



# SURVEY ADMINISTRATION KIT

This kit includes step-by-step guidance to help you successfully engage young people in completing surveys.

## **PAGE 2** PREPARATION CHECKLIST

Ensure that you have appropriate space, ample time, and requisite materials to administer surveys.

## **PAGE 5** INTRODUCING THE SURVEY TO YOUNG PEOPLE

Review a sample script that explains the purpose of Hello Insight surveys and talking points to help young people feel comfortable sharing honest feedback.

## **PAGE 6** DAY-OF CHECKLIST


Understand the steps involved when “going live” on the day you administer surveys.

## **PAGE 8** NEXT STEPS

Learn how to track survey responses and gain insight from the data you’ve collected.

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# > Preparation Checklist

Whether you're surveying online or on paper, use this checklist to ensure you have everything you need while preparing to gather data.

## STEP 1 RESERVE A TIME AND SPACE

\* **Find a quiet, confidential space for young people.**

Make sure there is ample space for young people to be seated and spaced apart so that they can comfortably share honest feedback.

\* **Choose a space appropriate for online or paper surveys.**

If you're using paper surveys, a table or desks with chairs will be needed for writing. When surveying young people online, be sure you have scheduled tech access for the right amount of time.

\* **Schedule at least 20 to 30 minutes for the entire survey process.**

You'll typically need 5 to 10 minutes for young people to settle in and listen to survey instructions. Completion of survey questions takes approximately 10 to 20 minutes, depending on the number of questions that arise or other support needs.

■ If you don't have enough devices for everyone to take online surveys at the same time, you will need to schedule more time so that young people can take turns.

\* **Have a plan for young people who finish early.**

You'll want those who complete quickly to remain engaged and not distract others.

## STEP 2 PREPARE SURVEYS

### TO TAKE ONLINE

\* **Find the survey link specific to the Group.**

If you don't have the correct survey, go to the Dashboard to find the correct link, or ask the person who sent you the link to find the correct one.

\* **Print copies of the survey just in case.**

To prepare for unexpected technical challenges, you may also want to print extra copies for young people to use.

## STEP 2 CONTINUED

\* **Prepare paper surveys for those who need translated copies.**

You may need to survey young people who are more comfortable communicating in languages other than English. Online surveys are not yet available in languages other than English, but our support team can provide translated PDF copies of most tools in Chinese (Traditional and Simplified), French and Spanish.

■ Send us an email to learn more: [support@helloinsight.org](mailto:support@helloinsight.org)

\* **Ensure access to internet-connected devices for each young person taking the survey.**

Surveys work on any internet-connected device, including tablets, smartphones, and desktop or laptop computers. Be sure to check that the devices have an up-to-date web browser that allows the surveys to load.

You should also ensure there is enough internet bandwidth to accommodate the number of devices accessing surveys at the same time.

\* **Determine the best way to share survey links.**

You can load surveys onto each one of the devices before young people enter the room, read the survey link aloud, or write it on a whiteboard for young people to reference.

### TO TAKE ON PAPER

\* **Locate and download the survey specific to the Group.**

Download the paper survey under the correct Group on your Dashboard. Be sure to confirm that the header of the PDF matches the name of the Program, Site and Group to be surveyed. If they don't match, return to the Dashboard to select the correct survey.

\* **Print enough survey copies.**

You'll need one survey for each young person, and perhaps a few backup copies as well.

■ To save time, consider filling in the survey date (question number one) before making copies.

\* **Prepare survey copies for those who need translated copies.**

You may need to survey young people who are more comfortable communicating in languages other than English. Our support team can provide translated PDF copies of most tools in Chinese (Traditional and Simplified), French and Spanish.

■ Send us an email to learn more: [support@helloinsight.org](mailto:support@helloinsight.org)

\* **Decide how best to create a supportive space for young people.**

If young people feel comfortable and confident, then they can answer honestly and thoughtfully. This means you'll gain more accurate insight in final reports.

On Page 5 of this kit, you'll find some tips, key talking points, and a sample script that will help you introduce the survey to young people.

\* **Find ways to make the surveys more engaging.**

If you have time, incorporate brief, interactive warm up activities to encourage sharing and thoughtful reflection.

Consider providing group incentives to affirm that young people's time and input are greatly valued. For example, you can provide extra recreation time, freedom to choose one or more group activities, or certificates of appreciation.

\* **Review our guidance on “going live” with surveys.**

Go to the “Day-Of Checklist” on Page 6 of this kit to familiarize yourself with the tips for guiding and supporting young people as they answer questions.

\* **Plan to provide additional support, as needed.**

Within groups, individual comfort with completing surveys can vary greatly based on communication and learning styles, literacy levels, personal experiences, language fluency and a variety of other factors that affect the way we all process information.

Be sure to build a plan for supporting all young people when participating in the survey process.

■ Learn more: [www.ins.gt/survey-support](http://www.ins.gt/survey-support)

# > Introducing Surveys

Use the talking points or sample script to promote a shared understanding and help young people feel comfortable. This will encourage more honest results.

## TALKING POINTS

THE DATA WILL BE CONFIDENTIAL • THEIR PERMISSION MATTERS • THEIR OPINIONS MATTER

THEIR DATA WILL BE USED FOR IMPROVEMENT • THEY CAN OPT OUT

## SAMPLE SCRIPT

Before we begin, I want to thank you for participating in this survey. **Your feedback is so important!** This information will **help us to improve the program** now and next time for young people like you! Your answers will not be linked to your name, and any reports **will not identify you.** Your answers will not be graded, and your responses will not affect your ability to participate in this program. **Please answer all of the questions to the best of your ability.** Let me know if you need clarification or guidance. Be as honest as possible. If you feel uncomfortable answering any questions or engaging in any part of the survey, you do not have to. **Is this all okay with you?**

# > Day-Of Checklist

When administering surveys live in person, use this checklist to ensure that data collection is accurate and complete.

## ONLINE SURVEYS

### \* **Double check that young people are using the right surveys.**

Online surveys will show the Program, Site and Group names on the first page. Before the session starts, confirm that you have the correct survey URL before distributing or posting it.

### \* **Introduce and share the survey with young people.**

You can decide to load surveys onto each device before young people enter the room, read the survey link aloud, or write the URL on a whiteboard for young people to reference.

Explain the purpose of the survey, how much time it will take, and how young people's feedback will be used.

If needed, refer to "Introducing Surveys" on Page 5 of this kit for suggested talking points and a script.

### \* **Verify that young people's initials and date of birth are filled out and accurate.**

This information is required for young people to move forward with the survey. Young people are identified in Hello Insight by this information, so this step is critical. The unique combination of their initials and birthday help to create a record for each young person.

Month, day and year of birth are input in individual drop-down questions. Young people with multiple first or last names should enter the first initial of each name (for example, "Cruz Sánchez" would be entered as "C").

### \* **Facilitate the understanding of survey language as needed — this does not affect the validity of young people's responses.**

It's okay to explain the meaning of questions or response categories if young people ask for clarification. You may also choose to read questions aloud as an added support.

### \* **Make sure young people hit submit.**

Ask young people to show you the "Thank You" screen, which confirms that they at least scrolled through all the questions and hit the submit button. Online surveys must be taken in one sitting — the survey will not save until submitted.

### \* **Express appreciation.**

Young people's voices are critical to the success of the program, so don't forget to thank them for their time and honest responses!

## PAPER SURVEYS

\* **Double check that you have the right surveys for young people to use.**

Paper surveys have the Program, Site, and Group in the header. Before the session starts, confirm that you have the correct survey before passing out papers.

\* **Introduce and share the survey to young people.**

After passing out the survey, explain the purpose of the survey, how much time it will take, and how young people's feedback will be used.

■ If needed, refer to "Introducing Surveys" on Page 5 of this kit for suggested talking points and a script.

\* **Verify that young people's initials and date of birth are filled out, accurate, and legible.**

Young people are identified in Hello Insight by this information, so this step is critical. The unique combination of their initials and birthday help to create a record for each young person.

Date of birth is noted as Month/Day/Year. Young people with multiple first or last names should enter the first initial of each name (for example, "Cruz Sánchez" would be entered as "C").

\* **Facilitate the understanding of survey language as needed — this does not affect the validity of young people's responses.**

It's okay to explain the meaning of questions or response categories if young people ask for clarification. You may also choose to read questions aloud as an added support.

\* **Help young people ensure that their responses will be understandable for data entry.**

Remind young people to also complete the backs of surveys if you printed double-sided copies. If young people make mistakes or want to change an answer, ask them to clearly "X" out the answer that should not be entered later on.

\* **Express appreciation.**

Young people's voices are critical to the success of the program, so don't forget to thank them for their time and honest responses!

# > Next Steps

Here are some ways for you and your team to take action once surveys have been collected.

## Track Survey Responses


- \* Log in to your account; the Dashboard will show the number of surveys submitted that have been included in reports.
- \* Incomplete or duplicate responses won't be included in reports, neither will Post responses that don't match a Pre response.
- \* Review who has taken the survey in the "Track Responses" feature on the Dashboard. Follow up with young people who still need to take the survey.
  - Learn more about tracking survey responses: [www.ins.gt/track](http://www.ins.gt/track)


## Reflect on the Survey Process


- \* Plan your next survey cycle by incorporating lessons learned from this experience surveying young people.

## Get Insights from the Data You've Collected

- \* Log in to your account, and go to the Reports tab. You don't need to wait for all surveys to be collected to start learning about those you serve.
- \* Schedule time with your team to reflect on reports. You can use reports to plan for program improvement, and take advantage of the Positive Youth Development resources in your reports to build the capacity of program staff.
  - Learn more about PYD resources: [www.ins.gt/pyd-exp](http://www.ins.gt/pyd-exp)
- \* Share reports and insights with others in your organization, such as your leadership or board, grant writers, or communications team. Hello Insight data and recommendations are useful for grant proposals and reports, supporting your impact story to your board and community, and for professional development for your staff.

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