Online Survey Frequently Asked Questions (FAQs): FFY 2021

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The Washington State SNAP-Ed Evaluation Team adapted this FAQ for Washington State SNAP-Ed Implementing Agencies and providers from the USDA Food and Nutrition Service

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The Washington State Basic Food Program can help provide a healthy diet consistent with the Dietary Guidelines for Americans.

Questions about Accessing Online Surveys

1. **What devices can participants use to take the online surveys?**

Participants can use a mobile device like a cell phone, a tablet, or a computer to take online surveys.

2. **Where are the links to the surveys?**

Links to surveys are available in the DE Survey Guidance, and in built into the slides for each VE curriculum. You can find the DE Survey Guidance on the evaluation page of the website, and the slides on the associated VE curriculum page of the website.

3. **Are there separate links for pre- and post-surveys?**

Yes, pre- and post-surveys have different links.

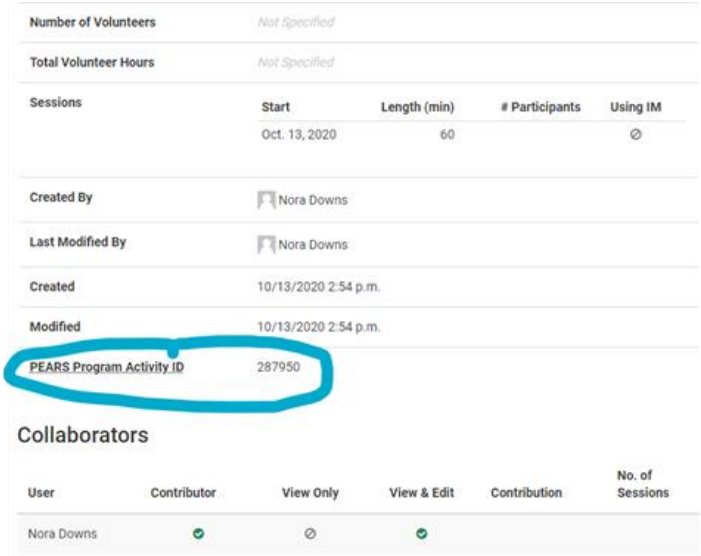
Questions about PEARS Program Activity Numbers

1. **What is the PEARS Program Activity ID Number and how do I find it?**

The PEARS Program Activity ID Number is the identifier for each program activity created in PEARS. Every program activity entry has a unique Program Activity ID Number.

2. **How do I find the PEARS Program Activity Number?**

The PEARS Program Activity ID Number is available in PEARS. To get the PEARS program Activity ID, an LIA should create a program activity in PEARS **before** the direct education series begins. Once the LIA creates your program activity and save it, it will be assigned a PEARS Program Activity ID Number. After saving, the LIA needs to navigate out of the activity, and then click on the activity that they just created. The LIA will find the PEARS Program Activity ID number on the summary page before they click "edit". It is below "modified" and above the "collaborators" section.



LIAs should save the program activity ID number and make note of which program activity it's associated with. They will need to provide the PEARS Program Activity Number to the participants in their VE class.

3. **Do we need demographics to save a program activity to get the activity ID number?**

No. PEARS made some changes to their layout this fiscal year. Demographic information is no longer needed to save a program activity. It is needed to mark the activity as complete.

4. **Why do I need the PEARS Program Activity Number?**

The PEARS Program Activity ID Number allows the evaluation team to connect survey responses with the work that the educator/LIA does. The ID Number is the only thing that connects surveys to the site, curriculum, LIA, etc. all of which the evaluation team use when they analyze data.

5. **Can I email the PEARS Program Activity ID Number to the classroom teacher I work with for them to distribute?**

Yes.

6. **What happens if a name doesn't exactly match or a PEARS Program Activity Number is entered incorrectly?**

The evaluation team's data cleaning measures may catch some, but likely not all, errors. If a name or program activity number does not match, it may be excluded from the dataset.

Questions About Using Online vs Paper Surveys

1. **If in-person classes are possible, can we use paper surveys?**

Yes. LIAs may use paper surveys for in-person classes as long as they use the same survey method for both pre-test and post-test. Online surveys should not be mixed with paper surveys.

2. **If in-person classes are possible and we choose to use paper surveys, how do we get them?**

LIAs may print surveys in color from the links on the evaluation page of the website. If an LIA cannot print surveys, they should reach out to their IA and the evaluation team. If an LIA wants the evaluation team to print surveys for them, they should be aware that it will take at least 8-10 weeks for order fulfillment.

3. **Do we need to use State Student ID Numbers when we do online surveys with schools?**

No. State Student ID Numbers are only needed when proctoring paper surveys with youth in schools.

4. **Can I use online surveys with my in-person class?**

LIAs may use online or surveys for in-person classes as long as they use the same method for both the pre-test and post-test.

5. **Are there online surveys for K-2nd grade?**

No, there are not online surveys for K-2nd grades at this time. If you have the opportunity to do paper Eat Well + Move surveys with this age group, please do so.

6. **Should I do a paper or online survey when the class is in-person at a school but the educator is joining remotely?**

For 3rd grade through Adult age groups, online surveys are preferred but paper surveys are acceptable if necessary. For K-2nd grades, please use paper surveys. Please use the same format for pre-test and post-test.

Questions About Proctoring Online Surveys

1. **Are we still required to proctor the survey by reading each question?**

Yes.

2. **Can we create a proctoring video for participants to view while they fill out the survey?**

No, please proctor the survey live, in real time.

3. **Can we use an online survey as an example when we walk through it with participants?**

Yes. One LIA recommends using a split screen to do this. Please enter the enter "Test Name" in the name field and do not hit the "submit" button when doing a sample survey with a class.

4. **Can my partner or the classroom teacher proctor the online survey?**

Yes, if they follow the online survey guidance, including reading each question and answer option aloud, and do not lead participants to a particular answer.

5. **Are online surveys for use in different settings, like schools, foodbanks, elsewhere?**

Yes, LIAs can use online surveys when delivering any Washington virtual education curriculum.

6. **Around the Table is designed for 15-21 year-olds. Which survey should I use?**

If you know that everyone in your class is between 18-21, use the adult survey. If one or more participant is under 18, use the 9th-12th grade survey.

7. **For adults, do we need a demographics form?**

No, demographics questions are included at the end of the pre-survey for adults. LIAs do not need to collect an additional demographics form.

8. **Are there any mandatory questions?**

There are two questions that all participants must complete in order to submit an online survey: Name and PEARS Program Activity ID Number.

9. **Do you need full names?**

Please instruct all participants to include their full name. If adults and youth outside of schools do not want to write their full name, they may include their first name and last initial. The name entered at pre-test should match the name entered at post-test.

10. **What should we do if someone isn't comfortable using their name?**

If people are uncomfortable using their full name, they can use their first name and last initial. If they are still uncomfortable with using their first name and last initial, they may use another term or name. LIAs should let them know that they should remember what term or name they wrote, because they will need to use the same term or name on the post-test.

Questions About Survey Data

1. **How do we get access to the survey data?**

If LIAs would like survey data for the classes they proctored, they can submit an evaluation request form. Please include the Program Activity ID Numbers for the activities that should be included in the export and data analysis.

2. **How will the evaluation team organize surveys and survey data?**

The evaluation team will use the PEARS Program Activity ID Number to link surveys to the PEARS data that LIAs enter. This is the reason the PEARS Program Activity must be created BEFORE virtual education takes place.

To match online pre- and post-surveys, the evaluation team will use participant names.

3. **What happens if a name doesn't exactly match or a PEARS Program Activity Number is entered incorrectly?**

The evaluation team's data cleaning measures may catch some, but likely not all, errors. If a name or program activity number does not match, it may be excluded from the dataset.

4. **How do you match pre- and post-surveys?**

The evaluation team uses the "name" field to match pre- and post-surveys.

5. **If I want to see survey data from a class that I taught, will the evaluation team share names with me?**

No, the evaluation team will only share de-identified data.

6. **Will survey results eventually go into PEARS?**

No. If an LIA would like to see survey results from the classes they taught, they should submit an evaluation request form.

Additional Questions

1. **Why do you need names?**

The evaluation team uses names to match pre- and post-surveys.

2. **Do we need to use State Student ID Numbers when we do online surveys with schools?**

No. State Student ID Numbers are only needed when proctoring paper surveys with youth in schools.

3. **What should we do if the link is blocked by a school's firewall?**

The LIA should reach out to the school or district staff when planning to do virtual education to ensure the link is usable. If not, work with the school or district staff to add it to the approved firewall list. If after working with the school or district staff, the survey link is still blocked by the firewall, the LIA should reach out to their IA, the curriculum team (snap-ed.ctw@wsu.edu), and the evaluation team (SNAPEdEvaluation@doh.wa.gov).

4. **Will online surveys be available in additional languages?**

Online surveys are currently available in English, Spanish, and Russian. LIAs may email the evaluation team at SNAPEdEvaluation@doh.wa.gov to request surveys in other languages. Upon request, the evaluation team will start working on translation and cognitive testing to ensure participants interpret questions as intended.

5. **Are there online surveys for K-2nd grade?**

No, there are not online surveys for K-2nd grades at this time. If you have the opportunity to do paper Eat Well + Move surveys with this age group, please do so.

6. **What if I have more questions that were not answered in this FAQ?**

Please review the Direct Education Survey Guidance. If the guidance doesn't answer your question, please email the evaluation team at SNAPEdEvaluation@doh.wa.gov.