

# Parent/Caregiver Survey Administration Guide

## 2018-2019

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Thank you for taking the time to help us collect valuable information from parents/caregivers of the children and youth who attend your program. Below is additional information about the survey and the protocol for administering the survey. Please feel free to contact Lucy Smith or Leanne Roy at the Weikart Center if, at any time, you have questions or concerns.

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Please read through all protocol documents before administering surveys. The process of surveying parents/caregivers should be conducted for **EACH** of your sites. Specific instructions for the Parent/Caregiver survey are below.

All surveys this program year, including the Parent/Caregiver survey, will be collected online. Please take advantage of the list of Parent Survey Tips below. These tips will help you increase the number of online entries on the Parent/Caregiver Survey.

### PARENT SURVEY TIPS:

- Take advantage of parent-teacher conferences to provide program families the opportunity to complete the survey on site.
- Set up a survey station at a program family engagement event, adult service opportunity or student performance. As parents/caregivers sign in, explain the need for and value of their input on the survey.
- Consider having connected devices (e.g. I-pads, Chromebooks or laptops) available for parents to complete the survey during times that they are already at the program such as: student pick up, family engagement events, and student performances.
- Talk to parents/caregivers about the purpose and importance of the survey during your regular family engagement efforts, calls, visits and daily interactions. Stress that their input is needed to make the program as beneficial as possible for their student/s.
- Use your site's existing communication outlets, such as robocalls or group email/text/app systems, to link families to the survey, as well as to send out reminders.
- The Parent/Caregiver survey can be taken on smartphones. Be mindful that not all families have internet access at home; consider taking a device and Wi-Fi/hotspot during a home visit. Consider sharing your organization's Wi-Fi password during the survey collection window.
- It is important to send home at least one written invitation to complete the survey at your site or by other means.

### PARENT SURVEY INSTRUCTIONS:

- Each program should have distributed the Parent and Youth Surveys Information Page/Parental Passive Consent Form to the parents/caregivers of student participants (as requested by the Weikart Center in February, 2019). Parents/caregivers should be expecting to fill out the survey sometime between February and April, 2019. **The final due date is April 26<sup>th</sup>, 2019.**
- We are asking that you use whatever methods work best for your site(s) to get as many parents/caregivers as possible to complete the survey, though we strongly recommend that each program communicate both on-site and at-home options for families to participate in the survey process.

- OSDE has indicated that each site should aim to reach a 75% participation rate.** This means that if you are serving 100 students, your minimum response goal should be 75. The Weikart Center will provide OSDE with an audit of response rates by April 2<sup>nd</sup> and individual grantees will be informed as to how many surveys have been collected. This will allow programs to determine if a final push will be needed to increase participation in the Parent/Caregiver Survey prior to the April 26, 2019 deadline for submissions.

### **Important Notes:**

- Parents/Caregivers that have more than one child in the program only need to fill out one survey.
- The Parent/Caregiver survey is available in both English and Spanish. Please make sure that you send out both links to families. If you are providing a work space for parent/caregiver(s) to complete the survey during the program, please make sure that you have both survey links available.
- Please remind parents/caregivers that survey responses are anonymous and will remain confidential. It is also important to give the parent/caregiver sufficient privacy when completing the survey to ensure the confidentiality of their responses.

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When providing a station for parents/caregivers to complete the survey at the site of services, the following introductory script provides the verbal protocol that should be followed by a program staff member:

### **Introductory Script**

(Once a parent/caregiver is settled at the work station please read the following script)

"Hello and welcome, (Parent/caregiver name). Thank you for taking the time to provide us with important feedback about your child's participation in our program.

The Weikart Center is a non-profit agency that helps afterschool programs learn how to improve. They will be collecting responses on this survey in order to help us understand how we can best serve students. Your responses to this survey are confidential and anonymous and they cannot be linked back to you. We are asking parents and caregivers to tell us about their experiences and their child's experiences in their afterschool programs. Your input is extremely valuable and will help in making decisions about how to improve our afterschool program. Please answer the questions as honestly as you can. You do not have to answer any of the questions if you don't wish to, and you can stop filling out the survey at any time.

A few instructions before we get started:

1. This is an online survey. To get to the survey, please open up your internet browser and type [www.cypq.org/ok21cclc](http://www.cypq.org/ok21cclc) into the web address bar. *(You may need to help, or you can have this page preset).*
2. On this webpage you should see a section titled "2018-19 Online Evaluation Surveys." In this section you will see five different surveys listed. Please click on Parent/Caregiver survey.
3. Please note that there are two versions of the Parent/Caregiver survey, English and Spanish. Please pick the one that is most appropriate for you (respondents may need assistance from a Spanish speaking staff member to identify the appropriate version of the survey).

***(Once you notice that people are able to locate the survey)*** Here are just a few more instructions before we get started. Please make sure you read each question carefully and select the response that best fits you, there are no right or wrong answers. If you want to change any of your answers, simply click on the new answer. If you have a question, raise your hand, and I will come over to help. When you've completed the survey, please click the "Submit" button to submit your survey. Do you have any questions about the survey that I can help you with? If there aren't any questions we can go ahead and get started."