DATA COLLECTION PLANNING WORKSHEET

*This worksheet is designed to help your organization align on the specific administration details for implementing your Listen4Good feedback loop. For additional support, please see:* <https://app.listen4good.org/step-2/>



1. Program being surveyed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What type of client/constituent will you survey for this feedback loop? (Select one)

* Individuals
* Families
* Households
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Who will distribute your survey to clients?\*

* Program Staff / Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Central / Evaluation Staff
* Volunteers
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How will you ensure that staff/volunteers are bought-in to the survey goals and are prepared for data collection?\*\*

*\*Consider who can help clients feel most at ease providing feedback.*

*\*\* Leverage our* [*Staff Training and Talking Points*](https://s3.amazonaws.com/fsi-l4g-2018-wp-uploads/wp-content/uploads/2018/10/30220743/L4G-Staff-Training-and-Talking-Points-2018.docx)*.*



|  |  |  |
| --- | --- | --- |
|  | 1. **Frequency**: Will you survey in an ongoing manner OR in a burst? | 1. **Duration**: For how long will you survey? |
|  | **Ongoing** (e.g., offer the survey on a rolling basis when clients receive services or exit the program; data collection doesn’t stop, though you’ll pause for analysis) | Anticipated Start Date:  Anticipated End Date: |
|  | **Burst** (e.g., a day, week or month during which you focus efforts and offer the survey to some/all of the clients you serve during that discrete time period) | Data Collection Dates: |



1. Where do you plan to collect the majority of surveys for this feedback loop? See [pros and cons](https://app.listen4good.org/step-2/) of onsite and offsite methods.

* On-site
* Offsite

1. What data collection method do you plan to use for the majority of surveys in this feedback loop? (Select one)

|  |  |
| --- | --- |
| * Paper | * Text or SMS |
| * Computer | * Phone call |
| * Interview | * Email |
| * Tablet | * Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. What additional data collection method(s) do you plan to use for this feedback loop, if any? (Select all that apply)

|  |  |
| --- | --- |
| * Paper | * Text or SMS |
| * Computer | * Phone call |
| * Interview | * Email |
| * Tablet | * Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. In what [languages](https://app.listen4good.org/step-1/multilingual/) are you offering the survey for this feedback loop? (Select all that apply)

* English
* Spanish
* Vietnamese
* Chinese
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you think it will be important to offer [survey incentives](https://listen4good.zendesk.com/hc/en-us/articles/360010146633-Utilizing-incentives-to-increase-response-rates) to respondents in this feedback loop?

* No
* Yes

1. How will you ensure your clients feel as comfortable as possible (and therefore are able to provide candid feedback) when they’re taking the survey (e.g., private space, administering the survey with staff/volunteers who aren’t directly providing services, offering a closed “ballot box” or sealed envelopes to submit surveys)?

WRAPPING UP

1. What is your target number of completed surveys for this feedback loop? What informed this target (e.g., eligibility for survey, program model, staff capacity)?

1. What questions or concerns, if any, do you have about implementing this plan? [Ask for help](https://app.listen4good.org/help/) from L4G if needed!