# Nuts and Bolts:
## How to Implement a High-Quality Feedback Survey

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**Shared** *Insight*
Philanthropy.
Open for improvement.

May 2018

# Please sit at tables with signs that best match how clients interact with your program

- Structured cohort program (e.g., parenting class)

- Infrequent, one-time services (e.g., clinic)

- Frequent, repeat services (e.g. food bank)

# Objectives

1. Get implementation lessons relevant to your program flow

2. Meet other grantees with similar content areas or program flows

3. Do a problem solving exercise

# Where is your feedback survey?

1. Just getting started

2. Actively designing survey

3. About to launch survey

4. Collecting survey data

5. Analyzing data

6. Onto second survey

7. Onto third survey or more

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## Program Model: Cohort

- Provide young people from foster care (ages 14-21) with exposure to STEM topics, professional development, and paid work experience while in high school

## Survey Scope

- Administered at the end of 3 program milestones:
- STEM class
- Professional development workshop
- Summer internship
- 300 responses cumulatively (response rates range from 60% to near 100%)

## Method

- Administered via paper, email, and text
- Closed the loop at the end of the program year

# Central Texas Food Bank



- **Program Model: Infrequent services**
  - Meets basic food needs through on site and mobile food pantries
  - Serve thousands in mobile pantry program
- **Survey Scope**
  - 3 sites
  - 196 responses (71% response rate)
- **Method**
  - Administered by staff that do not work on Mobile Pantry
  - Paper and Laptops
  - English and Spanish Translations
  - Incentives given to all clients

# LeadersUp

**Program model: Frequent services**

- Provide ~400 18-24 year old with employment support each year

**Survey Scope**

- Administered to young adults 18-24 who received services from LeadersUp in 2017
- 100 total responses (36% response rate)
- Three markets: Bay Area, Chicago, Los Angeles

**Survey Method**

- Survey delivered once via email and text message blast
- Tiered incentive system:
  - $15 Visa e-gift card for the first 15 respondents
  - $10 for the following 40 respondents
  - Used Google Forms for anonymity

LeadersUp

# LeadersUp Survey Reward Email Form

We are selecting 55 individuals to win $10 to $15 Visa e-gift cards as a thank you for participating in our survey!

Please enter your email address so we can contact you and deliver your e-gift card.

*****All gift cards will be sent by January 15, 2018*****

Contact survey@leadersup.org if you have any questions

<span style="color:red">* Required</span>

## Full Name <span style="color:red">*</span>
REQUIRED for VISA e-gift card

_____

## Email address to send your reward <span style="color:red">*</span>
REQUIRED for VISA e-gift card

_____

## Phone Number <span style="color:red">*</span>
In case we have trouble contacting you via email

_____

**Submit**

*Never submit passwords through Google Forms.*

# Group Discussion – Ten Minutes

- Split into groups of 4-5 people

- Identify an implementation challenge that a member of your group is struggling with

- Discuss ways to troubleshoot the challenge

- Pick an image from your table that represents your discussion

- One member of group share your selected image and summarize the discussion

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# TIME TO SHARE!

# Thank you!

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