

Using Satisfaction Survey Results

TPPI sites administer participant satisfaction surveys at the end of each implementation cycle for quality improvement efforts and to measure performance. Hundreds of youth submit surveys each year—that is a lot of valuable data and information about the program! Once you receive survey results, how do we use them? The purpose of this document is to guide sub-grantees in how to use program feedback i.e., satisfaction surveys to support implementation of the program.

Satisfaction Surveys Help Answer:

- Do youth feel engaged?
- Will youth use the information they learn?
- Do youth feel respected & safe?
- What are youth perceptions of their facilitator(s)?
- Is the program perceived as youth-friendly?

Use Results

- Discuss results as a team
- Reflect on the survey questions by using recurring youth responses to answer each survey question
- Determine whether results align with expectations
 - ◊ Ask yourself: are these results what we foresaw? Why or why not?
- Identify lessons learned
- Use lessons learned to inform ways to improve program implementation
 - ◊ This can include keeping a log of recommendations the team refers back to over time
- Identify program changes or adjustments
- Craft a plan or timeline to carry out adjustments

Share Lessons

- Demonstrate program effectiveness to stakeholders
 - ◊ Think about sharing satisfaction survey results with community advisory or youth groups
- Share program accomplishments with the community
 - ◊ Think about inviting youth to present to a local town council or school board, submitting a local press release, or posting results on your website and social media pages
- Identify how results can affect stakeholder decisions
 - ◊ Justify current funding or use results to change funding priorities
 - ◊ Use results to inform how to manage limited resources
 - ◊ Show schools and their stakeholders the value of the program to influence their decision-making