

Using the OSEP *Parent Center Survey Item Bank* parentcentersurveyhub.org

What is the Survey Item Bank?

A collection of about 150 questions that Parent Centers can use when evaluating their own activities.

What does the Item Bank include?

Ready-to-use **questions**

- ◆ for surveying participants in your programs and services;
- ◆ that were contributed by your Parent Center colleagues; and
- ◆ that were revised and approved by the evaluation center funded by OSEP.

Spanish translation of all questions and responses

Searchable questions and responses are organized in three ways.

Topic or kind of data that you want to collect

- Topic -

- Topic -
- Select All
- Needs assessment/topical interests
- Services used, including amount
- Satisfaction: Overall
- Satisfaction: Quality
- Satisfaction: Relevance
- Satisfaction: Usefulness
- Knowledge/skills acquisition (pre/post)
- Use/Impact of Applying Knowledge/skills
- Demographics
- Contact information

Type of respondent that will be taking your survey

- Respondent -

- Respondent -
- Select All
- Parent/Guardian
- LEP
- Youth
- Professional

The mode that you will use to collect survey data

- Mode -

- Mode -
- Select All
- Interview
- Web
- Paper
- Focus Group

Items can be selected and modified depending on users' needs.

Searching the Survey Item Bank

Users can find a variety of items in one of two ways:

- (1) Perform a **text search**; OR
- (2) Use the drop-down filters **Topic**, **Respondent**, and **Mode** to narrow the results.

(1) To use the **Search Box**, type the desired text and click the magnifying glass icon.

Careful:
Do not use the "Submit" button to launch a text search. "Submit" should only be used to search with the drop-down filters.

The image shows a search interface for a survey item bank. At the top is a search box with the placeholder text "Search..." and a magnifying glass icon. Below the search box are three drop-down filters: "- Topic -", "- Respondent -", and "- Mode -". Each filter has a small downward arrow on the right. Below the filters are two buttons: a blue "SUBMIT" button and a grey "CLEAR" button. A red box highlights the search box, and a blue box highlights the three drop-down filters.

(2) Click one or more of the drop-down boxes to identify subsets of survey items.

Once all the desired items are selected, you can **print** or **download** them as a **Rich Text File (.rtf)** file that you can **edit** in a word processing program and use in different ways, including:

- ◆ Pasting survey items into an existing Parent Center survey
- ◆ Entering survey items into an online survey generator program (QuestionPro, SurveyMonkey, Constant Contact, etc.)

Customizing Items

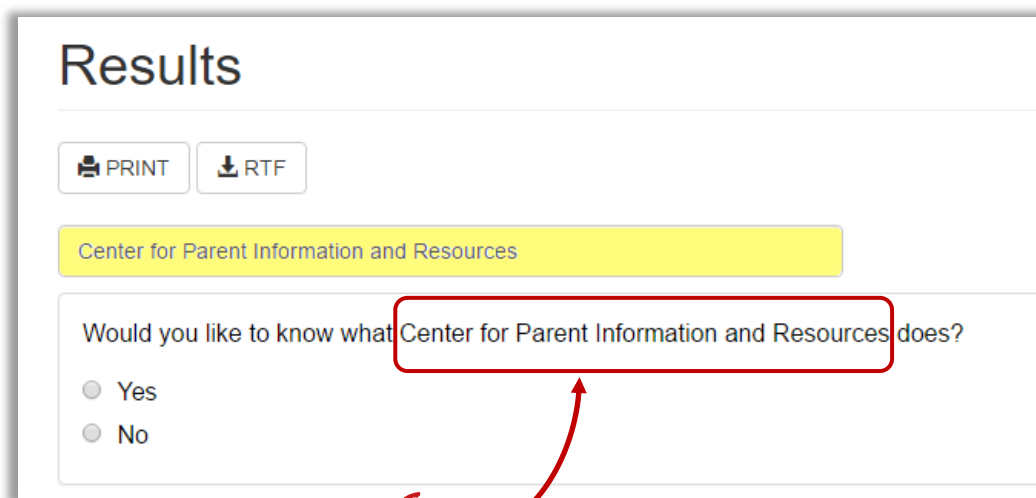
Some survey questions will need to be customized to reflect your Parent Center name. These items include this text: **{NAME OF THE PARENT CENTER}**



The screenshot shows a survey results page titled "Results". At the top, there are two buttons: "PRINT" and "RTF". Below these buttons is a yellow highlighted text box containing the placeholder "{NAME OF THE PARENT CENTER}". Underneath is a question: "Would you like to know what {NAME OF THE PARENT CENTER} does?". A red box highlights the placeholder in the question. Below the question are two radio button options: "Yes" and "No". A red arrow labeled "Before" points from the top right towards the placeholder in the question.

Before using these survey items, be sure to *replace* the bracketed text with the name of your organization.

When you type your organization's name into the **{NAME OF THE PARENT CENTER}** placeholder, the system will automatically replace the entered text.



The screenshot shows the same survey results page as above, but with the placeholder replaced. The yellow highlighted text box now contains "Center for Parent Information and Resources". The question now reads: "Would you like to know what Center for Parent Information and Resources does?". A red box highlights the text "Center for Parent Information and Resources" in the question. A red arrow labeled "After" points from the bottom towards the highlighted text.

After

Customizing PRE & POST Activity Items

Survey items that include **[PRE/POST]** in the beginning are useful for assessing **attitudes, beliefs, or reported activities** before an activity or service and then **changes** in those attitudes or beliefs afterward. Such survey items can be used for both pre- and post-activity data collections.

Before → [PRE/POST] I am able to make good decisions about what services my child needs. To what extent do you agree?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not applicable

[PRE/POST] I am able to work with agencies and professionals to decide what services my child needs. To what extent do you agree with this statement?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not applicable

To modify these surveys, remove the **{PRE/POST}** text from the *.rtf* as desired and add customized wording such as **“After this (activity/webinar/etc.)...”**

After this training, I am able to make good decisions about what services my child needs.

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not applicable

After →

Items for Focus Groups

The Item Bank includes both **closed** and **open-ended** items. Some of the open-ended items are intended for use with focus groups and are coded that way in the “Mode” drop-down search filter.

To what extent have you shared the information you received from the training with other families?

- Not at all
- A little bit
- A lot
- Not applicable

Have you shared the information you received at the training with other families?

- Yes
- No
- Not Applicable

The trainer helped me understand my options and rights related to my concern. To what extent do you agree or disagree with this statement?

- Strongly agree
- Agree
- Neither Agree nor disagree
- Disagree
- Strongly Disagree
- Not applicable

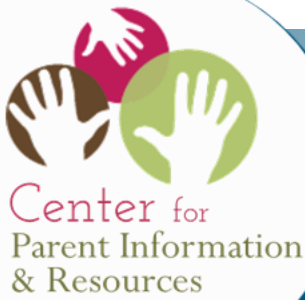
Closed questions offer a variety of *multiple choice responses* for the individual to answer (“yes/no”; “agree/disagree”, etc.). Closed questions cannot be altered in any way.

Open-ended questions

allow the individual to respond in their own words. This can provide more information than the survey creator might be able to learn from a closed question.

In what ways do you think you will use the training?

What part of the training experience did you enjoy the most?



Translation

NEW! Spanish toggle allows you to view all questions and answers in Spanish. Items appear alongside the English version, so selection of questions is easy even for non-Spanish speakers.

- Language -
- Language -
Spanish

The training was worth my time. To what extent would you agree or disagree with the statement?
La capacitación fue valiosa. ¿En qué medida estaría usted de acuerdo o en desacuerdo con la afirmación?

Strongly disagree / Muy en desacuerdo
 Disagree / En desacuerdo
 Agree / De acuerdo
 Strongly agree / Totalmente de acuerdo
 Not applicable / No aplica

To what extent have you shared the information you received from the training with other families?
¿En qué medida ha compartido con otras familias la información que recibió de la capacitación?

Not at all / No, en absoluto
 A little bit / Un poco
 A lot / Mucho
 Not applicable / No aplica

Were services from {NAME OF THE PARENT CENTER} respectful of your language and culture?
¿Los servicios de {NAME OF THE PARENT CENTER} fueron respetuosos de su idioma y cultura?

Yes, very much / Sí, mucho
 Somewhat / Algo
 Not at all / No, en absoluto
 Not applicable / No aplica

OSEP Contact

For additional information about the Survey Item Bank, please contact:
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