MY-PEER USER GUIDE
toolkit [1.0]

COLLABORATOR FEEDBACK TOOL

Summary

The *Collaborator Feedback Tool* is designed for programs which involve a number of collaborating agency partners to implement the program. The tool provides a brief method for collecting some standardised feedback from partner agencies.

Keywords

Survey tool
Cross sectional data (snapshot)
Longitudinal data (trend analysis)
Quantitative data (frequency data)
Monitoring

Program Collaborators

Program Evaluation

Resources

Computer and internet access
1 x facilitator
Online survey account (for example
www.surveymonkey.com; free trial,
AUS$19.95 per month or approx. AUS$200
per annum).

Individual Activity

Time

Set up: N/A
Implementation: 5 minutes
Analysis: 1 hour

Frequency of use

Annually or more frequently if collaborating agency partners change.

How to Use This Tool

The *Collaborator Feedback Tool* is an online questionnaire which provides a method of collecting feedback from program facilitators employed by other agencies. The purpose of the tool is to monitor the extent to which collaborating agencies are satisfied with the services provided, to assess the level of commitment from collaborating partners and to identify any areas for service improvements. This information is important if programs relying on a number of collaborating partners are to remain sustainable.

The version included in this guide was tested in an after school program provided by a youth centre. Implementation of the program involved multiple collaborating agencies to supply program facilitators for particular sessions. The tool collects feedback in the following areas:

- Program Aims
- Level of satisfaction
- Factors influencing level of continued involvement in program
- Support needed to ensure continued involvement
- Further ideas to attract agency involvement in program.

The survey can easily be modified to meet the requirements of specific programs.

The *Collaborator Feedback Tool* has been created using Survey Monkey which is a website that allows users to create and edit surveys, collect and analyse results quickly and easily. Survey Monkey enables users to view their results as they are collected and generates standard reports showing overall group responses as well as individual answers. Users can also create custom graphs and charts.

The software is easy to use even for those with little or no experience in evaluation. The software has a privacy policy which states that all the data collected remains absolutely confidential. Survey participants are given access to the survey through the Survey Monkey website www.surveymonkey,com or can be sent a link to the survey via email or sms. The survey guides participants through the survey which includes a range of response types – comments, scales, multiple choice, tick boxes.

Suggested Uses

The *Collaborator Feedback Tool* should be implemented periodically to monitor levels of satisfaction and continued involvement amongst collaborating agency partners.

The results of the *Collaborator Feedback Tool* could be discussed at a meeting involving all program collaborators. The meeting would give collaborator an opportunity to explain their comments and provide a forum for discussing issues and any service improvements needed.

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Complementary Tools

The *Collaborator Feedback Tool* collects data about the program from the perspective of collaborating agency partners. It is also important to collect feedback from program staff/volunteers. The *Program Monitoring Tool* could be used for this purpose.

Implementation Tips

- The *Collaborator Feedback Tool* should be implemented periodically as needed.
- If programs do not have access to computers and internet, the *Collaborator Feedback Tool* can be printed out and administered as a paper-based survey. Results would have to be manually collated if this approach is taken.

Links

Collaborator Feedback Tool
Program Monitoring Tool

Collaborator Feedback Tool

1. Facilitator survey

Thank you for being a facilitator in the [enter program name]. Please take a few minutes to complete this short survey.

Your time is greatly appreciated.
[Enter Program Coordinators name]

1. Please complete the following information

Name:

Agency:

Contact number:

2. The following program aims are highly important for the [enter program name and modify objectives accordingly]

	Highly Disagree	Disagree	Agree	Highly Agree	Unable to Comment
Peer support	○	○	○	○	○
Reduced isolation	○	○	○	○	○
Improved confidence and communication skills	○	○	○	○	○
Increased awareness and utilisation of services	○	○	○	○	○
Raised self esteem and mental well-being	○	○	○	○	○
Reduced risk behaviours	○	○	○	○	○
Increased retention in school	○	○	○	○	○

Are there other areas you would like to see the program address? e.g. physical activity, diet, employment

3. Please rate your level of satisfaction with the current program

○ High

○ Medium

○ Low

Please Comment

4. We value your continued involvement in the program. How much do the following factors influence the extent to which you are able to be involved in the program?

	A great deal	Somewhat	Very little	Not at all	Unable to comment
Budget	j̊	j̊	j̊	j̊	j̊
Resource availability	j̊	j̊	j̊	j̊	j̊
Conflicting priorities	j̊	j̊	j̊	j̊	j̊
Evidence of program's effectiveness	j̊	j̊	j̊	j̊	j̊
Support from my organisation	j̊	j̊	j̊	j̊	j̊
Support from Billy Dower Youth Centre	j̊	j̊	j̊	j̊	j̊
Level of voluntary effort	j̊	j̊	j̊	j̊	j̊
Time Available	j̊	j̊	j̊	j̊	j̊
Timing of Program	j̊	j̊	j̊	j̊	j̊

Other (please specify)

5. In what ways could we support you to ensure your continued involvement in the [enter Program name]

- ∈ Space/facilities
- ∈ Materials
- ∈ Session preparation
- ∈ Resources
- ∈ Promotion/advertising
- ∈ None - I receive adequate support

Please Specify

6. We welcome any further ideas you may have to help us attract agency involvement.
Please comment below.