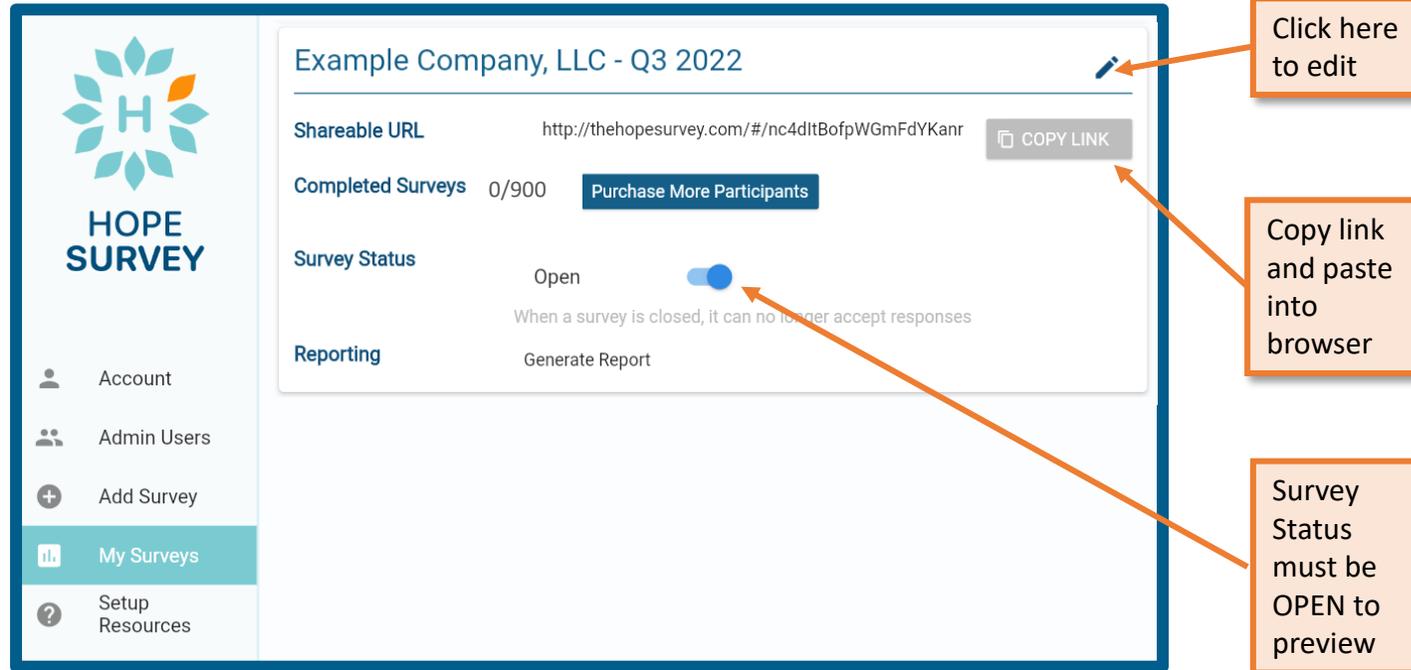
## Previewing

It is important to preview your survey to make sure it reads the way you want it to. To preview your survey, from the *My Surveys* tab make sure the survey status is set to *Open*. Next, copy the survey link and paste into a new browser window. You can now preview the entire survey. When you are ready to quit the preview, simply close the browser window. If you preview all the way to the end of the survey, do NOT submit when asked “Are you ready to submit your survey?”. Instead, close the browser window. Send a link to the survey with instructions to other key stakeholders requiring a preview of the survey, before opening it to participants (a sample email text with instructions for previewing is provided on our [website](#)).

We also offer the option to have one of our team review your survey with you! Send your survey link to [HopeSurveySupport@thetalententhusiats.com](mailto:HopeSurveySupport@thetalententhusiats.com) and allow 2 business days for feedback.

## Editing

Surveys can be edited at any time from the *My Surveys* tab by clicking the pencil icon  to the left of the survey name. After making your changes, be sure to scroll to the bottom of the screen to click *Save*! To ensure accurate results and a consistent experience for all participants, we do not recommend any editing after the survey link has been distributed.



The screenshot shows the 'My Surveys' tab in the Hope Survey interface. The survey name is 'Example Company, LLC - Q3 2022'. The 'Shareable URL' is 'http://thehopesurvey.com/#/nc4dltBofpWGmFdYKandr' with a 'COPY LINK' button. The 'Completed Surveys' count is 0/900, with a 'Purchase More Participants' button. The 'Survey Status' is 'Open', indicated by a blue toggle switch, with a note: 'When a survey is closed, it can no longer accept responses'. The 'Reporting' section has a 'Generate Report' button. A sidebar on the left contains navigation options: Account, Admin Users, Add Survey, My Surveys (highlighted), and Setup Resources. Three callout boxes with orange arrows point to specific elements: 'Click here to edit' points to the pencil icon; 'Copy link and paste into browser' points to the 'COPY LINK' button; 'Survey Status must be OPEN to preview' points to the 'Open' toggle switch.

## Preview and Edit Your Survey

The survey must be open to preview (do this from the *My Surveys* tab).

Preview by copying the survey link into a browser. To exit the preview without submitting a survey, close the browser.

We are happy to review your survey before you send it to participants! Send an email with the link to:

[HopeSurveySupport@thetalententhusiats.com](mailto:HopeSurveySupport@thetalententhusiats.com).

# Orientation | Leadership and Participant Orientation

## Orienting Leadership to the Hope Survey

Our team offers an in-depth orientation to the Hope Survey at no additional charge. This includes support with survey setup, planning orientation for your participants and answering any questions you may have. Please contact us at [HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com) to schedule an orientation.

## Oriending Participants to the Hope Survey

The Hope Survey is unique in that we want people to learn the language, intent and process. This begins with an orientation and is encouraged as an ongoing process. Providing an orientation for participants is one of the best ways to ensure high participation and thoughtful responses. On our [website](#) we have provided templates that you can customize to fit the needs, goals and people of your organization. Your orientation should provide participants with the following information:

- Reason(s) for using the Hope Survey
- What to expect before, during, after the survey
- How results will be used and shared with participants
- When they can expect to take the survey again
- Who in your organization to contact with questions
- Let participants know if you will be asking them to self-report when they have finished their survey to track participation

It is recommended that orientation begins with leadership, then cascades to employees and your broader community, as desired. Once orientation is complete, all groups should be included as participants in the survey to ensure the highest impact and likelihood of sustained success.

Hope Survey  
Orientation

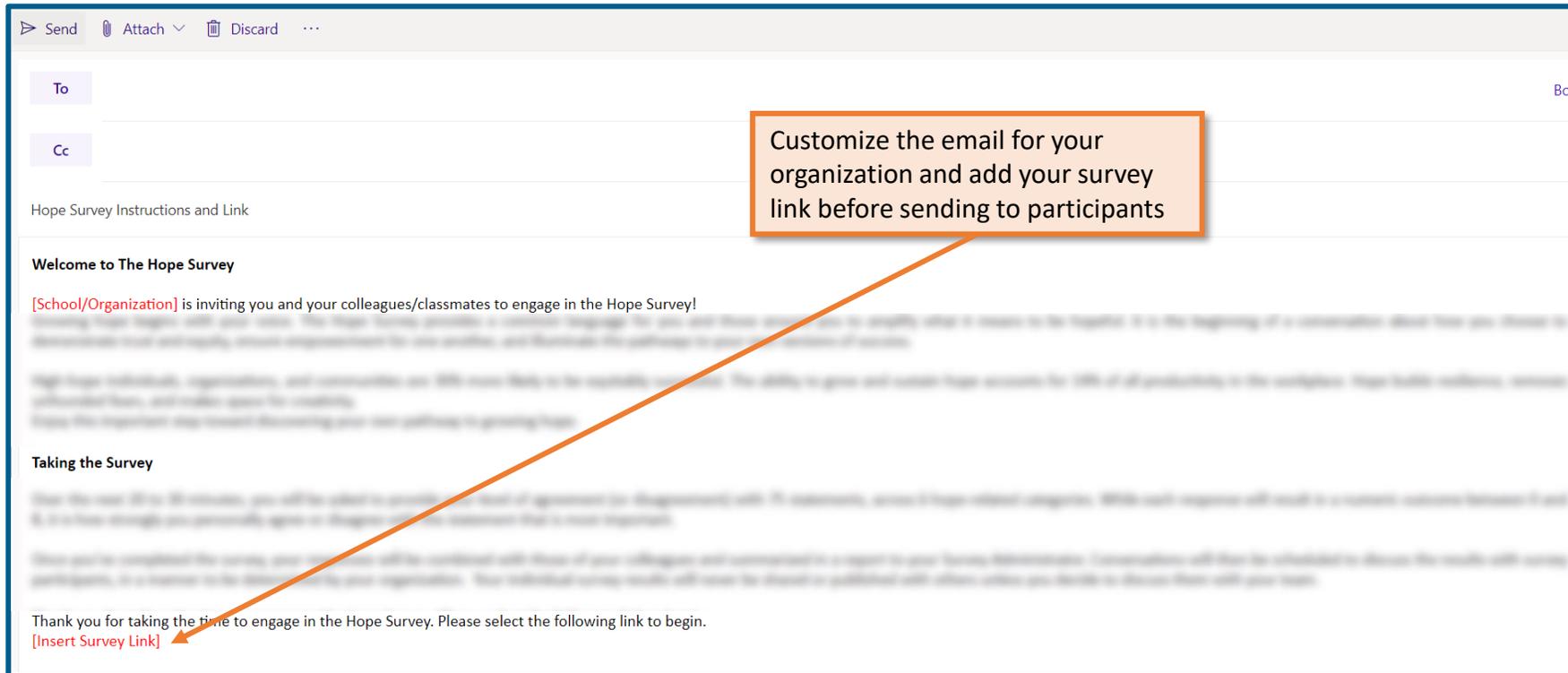
Contact us to schedule  
a complimentary  
orientation with your  
leadership team!

[HopeSurveySupport@  
thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com)

# Participation | Link Distribution

After orienting participants to the survey, you are ready to share the link! To invite participants to take the Hope Survey, first ensure the survey status is set to *Open* and then simply copy and paste the link into an email for distribution. A sample email text is provided on our website (see the [Resources](#) section of this guide for more information).

When you are ready to share your survey with participants, simply copy the link and insert into an email to participants.



## Hope Survey Checklist

Before sharing the survey link with participants:

- Provide orientation to participants ([p.12](#))
- Make a plan to invite, encourage and track participation ([p.18](#))
- Set Survey Status to *Open* ([p. 11](#))

# Participation | Survey Access and Participant Information

## Survey Platform

After clicking on the survey link, participants will be asked if they would like to take the survey via their web browser or the app. For now, all surveys must be completed via the web browser. Your organization will be notified when the app has been released and made available.



## Participant Questions

Participants will respond to 3-5 questions about their role in the organization before responding to the Hope Survey statements (the number will depend on if the survey administrator has created any user-defined questions).

- 1 What name best describes you in this Firm?
- 2 What name best describes the place you most frequently do your work?
- 3 What name best describes the groups you belong to in this Firm?

Up to two additional, custom user-defined questions.

## Hope Survey Access

Participants can access the Hope Survey from any internet-connected device.

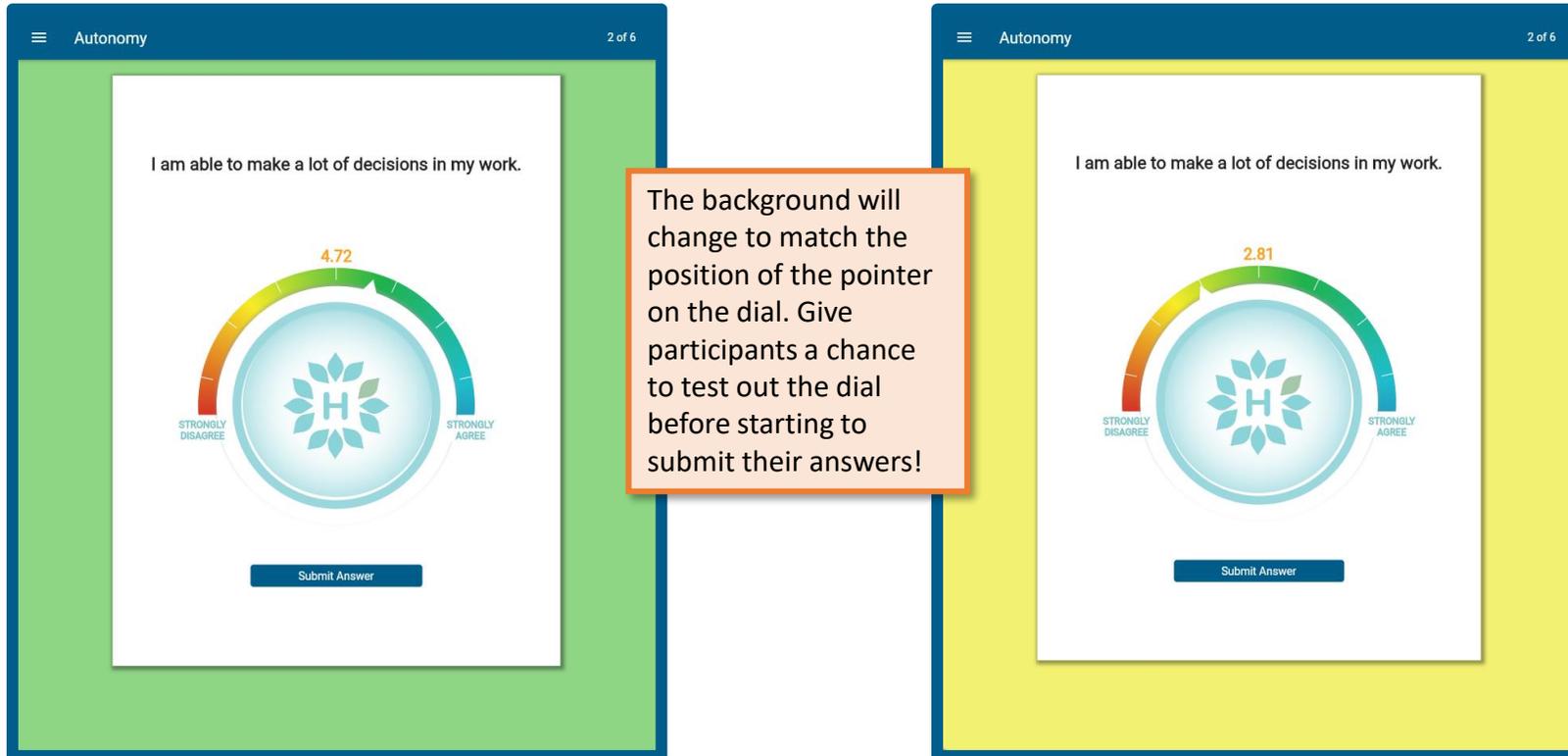
There is no login or password. Users only require the link to access their survey.

# Participation | Hope Survey Statements and Dial

## Survey Statements

There are 75 survey statements. Participants will use an interactive dial to record their intensity of agreement with each statement. We recommend allowing participants a few moments to familiarize themselves with the dial before submitting their first response.

## Hope Survey Dial



## Hope Survey Taking Breaks

The survey should be completed in one sitting.

If a participant needs to step away from the survey, leave the survey browser open.

If the browser is closed for any reason, progress will be lost, and the participant will need to start again from the beginning. Most participants finish the survey in one sitting.

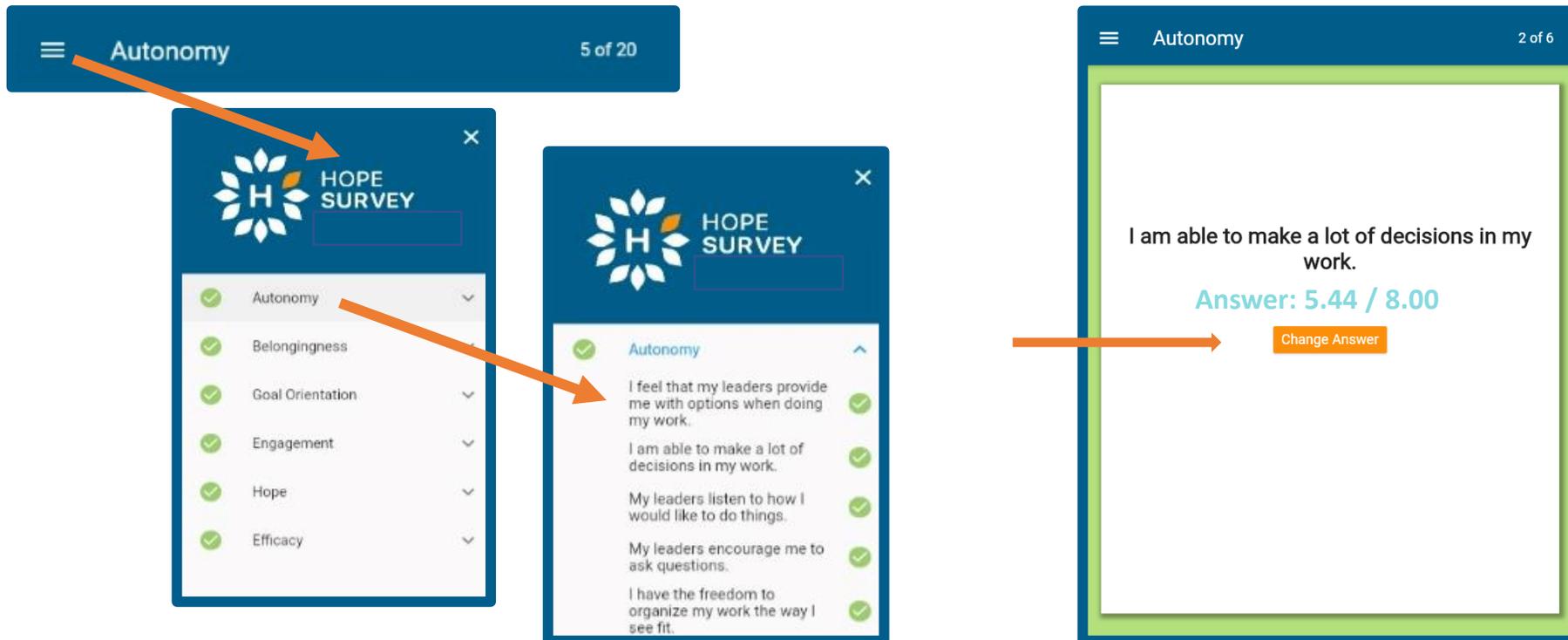
# Participation | Survey Navigation

## Navigation

To reveal the participant navigation menu, click the three horizontal lines in the upper left corner and a new slide-out navigation menu will become visible.

Participants will first see a list of the six Hope Pillars. When one of the Hope Pillars is selected, participants can view the corresponding statements.

Participants are then able to navigate to any previously answered statement to review or change their response as desired. Participants may not skip ahead without responding to a statement. Responses can be reviewed and changed at any time before final survey submission.



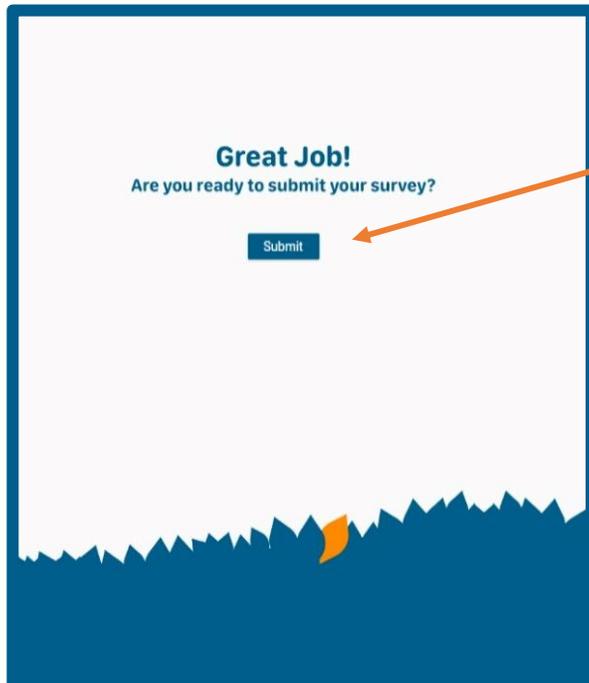
## Changing a Response

Your first response to an answer is frequently the most reliable! Changes should be considered only when a distinct error has been identified.

## Participation | Survey Completion

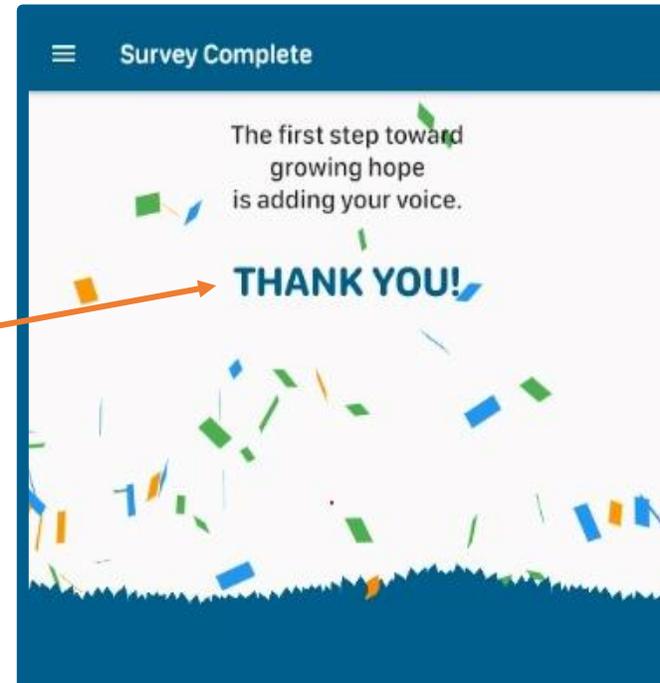
It takes most participants between 20 and 30 minutes to respond to the 75 Hope Survey statements. After responding to the final statement, participants will see a window that says, “Great Job! Are you ready to submit your survey?” (left image). The survey is stored locally on the user’s device until they hit “submit” on this screen. A successful submission is indicated by a Thank You message, and confetti burst (right image). This also indicates that you can safely close your browser without risking losing survey responses.

Your response is not recorded until you hit the submit button on the last page



First, click Submit...

...then look for the “Thank you!” and confetti burst to signal a successful submission!



### Hope Survey Reminders

This is not a test; there are no wrong answers!

Responses are anonymous.

It usually takes participants between 20 and 30 minutes to complete the survey.

The survey should be completed in one sitting, and you must click “submit” and receive the confetti burst before closing your browser to record your survey.

## Participation | Tracking Participation

The Hope Survey is designed to maintain the anonymity of participants, which means you will not see a list of those who have completed the survey. To track participation during the survey, it can help to look at the real-time results to see the number of overall responses received as well as how many have responded from the various groups as determined during the survey customization. You can see how many responses have been recorded from the *My Surveys* tab. From here you can also add more participants to your survey.

The best ways to increase participation are to provide an orientation and schedule time in the participants' day to complete the survey. Conducting interactive discussions to debrief survey results are equally critical to maintaining high participation and momentum between surveys. See [page 12](#) for more information on orienting participants to the Hope Survey.

**Example Company, LLC - Q3 2022**

**Shareable URL** <http://thehopesurvey.com/#/nc4dltBofpWGmFdYKanr> **COPY LINK**

**Completed Surveys** 180/900 **Purchase More Participants**

**Survey Status** Open    
When a survey is closed, it can no longer accept responses

**Reporting** Generate Report

Number of completed surveys out of the number or total surveys purchased (180 of 900 completed).

Click here to copy the survey link. This link is all that participants need to take the Hope Survey.

Click here if you need to add more participants to your survey.

## Increase Participation

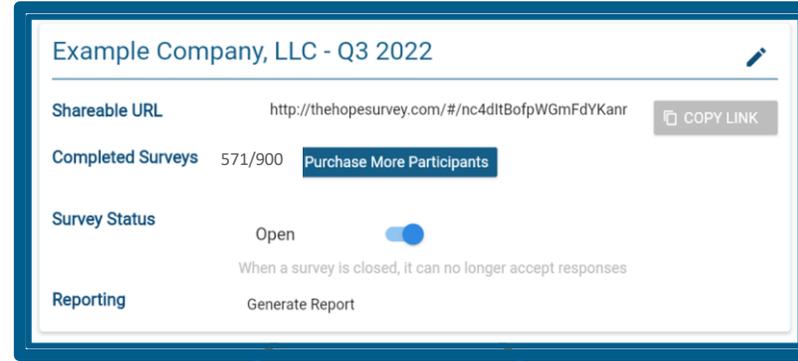
Tips to increase participation:

- Provide Orientation
- Schedule adequate time for the survey
- All participants take it during a designated window of time
- Interactive discussion of results between surveys

# Survey Results | View Your Results

You can view real-time results at any time by clicking the *Generate Report* button from the *My Surveys* tab. The Survey Status can be *Open* or *Closed* to view results but must be *Closed* to download a report. (Image at right)

You can also adjust your Hope and User-Defined Filters to view the number of responses and real-time results for defined groups. The example below shows the results for participants who identified themselves as Employee (People). There were 411 responses, so results are reported. To download these results into a report, simply click *Download PDF* (survey must be *Closed* to download).



Click here to view results

Survey Status must be *Closed* to download reports. (You can still view real-time results with Status set to *Open*.)

PEOPLE: Employee | GROUP: Show All | LOCATION: Show All

Download PDF

411 responses for this filter.

Category Name	Previous	Current	Change
Autonomy	na	4.55	na
Belongingness	na	4.76	na
Goal Orientation	na	4.72	na
Engagement	na	4.94	na
Hope	na	4.85	na
Efficacy	na	4.77	na

These results are filtered to show all **Employees** (there are 411 responses so far)

Results for **Employees in Finance** are not shown because only 2 responses have been recorded so far

Hope Filters:  User Defined Filters:

PEOPLE: Employee | GROUP: Finance | LOCATION: Show All

Download PDF

2 responses for this filter.  
There must be at least 4 responses for this filter to get reporting results.

## Hope Survey View Results

**TIP:** You can use your real-time results to help with participation tracking and communication with participant groups.

# Survey Results | Create Reports

Once you have marked the survey *Closed* from the *My Surveys* tab, you have the option to download customized reports. Click *Generate Reports*, adjust the filters as desired, then click *Download PDF* and follow the prompts. You may wish to rename your report before saving it.

Example Company, LLC - Q3 2022

Shareable URL <http://thehopesurvey.com/#/nc4dItBofpWGmFdYKanr> COPY LINK

Completed Surveys 819/900 [Purchase More Participants](#)

Survey Status Closed  When a survey is closed, it can no longer accept responses

Reporting [Generate Report](#)

Survey Status must be *Closed* to download reports. (You can still view real-time results with Status set to *Open*.)

Switch between the Hope Filters and User-Defined Filters with the toggle switch

Hope Filters  User Defined Filters

PEOPLE: Employee

GROUP: Engineering & Design

LOCATION: East Coast Office

[Download PDF](#)

327 responses for this filter.

Click *Generate Report*, then *Download PDF* to download a report for this filter (Employee/Engineering & Design/East Coast Office)

## Hope Survey Sharing Results

You can share survey results in two ways:

1. Creating and distributing PDFs of desired reports.
2. Adding survey administrators to your Hope Survey account to allow them to use the filters themselves. See [page 3](#) of this guide for instructions on adding users.

# Survey Results | Anatomy of a Report – Cover Page

## Hope Survey Report Cover Page



## Hope Survey Report

A full report includes:

- Cover Page
- Overview Page
- Results for each of the Hope Pillars:

- Autonomy*
- Belongingness*
- Goal Orientation*
- Individual Hope*
- Engagement*
- Efficacy*

# Survey Results | Anatomy of a Report – Overview Page

## Hope Survey Report Overview Page

Filters used for this report

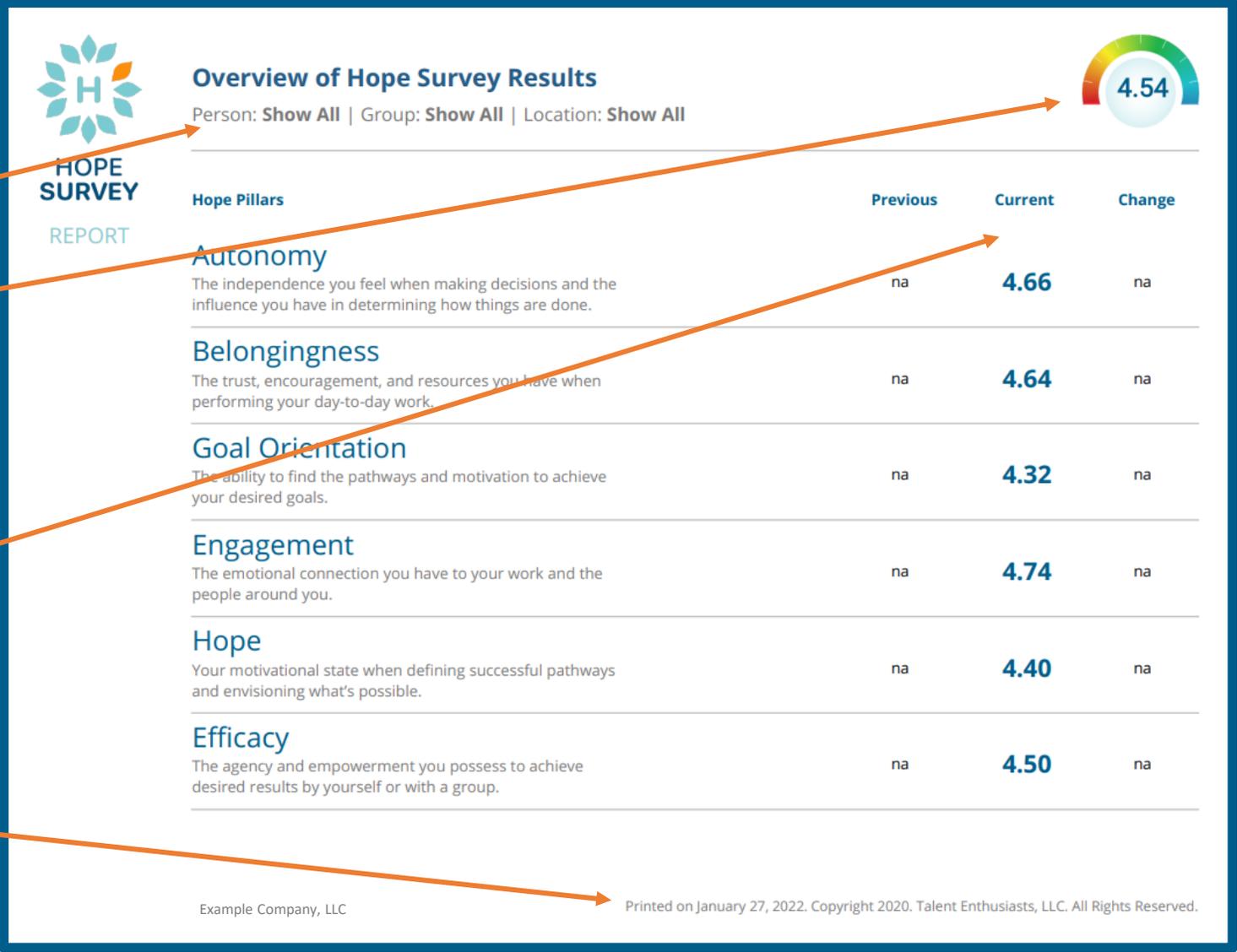
Overall Hope Survey Score

Your current scores appear in the middle column.

If your organization has taken the survey before, your previous score will appear on the left.

The change between Previous and Current will be indicated in the right column.

Date the report was printed



## Reports Overview Page

The dial in the upper right-hand corner indicates the Overall Hope Survey Score.

The next section provides the scores for each of the Hope Pillars: Autonomy, Belongingness, Goal Orientation, Engagement, Hope and Efficacy. Previous scores are from the last time you took the survey.

# Survey Results | Anatomy of a Report – Hope Pillar Pages

## Hope Survey Report Hope Pillar Pages

Hope Pillar & definition

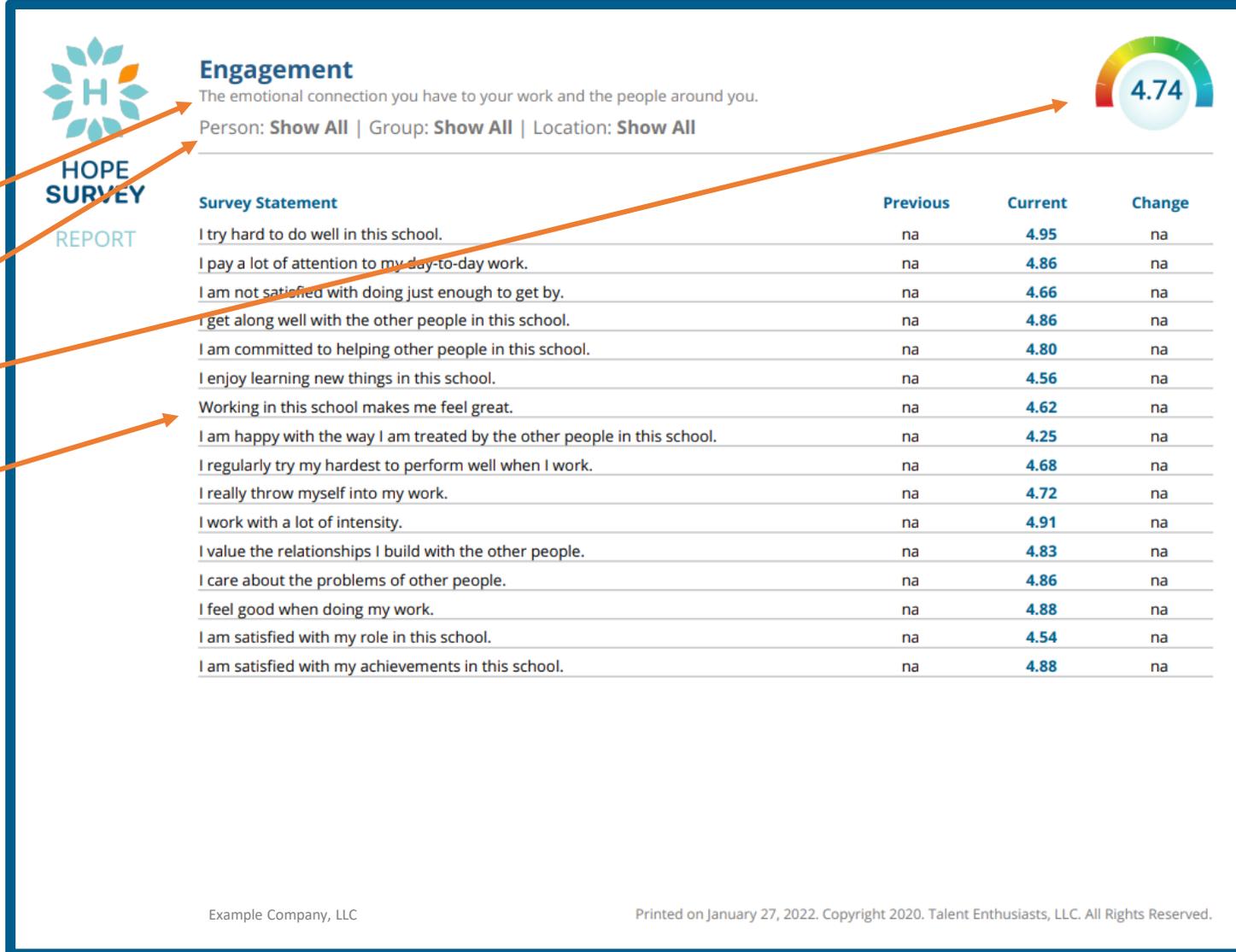
Filters used for this report

Overall Engagement score

Each survey statement is listed

### The Six Hope Pillars

Autonomy  
Belongingness  
Engagement  
Efficacy  
Individual Hope  
Goal Orientation



## Reports: Hope Pillar Pages

The Hope Pillar pages provide the scores for each individual statement in the category, as well as the overall average score displayed in the upper right-hand corner.

**TIP:** Use these questions as discussion starters with your team!

## Next Steps | Debrief

An optional debrief with your leadership team is available at no charge. During this debrief, our team will review your results, help your team identify important points to debrief with your participants, and discuss next steps.

To schedule a debrief, please contact us at [HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com). If you wish to facilitate a debrief on your own, we have provided some helpful materials on our [website](#).

During your Hope Survey orientation, you let participants know that you would circle back with results from the survey. **Sharing those results is an important part of the Hope Survey process.** We encourage you to schedule time to discuss the survey results and how they relate to your organization's goals with all participants. A debrief should provide participants with the following information:

- Gratitude for their participation
- Reminder of reason(s) for taking the Hope Survey
- Overview of results (remember to celebrate successes!)
- How the results will be used to evaluate or inform current goals, programs, etc.
- Identification of focus areas, activities and behaviors to increase targeted areas
- When they can expect to take the Hope Survey again
- Who to contact with questions, follow-up, suggestions, etc.

### Hope Survey Debrief

Contact us to schedule a complimentary debrief with your leadership team!

[HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com)

# Resources | Online and Live Support

Find the following resources by visiting our [website](#) or clicking *Setup Resources* from your Admin Dashboard.

## Hope Research

Featured research on the role of hope in equity, diversity & inclusion; team effectiveness; innovation and more.

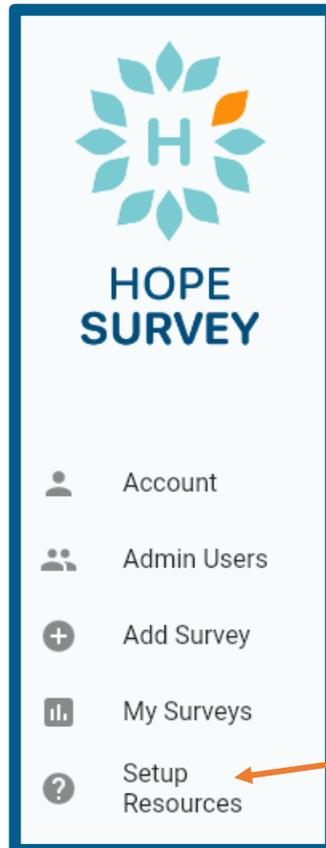
## Templates and Tools

A library of useful tools is available to guide and enhance your survey experience.

## Additional Support

The Hope Survey is just one tool Talent Enthusiasts uses to help its clients grow hope and reach their full collective potential. To discuss how we could provide additional support or interventions for your organization, please contact us!

On our website:  
[www.thetalententhusiasts.com](http://www.thetalententhusiasts.com)



Click here to access our online resources from your Admin Dashboard

## FEATURED RESEARCH



Hope & Vulnerable Communities



Hope & Innovation



Hope & Social-Emotional Competence



Hope & Team Effectiveness



Hope & Resilience



Hope & Academic Achievement

## Hope Survey Live Support

Contact us by phone or email to get personalized support from our team.

[HopeSurveySupport@thetalententhusiasts.com](mailto:HopeSurveySupport@thetalententhusiasts.com)  
608.360.5800

# Resources | Frequently Asked Questions

## Hope Survey

### Can a survey administrator delete a survey?

No. As a safety precaution to protect the integrity of the data, surveys cannot be deleted by a survey administrator. If you have a situation that requires a deletion of results or an entire survey, please contact our team.

### Participant received an error code: "Survey is closed."

Ensure that the survey status is set to *Open* in the *My Surveys* tab and that the participant has the correct link.

### Participant received an error code: "Survey code is incorrect."

The survey code is the last part of the link and can be entered manually if necessary. Ex: <http://thehopesurvey.com/#/43fhzvTELSg7VS5IcZBd>

### Is the survey available in other languages?

The Hope Survey is currently available in English only. To learn more about solutions other organizations have implemented with English language learners, please contact us.

## Admin Users

### How do I reset my password?

Go to <http://admin.thehopesurvey.com> and select *Forgot Password*.

### I added a survey administrator, but they did not get the verification email.

Ensure the email address was entered correctly and the verification email did not get caught in the user's spam/junk filter. If no email from [noreply@admin.thetalententhuisats.com](mailto:noreply@admin.thetalententhuisats.com) is found, from within the Admin Dashboard, click *Re-invite* and allow up to ten minutes for delivery.

## Account and Payment

### How much does the Hope Survey cost?

The cost is \$10 per participant, per survey. We recommend surveying all participants every 6 months, or twice a year.

### Do you offer refunds for unused survey seats?

We do not offer refunds for unused participant seats, though you may use purchased and unused seats for subsequent surveys. Please contact us to have your unused seats rolled over to a new survey.

Need More  
Information?

Please contact us if you have additional questions or need more!

[HopeSurveySupport@thetalententhuisats.com](mailto:HopeSurveySupport@thetalententhuisats.com)  
608.360.5800