



# Tech Savvy Seniors NSW Evaluation Guide

Thanks for being part of the Telstra and Government of New South Wales Tech Savvy Seniors Program. This is a short guide to evaluating the Program at your library or community college using Culture Counts survey tools.

## Surveys

Evaluating the program involves three surveys:

### 1. Participant survey

- Participant surveys should be completed by each course participant immediately after the course finishes, with assistance where needed from trainers.
- The surveys contain 15 short questions and should take 3-5 minutes to complete.
- There are four components to the survey – recording information about the course, demographics of participants, perceptions of the course, and expectations about technology use as a result of the course.
- At the end of the survey, participants are asked to provide their name and email address if they are willing to be contacted six weeks after the course with a follow-up survey. This should be encouraged as it will help measure the longer-term outcomes of participation.
- A **test version** of the participant survey can be viewed here: [www.culturecounts.cc/s/tsstest1](http://www.culturecounts.cc/s/tsstest1)

### 2. Trainer survey

- Each course trainer should complete a trainer survey directly after each course is delivered.
- Trainer surveys contain just 8 short questions and should take less than 2 minutes to complete.
- Trainer surveys are vital for recording information about which courses were delivered, the number of sessions and how many people participated.
- Course and participant numbers from surveys will be provided directly to State Libraries and Telstra via the Culture Counts platform so it is essential that all trainers record these figures in a timely manner.
- There is also an open text question if trainers would like to give feedback on how they think participants in general coped with the course content and pace, to identify whether any changes might be required.
- A **test version** of the trainer survey can be viewed here: [www.culturecounts.cc/s/tsstest2](http://www.culturecounts.cc/s/tsstest2)

### 3. Participant follow-up survey

- Follow-up surveys will be sent to participants by Culture Counts staff 6 weeks after they have completed the course. This will rely on participants providing their name and email address in the initial survey.
- Follow-up surveys are designed to identify whether participant use of technology has changed in the weeks following the course, and to measure whether longer term outcomes have occurred as a result of improved confidence and use of technology.
- This component will be implemented by Culture Counts and does not require library or trainer assistance.

## Survey links

Two unique survey links have been created for each State. Each link contains the state abbreviation (NSW) followed by Tech Savvy Seniors program abbreviation (TSS) and a number. The first link contains the survey for course participants. The second link contains the survey for trainers.

It is important for each library to use the link supplied to them, as this connects the survey responses to their State for reporting purposes. Survey links can be entered into a web browser and completed on any digital device.

Participant Survey - [www.culturecounts.cc/s/nswtss1](http://www.culturecounts.cc/s/nswtss1)

Trainer Survey - [www.culturecounts.cc/s/nswtss2](http://www.culturecounts.cc/s/nswtss2)

## Translated surveys

Surveys are being made available in each of the languages courses are run in. Trainers should make the appropriate language survey available where possible.

Some elements of the Culture Counts platform are not able to be translated. Trainers should explain that the orange button at the bottom right is to skip a question. This changes to green once a response has been recorded and allows the respondent to move the next page.

Please note - the Vietnamese survey only available as a paper version available from Shauna Miller. Trainers will need to print for participants and enter results into the platform using the following link - <https://culturecounts.cc/s/iEHUx>

Survey links for additional languages will be added to this document as they becomes available.

## Survey Links

Participant Survey (Italian) - <https://culturecounts.cc/s/tss-nsw-italian>

Participant Survey (Cantonese/Traditional Chinese) - <https://culturecounts.cc/s/tss-nsw-cantonese-traditionalchinese>

Participant Survey (Korean) - <https://culturecounts.cc/s/tss-nsw-korean>

Participant Survey (Arabic) - <https://culturecounts.cc/s/tss-nsw-arabic>

Participant Survey (Simplified Chinese) - <https://culturecounts.cc/s/tss-nsw-simplifiedchinese>

## Information for trainers

Trainers can familiarise themselves with the survey questions and format prior to delivering the course.

At the conclusion of each course, trainers should ask participants to complete the Participant survey. This should be considered a mandatory part of the course, however it's important to explain that the feedback is used to make improvements to the program and ensure it meets community needs.

If participants all have a device (smartphone, iPad, laptop), they should complete the survey on that device. It is useful if this device corresponds with the type of course delivered (e.g. how to use iPads). The trainer should assist them to enter the participant survey link in to a web browser on their device. All participants can complete the survey at the same time.

If participants do not have a device, they can take turns to complete the survey on a shared device. It is recommended that multiple devices are available to enable the surveys to be completed quickly.

Where possible, participants should fill out the survey themselves, with assistance from the trainer. All survey questions are designed to be easy to understand and complete. On iPads and smartphones, participants should use the touch-screen to answer the survey questions. On computers or laptops, the survey can be completed using the keyboard.

The majority of questions use a dropdown list format, where participants choose an answer from a dropdown list of options.

A paper version of the survey will be available for use in Introductory courses, if digital devices are not available, and as a backup if participants are unable or unwilling to try to complete the survey online.

Trainers should encourage participants to provide their contact details, and explain that a short follow-up survey will be sent to them 6 weeks after the course. This is a very important component in measuring the outcomes of the course. Although participants are asked to provide their name and email address at the end of the survey in order to receive the follow-up survey, please note that their personal details will not be used to contact them in any other way, or shared with others.

## **Contact**

If you have any queries, please contact Shauna or Oriana at the State Library NSW:

Shauna Miller

T: 02 9273 1540

E: [shauna.miller@sl.nsw.gov.au](mailto:shauna.miller@sl.nsw.gov.au)

Oriana Acevedo

T: 02 9273 1544

E: [oriana.acevedo@sl.nsw.gov.au](mailto:oriana.acevedo@sl.nsw.gov.au)