   
Share Our Strengths COOKING MATTERS™  
 **E-Survey Administration Guide   
 for Satellite Partners**

**Overview of the Electronic Participant Survey**

Cooking Matters uses the Participant Survey to understand the background and experience of Cooking Matters participants and ensure that the program is achieving its desired results.

The Participant Survey serves as a tool for:

 Tracking changes in participant knowledge, attitudes, skills, confidence, and behavior as a result of the

Cooking Matters course.

 Soliciting feedback regarding the overall quality of the participant experience.

 Capturing quotes from participants about how the course has affected them.

 Gathering participants’ background and demographic information.

 Recording class attendance to identify graduates.

Please use this guide when administering electronic participant surveys in Cooking Matters courses and tours.

**What’s in the E-Survey Administration Guide?**

The following guide outlines **the process for administering electronic surveys in Cooking Matters courses and tours**, **how to troubleshoot any issues that arise during the implementation process**, and **other resources available** to support your organization’s use of data collection via electronic surveying. Use the table of contents to navigate through the guide:

I. Administering E-Surveys

a. Course Surveys b. Tour Surveys

II. Troubleshooting E-Survey Administration

a. Tablet Use

b. Collecting Responses c. Closing a Course

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a. Background Questions b. Pilot Questions

c. Survey Content

d. Survey Administration e. Survey Data

f. Course Close-Out g. Tablet Care

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We will revise this guide as necessary alongside any updates made to the electronic survey process.

**I. Administering E-Surveys**

The following section will guide you step-by-step through the E-Survey administration process.

COURSE SURVEY

Pre-Course Survey

***Before the First Class***

 Create a course record with the complete **course code provided by Gleaners Community Food Bank** before any data collection occurs.

 Set aside tablets for the course (aim for at least half of the number of participants expected).

 Charge the tablets.

 If a survey refresh is needed (if you get an announcement from the Cooking Matters team that the survey has been updated), connect each tablet to WiFi, open the e-survey app, click the survey, and click Refresh.

 Pack tablets in safe container.

 Pack paper enrollment forms and surveys.

 Bring with you the following pieces of survey info*:*

 *Tablet Password (if password has been set up)*

* Course Information Cards for the correct curriculum (contains curriculum-specific information)*

* The Pre-Course Survey Link, Course Code, and Partner Code*

 Bring this E-Survey Administration Guide as reference for you and your co-facilitators.

 Turn on the tablet, open the app, and select the curriculum-specific Pre-Survey. Enter the Course Code and the Partner Code.

***During the First Class:***

 Introduce the survey (including why we have participants fill out surveys and confidentiality of survey information).

a. Explain that we collect contact information from participants to inform them of other Cooking Matters opportunities if any arise. The enrollment form data is separated from the survey in our database to preserve participant confidentiality. We do not report a participant’s survey responses with their name or other distinguishing characteristics; we only report data for participants as a group to understand what everyone gained from participating in the program. **Names, addresses, and personal information are not shared outside of Cooking Matters.** Encourage participants to complete their personal contact information, but aside from **Initials** and **Zip Code**, the rest of the personal contact information questions are not required for participation. If participants feel uncomfortable completing contact information, they can leave portions blank.

b. Explain that we collect demographic information to gain a better understanding of the background of our participants.

c. Explain that the purpose of the rest of the survey is to understand what participants learned in the course and what they liked/disliked so we can improve the program in the future. Encourage participants to answer honestly. There are no right or wrong answers. Remind them that their responses are confidential.

 Provide participants with the option of filling out the surveys via tablet (if available), phone (encourage them to use their phone by letting them know the survey only takes 1 MB of data), computer (if available), or paper.

* 1. CMA and CMP [www.cookingmatters.org/presurvey](http://www.cookingmatters.org/presurvey)
  2. CMF [www.cookingmatters.org/presurvey-cmf](http://www.cookingmatters.org/presurvey-cmf)
  3. CMCCP [www.cookingmatters.org/presurvey-ccp](http://www.cookingmatters.org/presurvey-ccp)

 Pass out the **curriculum-specific** Course Information Cards with the information participants need to fill out (*curriculum-specific Phone/Computer Pre-Survey link, Course Code, Partner Code)***.** Alternatively, write on a white board/flip chart if available.

 Below are the instructions for survey administration depending on what method the participant chooses. FOR ALL METHODS: Encourage participants to use 3 initials.

i. TABLETS:

1. Pass out tablets to participants. **Make sure the app is not in “Preview Mode” – surveys collected in Preview Mode will NOT be recorded and will have to be re-collected.**

2. If there is a password, CM staff should enter that into the tablet. If you haven’t already queued up the survey in the app (as per step #1 in this section), help participants navigate to the “Offline Surveys” app. After participants open the app, help them select the curriculum-specific Survey. Then click on “Take Survey”.

3. Once they are in the survey, they can select from a few languages at the beginning of

the survey using the drop down list.

4. Instruct participants to fill out information from the Course Information Card onto the survey. **(Please double check that participants input the correct information for *Course Code*, *Initials, and Zip Code* because it needs to be correct in order to link their pre-post survey responses into the same participant survey record and sync it to the correct course record in the database).**

5. There are a few other questions that are required- if they are not completed correctly, the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

6. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the course leader

7. Record the color and number of the tablet each participant used so you have a reference   
 when uploading responses after class.

ii. PHONE/COMPUTER:

1. Explain to mobile users that they will open the survey in a browser using the curriculum- specific *Phone/Computer Pre-Survey link*.

2. Once they are in the survey, they can select from a few languages at the beginning of the survey.

3. Instruct participants to fill out information from the Course Information Card onto the survey. **(Please double check that participants input the correct information for *Course Code*, *Initials, and Zip Code* because it needs to be correct in order to link their pre-post survey responses into the same participant survey record and sync it to the correct course record in the database).**

4. There are a few other questions that are required- if they are not completed correctly, the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

5. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the course team.

iii. PAPER:

1. Pass out paper enrollment form/surveys to participants not using tablets.

2. Instruct participants to fill out information from the Course Information Card onto the survey.

3. Paper survey users will give survey back to coordinators once finished.

 If participants run into issues filling out the survey, please consult the troubleshooting guidance for how to address it

 When participants are finishing E-surveys, write down their name, initials and method of survey-taking on  
 the course attendance sheet. (The options for “method” are phone, paper, or the color/number of tablet  
  Collect tablets, wipe down tablets, turn off tablets, and store in secure, opaque container.

 Participants should wash hands before any food preparation.

***Immediately after the First Class:***

 Bring the tablets inside/return to office (do not leave them in your car).

 Wipe down the tablet if needed.

 For any tablet surveys, connect to the internet and upload the surveys.

 Return the tablets to your equipment storage area for other coordinators to use.

 **For any paper surveys, enter the data on your computer using the survey link.**

 E-mail a scanned copy of your attendance sheet to [cmsatellite@gcfb.org](mailto:cmsatellite@gcfb.org) by the end of the day.

***At the Second Class:***

 If anyone didn’t attend the first class but comes to the second class, have them fill out the pre-survey as per the instructions above. Follow the same instructions to upload tablet surveys/ enter paper responses into the e-survey system after the second class.

Post-Course Survey

***Before the Last Class:***

 Make sure you already have created a course record with the complete course code (this should have already happened before the first class).

 Make sure pre-surveys have been collected from every participant. If a pre-survey has not been collected, be sure to have the participant at least fill out a pre-survey with the enrollment information and demographic information before the post-survey is collected.

 Set aside tablets for the course (aim for at least half of the number of participants expected).

 Charge the tablets.

 If a survey refresh is needed (if you get an announcement from the Cooking Matters team that the survey has been updated), connect the tablets to WiFi, open the app, click the survey, and click Refresh

 Pack tablets in safe container.

 Pack paper enrollment forms and surveys.

 Bring with you the following pieces of survey info*:*

* Tablet Password (if password has been set up)*

* Course Information Card for the correct curriculum (with the correct Phone/Computer*

*Post-Course Survey Link, Curriculum, Course Code, Partner Code, Month Ended)*

* Waiver List*

* Attendance Sheet*

 Bring the E-Survey Administration Guide as reference for you and your co-facilitators.

 If able to before survey collection starts, turn on tablet, open app and select the curriculum-specific Pre- Survey on the tablet, so that participant just need to click “Take Survey”.

***At the Last Class:***

 Introduce the survey again (including why we have participants fill out surveys and confidentiality of survey information).

a. Remind participants that we do not report a participant’s survey responses with their name or other distinguishing characteristics; we only report data for participants as a group to understand what everyone gained from participating in the program. Names, addresses, and personal information are not shared outside of Cooking Matters.

b. Explain that the purpose of the rest of the survey is to understand what participants learned in the course and what they liked and disliked so we can improve the program in the future. Encourage participants to answer honestly. There are no right or wrong answers. Remind them that their responses are confidential.

 Provide participants with the option of filling out the surveys via tablet (if available), phone (encourage them to use their phone by letting them know the survey only takes 1 MB of data), computer (if available), or paper. Please note that if the participant fills out the survey at the first class using a particular method (for example, a tablet), they don’t have to use that same method at the last class (for example, they can use a phone).

 Pass out the **curriculum-specific** Course Information Cards with the survey information which participants will fill out (*curriculum-specific Phone/Computer Pre-Survey link, Course Code, Partner Code)***.** Alternatively, write on a white board/flip chart if available.

 Below are the instructions for survey administration depending on what method the participant chooses:

i. TABLETS:

1. Pass out tablets to participants.

2. CM staff should log onto tablet using the password (if it has been set up). If you haven’t already queued up the survey in the app, help participants navigate to the “Offline Surveys” app. After participants open the app, help them select the curriculum-specific Survey. Then click on “Take Survey”.

3. Once they are in the survey, they can select from a few languages at the beginning of the survey using the drop down list.

4. Instruct participants to fill out information from the Course Information Card onto the

survey**. (Please double check that participants input the correct information for *Course Code*, *Initials, and Zip Code* because it needs to be correct in order to link their pre-post survey responses into the same participant survey record and sync it to the correct course record in the database).**

5. There are a few other questions that are required- if they are not completed correctly, the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

6. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the course team.

ii. PHONE/COMPUTER:

1. Explain to mobile users that they will open the survey in a browser using the curriculum- specific *Phone/Computer Pre-Survey link*.
   1. CMA and CMP [www.cookingmatters.org/postsurvey](http://www.cookingmatters.org/postsurvey)
   2. CMF [www.cookingmatters.org/postsurvey-cmf](http://www.cookingmatters.org/postsurvey-cmf)
   3. CMCCP [www.cookingmatters.org/postsurvey-ccp](http://www.cookingmatters.org/postsurvey-ccp)

2. Once they are in the survey, they can select from a few languages at the beginning of the survey.

3. Instruct participants to fill out information from the Course Information Card onto the survey. **(Please double check that participants input the correct information for *Course Code*, *Initials, and Zip Code* because it needs to be correct in order to link their pre-post survey responses into the same participant survey record and sync it to the correct course record in the database).**

4. There are a few other questions that are required- if they are not completed correctly,

the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

5. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the course team.

iii. PAPER:

1. Pass out paper enrollment form/surveys to participants not using tablets.

2. Instruct participants to fill out information from the Course Information Card onto the survey.

3. Paper survey users will give survey back to coordinators once finished.

 Participants fill out survey and course team assists with the surveys as per usual. If participants run into issues filling out the survey, please consult the troubleshooting guidance for how to address it.

 Collect tablets, wipe down tablets, turn off tablets, and store in secure, opaque container.

***Immediately after the Last Class:***

 Bring the tablets inside/return to office (do not leave them in your car).

 For any tablet surveys, connect to the internet and upload the surveys.

 Return the tablets to your equipment storage area for other coordinators to use.

 **For any paper surveys, enter the data on your computer using the survey link.**

 E-mail a scanned copy of the final attendance sheet to [cmsatellite@gcfb.org](mailto:cmsatellite@gcfb.org)

***Within One Week after the Last Class:***

 Complete the course record close-out process. You will need to complete the Survey Method field in the course record. Within 7 days of the last class session, scan and e-mail a completed End of Course Reporting Form and all attendance tracking data to [cmsatellite@gcfb.org](mailto:cmsatellite@gcfb.org) . These forms are required in order to submit your participant’s data to Cooking Matters. **Without these forms, we cannot close the record for your course in the database and it will remain outstanding and unreported**. Please be sure to submit an End of Course Reporting Form and all attendance tracking data after the completion of your course.

TOUR SURVEY  
  
***Before the Tour:***

 Create a tour record with the complete, correct course code provided by Gleaners Community Food Bank.

 Set aside tablets for the tour (aim for at least half of the number of participants expected).

 Charge tablets.

 If a survey refresh is needed (if you get an announcement from the Cooking Matters team that the survey has been updated), connect the tablets to WiFi, open the app, click the survey, and click Refresh.

 Pack tablets in safe container.

 Pack paper enrollment forms and surveys.

 Bring with you the following pieces of survey info*:*

 *Tablet Password (if password has been set up)*

 *Tour Information Cards (with the Phone/Computer Survey Link*

[*http://cookingmatters.org/toursurvey*](http://cookingmatters.org/toursurvey) *, Curriculum, Course Code, Partner Code, Month)*

 Bring the E-Survey Administration Guide as a reference for you and your co-facilitators.

***At the End of the Tour:***

 Turn on tablet, open app and select the Tour Survey on the tablet, so that participant just need to click

“Take Survey”.

 Introduce the survey (including why we have participants fill out surveys and confidentiality of survey information).

a. Explain that we collect contact information for participants to inform them of other opportunities if any arise. The enrollment form data is separated from the survey in our data system to preserve participant confidentiality. We do not report a participant’s survey responses with their name or other distinguishing characteristics; we only report data for participants as a group to understand what everyone gained from participating in the program. Names, addresses, and personal information are not shared outside of Cooking Matters. Encourage participants to complete their personal contact information, but aside from Initials and Zip Code, the rest of the personal contact information questions are not required for participation. If participants feel uncomfortable completing contact information, they can leave portions blank.

b. Explain that we collect demographics information to gain a better understanding of the background of our participants.

c. Explain that the purpose of the rest of the survey is to understand what participants learned in the course and what they liked and disliked so we can improve the program in the future. Encourage participants to answer honestly. There are no right or wrong answers. Remind them that their responses are confidential.

 Provide participants with the option of filling out the surveys via tablet (if available), phone (encourage them to use their phone by letting them know the survey only takes 1 MB of data), computer (if available), or paper.

 Pass out the accompanying Tour Information Cards which participants will use to fill out survey (contains

[*Phone/Computer Tour Survey link*](http://cookingmatters.org/toursurvey)*, Curriculum Course Code, Partner Code, Month)***.** Alternatively, write on a white board/flip chart if available.

 Below are the instructions for survey administration depending on what method the participant

chooses:

i. TABLETS:

1. Pass out tablets to participants.

2. If there is a password, CM staff should enter that into the tablet. If you haven’t already queued up the survey in the app (as per step #1 in this section), help participants navigate to the “Offline Surveys” app. After participants open the app, help them select the Tour Survey. Then click on “Take Survey”.

3. Once the participant is in the survey, they can select from a few languages at the beginning of the survey using the drop down list.

4. Instruct participants to fill out information from the Tour Information Card onto the

survey. **(Please double check that participants input the correct information for *Course Code*, because it needs to be correct in order to link their participant survey record to the correct tour record in the database).**

5. There are a few other questions that are required- if they are not completed correctly,

the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

6. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the tour team.

7. (Note: You can use a given tablet to collect a survey from more than one participant- for example after a different participant completes the survey.)

ii. PHONE/ COMPUTER:

1. Explain to mobile users that they will open the survey in a browser using the

[*Phone/Computer Tour Survey link*.](http://cookingmatters.org/toursurvey)

2. Once the participant is in the survey, they can select from a few languages at the beginning of the survey using the drop down list.

3. Instruct participants to fill out information from the Tour Information Card onto the survey. (Please double check that participants input the correct information for *Course Code*, because it needs to be correct in order to link their participant survey record to the correct tour record in the database).

4. There are a few other questions that are required- if they are not completed correctly, the participant will not be able to advance in the survey. Please consult the troubleshooting guidance if you run into any issues.

5. Instruct participants to demonstrate survey completion by showing the “Thank you”

page to the tour team. iii. PAPER:

1. Pass out paper enrollment form/surveys to participants not using tablets.

2. Instruct participants to fill out information from the Tour Information Card onto the survey.

3. Paper survey users will give the paper survey back to coordinators once finished.

 Participants fill out survey and tour team assists with the surveys as per usual. If participants run into issues filling out the survey, please consult the troubleshooting guidance for how to address it.

 Collect tablets, turn off tablets, and store in secure, opaque container.

***Immediately after the Tour:***

 Bring the tablets inside/return to office (do not leave them in your car).

 For any tablet surveys, upload the surveys to Qualtrics.

 Wipe down the tablet if needed.

 Return the tablets to your equipment storage area for other coordinators to use.

 **For any paper surveys, enter the data on your computer using the survey link.**

 Hold onto the paper surveys if you would like to for record keeping or discard.

 If you don’t see that all surveys are recorded, please check the troubleshooting guidance for how to fix.

***Within One Week after the Tour:***

* + - 1.  Complete the course/tour record close-out process. Within 7 days of the tour, scan and e-mail a completed End of Tour Reporting Form and all attendance tracking data to [cmsatellite@gcfb.org](mailto:cmsatellite@gcfb.org) . These forms are required in order to submit your participant’s data to Cooking Matters. **Without these forms, we cannot close the record for your tour in the database and it will remain outstanding and unreported**. Please be sure to submit an End of Tour Reporting Form and all attendance tracking data after the completion of your course.

II. **Troubleshooting E-Survey Administration**

Use this section to troubleshoot issues that arise during the e-survey collection and closeout process.

**Tablet Use**

*The tablet won’t turn on.*

 Is the tablet fully charged? Charge tablet. The tablet may need a few minutes of charge before it will turn on.

*I cannot find the survey app.*

 Swipe to the right and to the left to check each tablet screen for the Qualtrics app.

*The tablet froze in the middle of the survey.*

 First try hitting the Home button on the tablet and then return to the survey app. If the tablet is still frozen, you will need to restart the tablet by holding the On/Off button. Any uncompleted survey will be lost and the participant will need to start the survey over.

 Turning off the WiFi and Location settings at the top of the tablet may decrease the likelihood of tablets freezing during survey administration.

*The tablet will not upload my responses.*

 Are you connected to the internet? Internet is required to upload survey responses. Confirm that

the WiFi is “on”.

 If the tablet is connected to WiFi and responses still are not being upload, try restarting the tablet and then opening the app again to upload.

**Collecting Responses**

*The survey won’t proceed to the next page.*

 Do you see any red boxes around fields? If so, these fields are either not complete or not filled out

properly. Fix and try hitting “Next” again.

o **Course Code:** Required. Must be at least 7 digits long. Numbers only. No dashes or spaces are allowed. Provided by Gleaners Community Food Bank.

o **Zip Code:** Required. Must be only 5 digits long. Numbers only. No spaces are allowed.

o **Initials:** Required. Must be at least 2 letters long. Letters only. No numbers, special

characters, or spaces are allowed.

o **Phone number:** Not Required. Must be 10 digits long. You can enter with or without dashes but if you choose to use dashes you must be consistent throughout (In other words, you must either enter as 5629998888 or 562-999-6888. Inconsistent use of dashes is not allowed. For example, 562-9996888 is not allowed.)

o **Email address:** Not Required. Must enter valid email address in this format:

[name@domainname.com](mailto:name@domainname.com)

 If there are no red boxes, the survey may have frozen. Unfortunately you will need to restart the app and/or the tablet and any incomplete surveys will be lost. The participant will need to start the survey over.

**Closing a Course**

*Gleaners Community Food Bank staff says some e-surveys are not represented in the database.*

 For tablets, did you upload the responses on each tablet used? If not, please hit upload to upload the survey.

 For tablets, was it in “Preview” mode during survey administration? If yes, the survey was not synced to the database (Preview responses are not synced to the database) and you will have to collect it from the participant again.

 Did participants enter the course code correctly in the survey? If the course code was not updated correctly prior to the survey administration, you will need to correct it in the database. See the instructions below.

 Did participants type in the initials (not case sensitive) and zip code the same way on both the pre- and post- survey? If this is the case, the survey results will not correctly connect to each other and may also not sync to the database. See the instructions below.

 Did you verify that participants completed the entire survey by having them show you the “Thank You” page? If not, you will need to collect the survey again. Partial responses will not sync with the Database.

**III. E-Survey FAQs**

This section contains the most frequently asked questions about E-Survey administration by partners.

**Background Questions**

*What is the e-survey?*

• “E-Survey” is shorthand for the new electronic submission and processing of participant surveys for Cooking Matters programming. Actual surveys may be completed through different mechanisms, but all data is submitted and processed electronically.

*Why is the e-survey needed?*

• Historically, 100% of Cooking Matters surveys have been collected and submitted on paper and data is processed from these paper surveys. That process poses many challenges, as it is:

• Costly (requires costly mailing, printing, third-party data entry)

• Time-Consuming (lots of time spent on paperwork, quality review, sorting, boxing, and mailing)

• Time-Delayed (requires weeks to months wait from when surveys are completed to when data is returned.

• Outdated (modern survey tools and applications exist - “It’s not 1975 anymore!”)

*How does the e-survey work?*

• The e-survey process allows for the collection of surveys in-person via several methods (computer, phone, tablet, paper responses entered online) to accommodate the various needs of partners and participants. There may be literacy barriers, language needs, or disabilities among course/tour participants where it would be helpful for a staff coordinator or volunteer to assist with filling out the survey. The option of multiple methods also means that partners don’t have to have tablets for every participant, or phones for every participant, in order to administer the survey.

• All of these different entry methods ultimately funnel into one central online survey data collection platform (hosted by Qualtrics) which then pushes all the survey data into the Database where you can access survey reports.

*Why are there so many different methods for completing the survey?*

Since the survey can be collected via multiple methods, partners have more flexibility in administering the survey. For example, partners don’t have to have tablets for every participant, or phones for every participant, in order to ensure the survey is filled out by all participants. In addition, the multiple methods that allow for collecting surveys in class or after the tour address the need that many participants have in filling out the survey. Participants may have literacy barriers, language proficiency barriers, or disabilities.

*Is the e-survey available for all courses/tours?*

• The e-survey is available to Adult, Parent, Child Care Professionals, and Families courses. It is also available to Adult and WIC Tours.

• The child portion of the Families survey will only include the demographic page questions (gender, race, etc.) and attendance/ waiver questions. The child portion of the Families survey will not have behavior change questions. Partners should use the paper survey if the full child behavior change survey is desired. However, if you choose to use the full child behavior change survey, you will need to hand enter your own data into a spreadsheet.

• There is no e-survey option for Cooking Matters for Kids and Teens. Paper surveys will need to be completed for youth programming.

*What is the timeline for the e-survey rollout and adoption?*

• Online trainings for the e-survey took place in October-December 2016.

• Partners will be asked to begin adopting the e-survey for course (CMA, CMP, CMF, CMCCP) and tours (CMATS Adults, CMATS WIC) by January 1, 2017. There is no e-survey option for CMK and CMT. Paper surveys will need to be completed for youth programming. We encourage partners to begin adopting the e-survey in January 2017 in at least some of their courses and tours, so that they can become more familiar with the process and address any challenges early on.

• After that initial six-month phase-in period, **partners will be required to use the e-survey for course** (CMA, CMP, CMF, CMCCP) **and tour** (CMATS Adults, CMATS WIC) **programming ending on or after July 1, 2017**. There is no e-survey option for CMK and CMT. Paper surveys will need to be completed for youth programming.

**Survey Content**

*What language is the e-survey available in?*

• The e-survey is available in English, Spanish, Portuguese, and French.

*Do the questions in the e-survey differ from paper survey?*

• The e-survey demographic and behavior change questions mimic what is in the current fiscal year paper survey in content and length. In some cases, the order of questions may be slightly different but overall the content of the survey is the same.

• One notable change is that the formerly “Staff use only questions” are now in the survey for participants to fill out. For example, participants fill out Course Code, Partner Code, Month Ended, Waiver, Attendance and Curriculum. The curriculum-specific  *“Course Information Card ”*for each pre-survey and post-survey should be filled out by staff and given to participants as a guide to entering this information into the survey.

• The enrollment form information is still collected, but it is incorporated as part of the e-survey.

In other words, the enrollment form is now part of the e-survey. The enrollment (contact info)

questions now also ask about initials. However, we eliminated the explicit language question in the e-survey (since participants can select a language in the e-survey) and the enrollment form question about kids.

*Are any survey questions required in the e-survey?*

• As usual with our survey administration process, we generally encourage participants to fill out all questions in the survey but if they really feel uncomfortable answering, they can skip it. However, **there are questions in the e-survey are required** in that the participant must fill them out in order to advance in the survey.

• **Initials, Zip Code, Course Code are all required questions** that must be answered in order for the participant to advance in the survey. These are needed to create a unique Participant ID to link pre and post surveys together. The survey information is still kept separate from the enrollment information.

• **Partner Code, Attendance, Waivers, and Month Attended questions** (formerly, these were staff use only questions) are required

• Curriculum (in Tour Survey) is required, since CMATS Adults vs CMATS WIC participants will see different questions depending on the curriculum that they select.

**Survey Administration**

*Where can I find instructions for how to administer the e-survey?*

• Please participate in the training and reference the slides.

• Please also consult the *“Administering Surveys*” for courses or tours for general information.

*What happens if I run into trouble with the e-survey in a class/tour?*

• Please be sure to consult the *“Administering Surveys*” for courses or tours for general information.

• Please consult the  *“Troubleshooting E-Survey Errors”*information which lists common errors.

*Does the enrollment form need to be collected?*

• The information from the enrollment form is still collected, but it is incorporated as part of the e- survey. In other words, the enrollment form is part of the e-survey. However, the enrollment and survey data ultimately does get separated out for anonymity.

*Do I need to have Internet/WiFi in a class/tour in order to administer the survey?*

• No, the tablet has an offline app that can be used to collect participant surveys. Once you have access to WiFi at the office, you can connect the tablet to WiFi and upload the survey responses online.

• Participants can also use their own phones if they have data plans on their phones to complete the survey.

• Lastly, paper surveys can be collected and after class, a coordinator/volunteer should enter in the paper responses into the online survey.

*Does an app need to be downloaded on a phone to take the survey?*

• No, the app is only used on the tablet. The app only needs to be downloaded on the tablet, before you get to class.

• The survey URL should be typed into a browser for participants completing the survey using a computer or phone.

*In a given class, can you collect paper responses to mail them to Share our Strength, but also collect responses via the e-survey?*

• **No**. In a given class or tour, you must either use the e-survey for **all** participants (e-survey collected

via computer, phone, tablet, or paper that is ultimately entered online), or use the paper mailing process for **all** participants.

*Does it slow down class to complete the survey on tablets and phones?*

• No, on average it has not taken e-survey course participants longer to take the survey on tablets and smartphones, compared to courses that were paper only.

*What if participants are worried about using their own mobile phones?*

• The survey requires 1 MB or less of data, which is an extremely small amount of data compared to even the lowest data plans. However, if a participant does not want to use their mobile phone, they can complete a paper survey that you can enter in online after class.

*What if participants don’t have phones?*

• During the pilot, nearly 50% of participants who didn’t have tablets available in class opted to use their mobile phone. While it will vary by course, many participants have smartphones and were willing to use their phones based on the pilot.

*Can participants do the pre-survey on phone and post-survey on a tablet etc.?*

• Yes.

**Close Out Questions**

*Does it take longer to close out the course if there are paper surveys?*

• It has actually takes less time to close out the course with the e-survey. On average coordinators spent on average 18 minutes less time on closing out the course for the e-survey compared to a control group who didn’t use the e-survey.

• For any paper surveys collected as part of the e-survey, staff spent on average of only 5 minutes to enter each.

**IV. E-Survey Administration Resources**

Please visit the Cooking Matters Resource Center to access these additional resources.

Survey Information Quick Check List: These checklists are consolidated versions of the guidance provided in the

Administering E-surveys section of this document that you can print and take along with you to courses or tours.

Course/Tour Information Cards: These tools are available to assist participants with properly completing required information necessary for linking their pre-post survey responses into the same participant survey record and sync it to the correct course record in the database (will need to log into the resource center to access these files).

 [Course Information cards](https://cookingmatters.imeetcentral.com/p/ZgAAAAAAeyeU)

 [Tour Information cards](https://cookingmatters.imeetcentral.com/p/ZgAAAAAAeyeW)

Tablet Care: This document will provide you with more information on how to properly care and store for your tablet(s).

 [E-Survey Tablet Care Guide](https://cookingmatters.imeetcentral.com/p/eAAAAAAALCMSAAAAAFHtrTs)

Tablet Setup: This guide/video will provide you with guidance on how to download the app and e-surveys onto your tablet(s).

 [E-Survey Tablet Setup Guide](https://cookingmatters.imeetcentral.com/p/eAAAAAAALCMiAAAAAHo5yGE)

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**Checklist of Survey Information to Bring to Class**

**BEFORE COURSE SURVEY:**

 Tablets and Password (if password has been set up)

 Paper Surveys in case tablets, computers, or phones aren’t an option

 This E-Survey Administration Guide (or the course specific section for your reference)

 **Fill out curriculum-specific First Class Course Information Card and give to Participants to complete the survey**

o **Phone/Computer Pre Course Survey Link** (CMA/CMP: [http://cookingmatters.org/presurvey,](http://cookingmatters.org/presurvey) CMCCP: <http://cookingmatters.org/presurvey-ccp>, CMF: [http://cookingmatters.org/presurvey-cmf,](http://cookingmatters.org/presurvey-cmf) CMF Extra Child: <http://cookingmatters.org/presurvey-cmf-extra>

o **Course Code (numbers only):**

o **Partner Code:**

**AFTER COURSE SURVEY:**

 Tablets and Password (if password has been set up)

 Paper Surveys in case tablets, computers, or phones aren’t an option

 This E-Survey Administration Guide (or the course specific section for your reference)

 **Fill out curriculum-specific Last Class Course Information Card and give to Participants to complete the survey**

o **Phone/Computer Post Course Survey Link** (CMA/CMP: [http://cookingmatters.org/postsurvey,](http://cookingmatters.org/postsurvey) CMCCP: <http://cookingmatters.org/postsurvey-ccp>, CMF: [http://cookingmatters.org/postsurvey-cmf,](http://cookingmatters.org/postsurvey-cmf) CMF Extra Child: <http://cookingmatters.org/postsurvey-cmf-extra>)

o **Curriculum:**

o **Course Code (numbers only):**

o **Partner Code:**

o **Month Ended (2 digits):**

 **Bring attendance sheet**

 **Bring waiver list**

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**Checklist of Survey Information to Bring to Tour**

**TOUR SURVEY:**

 Tablets and Password (if password has been set up)

 Paper surveys in case tablets, phones, or computers aren’t an option

 This E-Survey Administration Guide (or the course specific section for your reference)

 **Fill out the Tour Information Card and give to Participants so they can use to complete the survey**

o **Phone/Computer Tour Survey Link:**  <http://cookingmatters.org/toursurvey>

o **Curriculum (Cooking Matters at the Store for Adults or for WIC Parents):**

o **Course Code (numbers only):**

o **Partner Code:**

o **Month Ended (2 digits):**

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