

### Fix the Survey

Directions: We want to know how our program is doing. Please take the survey.

1. What is your social security number? \_\_\_\_\_
2. Do you and your children enjoy coming to our facility?  
 Yes                       No                       I'm not sure
3. Community organizing is hard. Do leadership trainings help you feel prepared for community organizing?  
 Yes                       No                       I'm not sure
4. People grow up in all different types of families. What type of family did you grow up in?  
 Single Mom                       Single Dad                       With a mom and dad
5. How did you hear about our program?  
 From a friend or relative     From your spouse                       From a newspaper  
 From the television or radio or other electronic media     At work
6. What is your age?  
 0-10                       10-20                       20-30  
 30-40
7. What do you do for fun?  
\_\_\_\_\_  
\_\_\_\_\_
8. What is your opinion about the services we offer?  
 Pretty good                       Great                       Fantastic  
 Incredible                       The Best Ever
9. How much time did you spend in our program over the last year in minutes?  
\_\_\_\_\_
10. If you speak another language other than English, such as Spanish or French, how likely would you be to employ the services of a translator at our facility during the winter months?

## Survey Activity

## Suggestions for Improving the Survey

Include clear directions about the purpose of the survey and let the clients know they can opt out.

**Directions:** We want to know how our program is doing. Please take the survey.

1. What is your **social security number**?

It is not clear from the directions why this information is important or necessary to collect. If you need identifiable information, try to use something else such as a unique identifier for your programs. If it is not necessary, leave it out. The only reason you would need this information is if you need to match multiple datasets.

2. Do **you and your children** enjoy coming to our facility?

- Yes
- No
- I'm not sure

This is what we call a "double-barreled" question. It is possible a person could like the program and their children did not, or vice versa. A response to this won't tell you any information.

3. **Community organizing is hard.** Do leadership trainings help you feel prepared for community organizing?

- Yes
- No
- I'm not sure

This question is biased and could make people answer in a certain way. You could, instead, ask "Circle your level of agreement with the following statement: The leadership trainings prepare me for community organizing. Strongly Agree, Agree, Disagree, Strongly Disagree, Does Not Apply"

4. People grow up in all different types of families. What type of family did you grow up in?

- Single Mom
- Single Dad
- With a mom and dad

These options are not all inclusive of the type of families in which one could grow up. Add more responses.

5. How did you hear about our program?

- From a friend or relative
- From your spouse
- From a newspaper
- From the television or radio or other electronic media
- At work

These options are not mutually exclusive and may not give you the information you'd like.

6. What is your age?

- 0-10
- 10-20
- 20-30
- 30-40

These categories are not mutually exclusive AND it does not include all the options AND, you should not have the same survey for someone 0-10 or 10-20 as you do for adults.

7. **What do you do for fun?**

Is this question asking about fun in general? Or would you rather know, "What types of activities could we offer at this organization that would help you play with your children more?"

8. What is your opinion about the services we offer?

- Pretty good
- Incredible
- Great
- The Best Ever
- Fantastic

These responses don't offer a neutral middle. There aren't any options that would show people are dissatisfied with your

9. **How much time did you spend in our program over the last year in minutes?**

This is very hard for people to figure out. It requires math and would probably take a great deal of time, especially if they visit the organizations for 1.5 hours twice a week for the year. A better way to ask would be "How much time did you spend in the program in a normal week?" Also, it would be best if you kept track of this information in your own records so you don't have to ask them.

10. If you speak another language other than English, such as Spanish or French, how likely would you be to employ the services of a translator at our facility during the winter months?

This is a complicated question. Plus, you don't have responses entered for the participants to pick from. Clean it up.

## Fixed Survey

You are invited to take part in an evaluation of the ABC Success Program. Your participation will require approximately three minutes. There are no known risks or discomforts associated with this survey. Your participation will help us plan for future program offerings. Taking part in this evaluation is voluntary. You can choose not to participate and you will still be able to participate in. Your responses are anonymous. If you have questions, you can contact Liz Delaney at [edelaney@ruthmott.org](mailto:edelaney@ruthmott.org). Completing this survey indicates that you are 18 years of age or older and indicates your consent to participate in this evaluation.

1. Did you enjoy coming to our facility? Select the appropriate response.

- Yes
- No
- I'm not sure

2. Did your **children** enjoy coming to our facility? Select the appropriate response.

- Yes
- No
- I'm not sure

*I would only ask the question this way if everyone coming to your program has a child. If not, you should ask a question about whether they have children and if not, they can skip this question.*

3. Check your level of agreement with the following statement: The leadership trainings prepare me for community organizing.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

4. People grow up in all different types of families. What type of family is your child growing up in? If you select other, please fill in the blank with the family type.

- |   |  |
|---|--|
| <input type="checkbox"/> Two biological parents                         | <input type="checkbox"/> One biological parent & a step parent |
| <input type="checkbox"/> Mom as a single parent                         | <input type="checkbox"/> Dad as a single parent                |
| <input type="checkbox"/> With a relative other than a biological parent | <input type="checkbox"/> With adoptive parent(s)               |
| <input type="checkbox"/> In foster care                                 | <input type="checkbox"/> Other _____                           |

5. How did you hear about our program?

- From a friend
- From a relative
- From a media source

6. What is your age?

- 18-23
- 24-30
- 31-35
- 36+

*The age groups you choose should reflect your participants. For this example, we would expect more people to be in their early 20s than other age groups and we don't allow participants younger than 18.services.*

Survey Activity

7. What activities would you like to see at the organization that would help you build a better relationship with your child?

*You can leave this open-ended, but it may be better to include categories such as games, movies, reading activities, etc...*

8. Check your level of agreement with the following statement: The services this organization offers are useful to building relationships with my child.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

9. How much time did you spend in the program in a normal week?  hours  minutes

10. Do you speak a language other than English fluently?

- No (stop survey)
- Yes (Continue to 10a)

a. What language(s) do you speak fluently? If you select other, please write in your response.

- Spanish
- French
- Other \_\_\_\_\_

*Only put Spanish, French and other if you have evidence that the majority of people will pick these responses. If you aren't sure what the majority will pick, then leave it as an open-ended question or list many more languages.*

b. Check your level of agreement with the following statement: If the organization offered activities in the language above, I would be more likely to participate in activities.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree