INVITING CLIENTS TO COMPLETE PROGRAM EVALUATION FORMS:

DIRECTIONS FOR STAFF

NOTE: The staff member who asks the client to complete the form should ideally **not** be the person who has just delivered the service (the advocate, group facilitator, counselor, etc.). For small programs where this is not possible, be sure to follow these guidelines even more carefully, and NEVER take a completed form directly from a client.

Stress the following things to the client when you ask them to complete a survey:

1) <u>You understand s/he is busy</u> and you appreciate their taking the time to complete a survey.
2) Stress that the survey will <u>only take a few minutes</u> to complete.
3) Explain that your program <u>takes survey results seriously</u> and makes changes to services based on feedback received.
4) While you would appreciate their feedback, completing the survey is <u>completely voluntary</u>.
5) Make sure clients receive either a pencil, or black or blue pen to complete the survey.
6) Provide a <u>private and quiet place</u> for the client to complete the survey.
7) Explain that it's very important staff do <u>not know who completed what survey</u> and that a number of procedures are in place to make sure staff don't know who said what. For example:
    1. Show the client where to put the completed survey. Either provide a locked box or a sealed envelope or direct the client to another staff person who collects the surveys.
    2. Mention that surveys are only checked once a month (or once a quarter for even smaller programs) so that staff have no idea who completed them.
    3. Mention this is also why you've provided a pencil or black or blue pen.
    4. Ask if the client has any questions or concerns.

Some clients will tell you that they WANT you to know what they said. When this happens, thank them but remind them that you want them to give both positive feedback as well as ideas for how things could be improved and that you'd rather they do the survey in confidence.