FAQs for Survey Participants

If you have any questions regarding any part of the survey process,
please contact Andrea Schell at compensationsurvey@rclco.com or 240-201-9285.

1. What platform is the survey on?
   a. The RCLCO Compensation and Benefits Survey is supported by QuestionPro survey software. QuestionPro is a secure ISO and GDPR compliant survey platform where all data is accessed and owned by the survey creator (RCLCO) and never shared with third parties.
2. Do I need a username or password to take the survey?
   a. All participants will receive a unique survey link via email once the survey is launched. Only users with this link will be able to participate and submit responses. Usernames and passwords are not needed. See instructions for more guidelines.
3. Do I have to complete the survey in one sitting?
   a. You will have the option to save responses and continue later at the end of each section. See instructions for more guidelines.
4. How do I save my responses?
   a. Your survey responses will be automatically saved by QuestionPro as you proceed through the sections. You will have the option to *save and continue* throughout the survey. Once you select *save and continue*, you'll be prompted to enter your email address, and a link will be sent to pick up where you left off.
5. What if I don't have any data for a particular section?
   a. All sections are required to complete and submit the survey. You will not be able to move to the next question/section until all required questions have been answered. Any sections/questions that are not relevant to all groups will not require a response to continue. Questions that require a response will be indicated by an asterisk (*).
6. Can I return to previous questions/sections?
   a. Due to designed question logic, moving backwards in the survey is not an option. If you have reason to believe a previous question needs to be altered, please reach out to Andrea Schell (compensationsurvey@rclco.com) to make the changes.
7. Where can I find the job titles and descriptions to match my positions on the Excel file?
   a. You can download the Job Titles and Descriptions with ID numbers along with the Excel file to upload at the end of the survey here (link will be populated soon with the excel).
8. Is there a size limit for the Excel file upload?
   a. The size limit for any uploaded files to QuestionPro is 10 MB (10,000 KB).
9. How do I print the print the survey for review and/or my records?
   a. If a copy of survey questions is required, please reach out to Andrea Schell (compensationsurvey@rclco.com) to request a PDF copy of the survey questions.

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    b. You will be able to download a copy of the questions and your responses after submission of the entire survey (including Excel upload).

10. Can I leave my screen indefinitely and return to my survey input?

    a. The survey will time out after 60 minutes of inactivity, with a warning at 15 minutes. You will be able to resume where you left off if this happens using the original unique link sent.

11. If I am not able to proceed to the next question after hitting next, what do I do?

    a. Ensure all required questions (denoted with asterisk *) are answered and then click Next.

12. What happens after I complete the survey?

    a. Once the survey is submitted, you will be rerouted to a Thank You page where you can download your survey responses. You will also receive a confirmation email.

    b. All submissions are final, and you will not be able to make changes. Please contact Andrea Schell if you have any issues (compensationsurvey@rclco.com).

    c. RCLCO and CEL Compensation Advisors reserve the right to exclude any submitted surveys that have not been completed properly, are missing critical information or are incomplete.

    d. 2025 Survey reports will be emailed out to eligible participants in October 2025.