

THE 2026 NATIONAL SURVEY OF COMMUNITY REHABILITATION PROVIDERS

ACCESS PROBLEMS

Why isn't my email survey link working?

This question applies only if you received an email survey invitation with a unique link.

Email survey links expire after 90 days. If the survey is still open (**until September 30, 2026**) but your link has expired, contact the CRP Survey team at CRPSurvey@umb.edu or call toll-free **(866) 302-9333** to request a new link.

What if my survey link says “expired” or “invalid”?

This question applies only if you received an email survey invitation with a unique link.

If your link says “**expired**”, it usually means more than 90 days have passed since the invitation was sent. You will need a new link from the CRP Survey team by emailing CRPSurvey@umb.edu or calling toll-free **(866) 302-9333**.

If your link says “**invalid**”, it may mean:

- The link was copied or opened incorrectly
- The link has already been used
- The survey has closed

Try opening your original email and clicking the link again. If it still does not work, contact the CRP Survey team.

Why does the survey say it is no longer available?

This means the survey is closed and no longer accepting responses. The survey closes on **Wednesday, September 30, 2026**.

When is the survey closing date?

The survey closes on **Wednesday, September 30, 2026**. After this date, the survey will no longer accept responses.

MOVING THROUGH THE SURVEY

Why am I getting an error when I try to go to the next page?

You may see an error if some questions are not answered or are filled out incorrectly. This includes required questions or answers that need a specific format (like an email or number).

Look for a red message at the top of the page. It will show which question needs to be fixed. After you correct it, you can continue.

Can I go back to a previous page?

If you see a **Back button**, you can use it to go back to a previous page.

If you don't see a **Back button**, you cannot return to earlier pages. Make sure your answers are correct before moving forward.

Why did the Back button disappear?

Some survey questions change based on your answers. This is called “branching.” Because of this, the Back button may not show or may stop working. If this happens, you cannot return to earlier pages.

SAVING AND RETURNING LATER

Can I save my progress and finish later?

Yes. Click **“Next Page”** before closing the survey to save your progress. You can return within 4 weeks.

How to return:

- **If you used an email invitation:** Open the original email and click the survey link again. You will continue where you left off.
- **If you used the public survey access link** (<https://www.CRPSurvey.com/respond>): Open this link on the same device and in the same web browser. You will continue where you left off.

Why did my saved survey expire?

Saved surveys expire after **4 weeks of no activity**. After that, you must start again.

TECHNICAL REQUIREMENTS

On which internet browsers can I take this survey?

The survey works best on the latest versions of:

- Mozilla Firefox 90.x and later
- Google Chrome 87.x and later
- Apple Safari 10.x and later
- Microsoft Edge 95.x and later

If you have issues, try switching to one of these browsers or updating your current browser.

Will the survey work on mobile devices?

Yes. The survey works on most smartphones and tablets. For the best experience, use a modern browser and a stable internet connection.

If possible, we recommend completing the survey on a computer for easier navigation.

PRIVACY AND COMMUNICATION

Are my data and email address confidential?

Your survey responses are kept private and used only for research purposes.

Responses are reported in aggregate form only, and no individual or organization will be identified.

Your email address is used only for survey-related communication (such as sending the link or reminders). We will never share your email address or use it for other purposes.

What do I do if I no longer wish to receive communication about the CRP Survey?

If you no longer want to receive emails about the CRP Survey, you can:

- Follow the unsubscribe link in the survey invitation email, or
- Contact the CRP Survey team at CRPSurvey@umb.edu and ask to be removed from future communications.

FINISHING THE SURVEY

How do I know my response was submitted?

You will see the message “Thank you for completing this survey.” This confirms your answers have been recorded.

If you do not see this message, click “**Next Page**” on the last screen to complete submission.

After submission: You will also have the option to download your responses for your records.

HELPFUL RESOURCES

How long will the survey take to complete?

The survey takes about **25–35 minutes to complete**.

You may need additional time to gather information from internal records or other staff. We recommend downloading the survey PDF in advance to review the questions and prepare responses before starting.

Who should complete the survey?

We recommend that a senior staff member complete the survey, ideally someone with broad knowledge about service delivery, budgets, workforce, and organizational operations.

Where can I download a copy of the survey questionnaire to review before I start?

You can download a PDF of the survey questionnaire [here](#).

We recommend downloading it before you begin the survey, as some sections—particularly service delivery, budgets, and workforce—may require gathering information from internal records or other staff.

Where can I find definitions of key terms used in the survey?

You can download a list of definitions and service descriptions [here](#).

We have also defined key terms within the survey questions where they appear.

What other resources are available to help me prepare?

You can download the following materials to help you prepare:

- [Fact sheet](#)
- [List of definitions and service descriptions](#)
- [Survey PDF](#)

NEED HELP

Technical help

Email: CRPSurvey@umb.edu

Toll-free phone: **(866) 302-9333**

You can send an email or leave a voicemail, and a member of the CRP Survey team will respond within **1–2 business days**.

Alternative formats

You can request alternative formats (e.g., Word document, accessible PDF, large print) by contacting the same email or phone number above.