

# FAQs for National Real Estate Compensation and Benefits Survey Participants

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*If you have any questions regarding any part of the survey process, please contact Andrea Schell at [compensationsurvey@rclco.com](mailto:compensationsurvey@rclco.com) or 240-201-9285.*

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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 information.
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* at the end of each section. 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. If you cannot locate this link after saving, please reach out to Andrea Schell ([compensationsurvey@rclco.com](mailto:compensationsurvey@rclco.com)).
5. **What if I don't have any data for a particular section?**
  - a. All sections are required to complete and submit the survey. Questions that are not required will be indicated as such, and where to advance if not applicable.
6. **Can I return to previous questions/sections?**
  - a. You will be able to navigate back to previous questions, as well as advance forward without having to respond to questions. Please be cautious when doing so and inadvertently skip questions.
  - b. If your survey is incomplete, you may be contacted by RCLCO to verify your information.
  - c. RCLCO reserves the right to exclude any submitted surveys that have not been completed properly, missing critical information, or are incomplete.
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](#).
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 survey for review and/or my records?**

- a. A PDF copy of the survey questionnaire is available on the resource site [here](#).
- 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. Please reach out to Andrea Schell ([compensationsurvey@rclco.com](mailto:compensationsurvey@rclco.com)) if you cannot find the unique link or continue link.

**11. What happens after I complete and submit 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](mailto:compensationsurvey@rclco.com)).
- c. RCLCO reserves the right to exclude any submitted surveys that have not been completed properly, missing critical information or are incomplete.
- d. 2026 Survey reports will be made available to eligible participants in October 2026.