



## OFCY Early Childhood Parent/Caregiver – FY2017-18 Survey Administration Guidelines



Thank you for participating in the OFCY Early Childhood Parent/Caregiver survey! These surveys are a very important source of information that helps OFCY understand and evaluate its performance, and they are a useful tool for improving the services OFCY-supported programs provide to its participants.

### **Q. Who should take the survey?**

All parents and caregivers who attend your program should take a survey before they exit the program, including those who complete or exit the program before the end of the program year.

### **Q: How many surveys should I try to return?**

Sites are encouraged to work toward a 60% or greater participation rate. Depending on the number of parents and caregivers in your program, the number of surveys could vary considerably. Please try to survey as many active participants as you can.

### **Q: When are surveys due?**

Depending on your program's structure, please follow the most appropriate guidelines:

- For **summer-based programs**, surveys are due by **Thursday, August 31, 2017**.
- For **year-round programs**, surveys are due by **Friday, June 1, 2018**. If participants will be exiting the program before you administer the survey, please give them the opportunity to complete the survey before they exit.
- For **cohort-based programs**, surveys are due **after the end of each cohort**. For example, if participants are in a 10-week program, administer the survey during the last week of programming (i.e., week 9 or 10 if you have a culmination event), and turn in surveys once you complete fielding the surveys. See below for information on survey administration and returning after completion.
- For **all other programs**, please contact Shelley Kuang ([shelley\\_kuang@spra.com](mailto:shelley_kuang@spra.com)) if you have questions around survey administration and submission.

### **Q: Can I get help printing surveys?**

If your program needs assistance printing surveys, please let Shelley Kuang ([shelley\\_kuang@spra.com](mailto:shelley_kuang@spra.com)) know as soon as possible, and we will arrange to send hard-copy surveys to your program. If you would like to administer a web version of the survey, please let Shelley know, and she will provide you with a link.

### **Q: What if my participants do not read English well?**

Surveys are available in English and Spanish. We are currently working on making all surveys available in Arabic, Vietnamese, and Chinese. If you find that you need surveys in another language, let Shelley Kuang ([shelley\\_kuang@spra.com](mailto:shelley_kuang@spra.com)) know, and she will seek language translation support.

### **Q: How should the survey be administered?**

There are different ways to administer the survey, and you will know the best way to do it in your program. In general, we suggest that staff set aside 10 minutes at the end of an activity to have a whole group fill out the survey at the same time. Below are other tips and suggestions, but we understand that the circumstances of your program may require them to be modified.

Tips and suggestions:

- Ensure that the participant fills the survey out in a suitable setting (i.e., free from distractions).
- If possible, do not hand out surveys for participants to fill out at home. This will help to ensure that the surveys are returned in a timely fashion.
- Make the survey available to participants on more than one date to ensure that the largest number of participants have an opportunity to complete the survey.
- Ensure that participants understand everything they need to in order to complete the survey. DO NOT, however, have the participants fill out the survey while you are sitting with them.

**Q: How can we make sure participants feel comfortable providing honest answers?**

To respect confidentiality, here are several steps to follow:

- Please tell the participants that they do not need to put their name on their responses, that their responses will be kept confidential, and that no one from the program will read their individual survey.
- If you have a group of participants filling out the survey on-site, please leave the room while they complete the survey and designate a leader to collect completed surveys from the group and seal them in an envelope. The leader should count the number of completed surveys and write that number on the outside of the envelope.
- If participants are filling the survey out one-by-one, please give them individual envelopes in which they can seal their surveys before returning them.

**Q: How should I return the surveys?**

Please fill out the provided coversheet and include it with the surveys you submit. For programs that operate out of multiple sites, please keep survey batches separate by site, and complete 1 coversheet for each respective site. Completed surveys should be returned in person or mailed to:

**Shelley Kuang  
Social Policy Research Associates  
1333 Broadway, Suite 310, Oakland, CA, 94612**

Within one week of receiving surveys, Shelley Kuang will send an email confirmation receipt to the listed Cityspan program representative. **NOTE: IF YOU MAIL THE SURVEYS, PLEASE USE A METHOD THAT REQUIRES A SIGNATURE FOR DELIVERY.**

**Q: How will the surveys be used?**

All data compiled from the survey will be used to inform the annual evaluation report of OFCY grantees. Survey results will be included the program profiles for each grantee.

**Q: What if I have questions about the survey?**

If you need any assistance with the survey administration, please contact Shelley Kuang at [shelley\\_kuang@spra.com](mailto:shelley_kuang@spra.com) or at (510) 788-2467.

**THANK YOU!**