GUIDELINES and INSTRUCTIONS FOR USING PAPER SURVEYS

Paper surveys are frequently returned incomplete and/or filled out incorrectly. When this happens, the data that can be used from that survey is limited. Therefore, we suggest the following guidelines:

1) Before distributing a paper survey, it is helpful to make sure that all on-line options for taking the survey have been exhausted. For example: have you made use of “computer stations” at the church? This can be done by borrowing laptops from willing members and inviting folks to take the survey at an allotted time. Many folks who are mildly computer phobic can easily manage the survey with a little help.

2) When a paper survey must be used, a little coaching goes a long way. There are several ways to go about this.

   • Encourage folks to read the instructions!
   • Emphasize that incomplete surveys result in data that cannot be used.
   • Set up a coffee and cookies before/after worship and invite those that want to take the assessment this way to take it together. A person from the leadership team should be available to answer questions, guide respondents through questions with more complex formatting such as ranking questions, and, with the respondent’s permission, look over the survey to make sure it is complete.
   • Train the office staff in coaching those that come to pick up the survey. For example, show that only one answer can be filled in per question and that ranking questions must be filled out so that each ranking option is used only once.
   • If you anticipate that many folks will need to use this format, it may be helpful to utilize a simple PowerPoint presentation at an appropriate time during regularly scheduled services to demonstrate the correct and incorrect way to fill out the survey.

3) Data from paper surveys should be entered by a trusted person using the Survey Monkey link. The first set of consecutive questions from incomplete surveys can be entered, but data from the first skipped question and beyond cannot be used, as the system will not allow you to proceed without answering each question, as is the case on the on-line version.

4) If you have further questions, please contact Robyn Strain at 216-346-2383.