

**Talk to parents about why completing the pre and post surveys is important**

1. Surveys are one more way that FAST empowers parents. Everyone involved, from the Team, to the funders, to the FAST Office, wants to know what the participants think about the program.
  - a. By answering the survey, parent and youth participants have a voice in the future of FAST at this site.
2. We encourage participants to take the survey, but it is voluntary. They won't be prevented from participating in FAST if they decline. There are no penalties for declining to do the surveys.
  - a. Similarly, we hope parents will answer all the questions, but if they are uncomfortable with any question, they can leave it blank and go on.
3. Talk to parents about how the survey data is collected and used. Data is collected by the FAST Office and is kept confidential. The Team can see which Family ID numbers have done the survey but not what the answers were. The FAST Office compiles the data into a report that is shared with the Team.
4. Some questions are organized into sets and are asked both before and after FAST. These sets, or scales, each have a focus, like family satisfaction or child behavior. Results from all parents are averaged together to maintain individual anonymity. When we analyze the difference between pre and post averages, we can draw conclusions on whether the program was effective.
5. The time you spend on the survey helps us make the case to funders that the program was successful. It also helps us understand where we can improve. Think of the time you spend on the survey as "paying it forward" for the next family.

**We want every team to get a full and complete report with actionable information. A complete report requires at least five, matching Parent Pre and Parent Post surveys which have been completed by parents who graduated with 6-8 sessions.**

1. Remember to tell parents that if they exit the survey before they finish, they can do it again, but they will have to start over. Tell them to just re-enter everything, including their Family ID. When we see multiple surveys with the same Family ID in the output, we keep the last one and delete the earlier ones.
2. Parents sometimes start a survey then drop out. If you only use the Response Links to see if the parent's Family ID or name is present, you might not see that they only just started the survey before they dropped out. But if you click the button "Individual" at the top of the Response Link page, you can click through the surveys one by one and see if they are complete or incomplete. A yellow incomplete box means the respondent left the survey before the end. If possible, connect with these parents and see if they had a problem, then ask them to do the survey again.
3. If the parent doesn't have their Family ID, they can enter their name. When we download the data, we use the Code Key to put in the Family ID. At the end of the day, confidentiality is preserved.