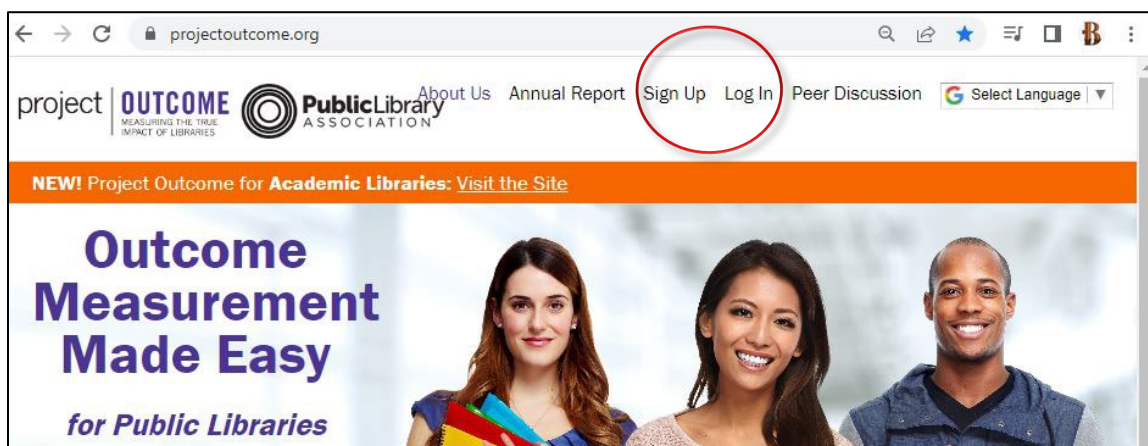


Guide to Creating Your Workshop Surveys

2023 PLA ACP Basics Workshop Incentive Cohort

At the end of this process, you will have a survey to provide to your workshop participants. You are required to offer a survey, but workshop participants are not required to complete the survey.

Start here: <https://www.projectoutcome.org/>



1. Established users should **Log In** using your Project Outcome account credentials.
2. New Project Outcome users should **Sign Up**.
The process requires you to create an account and complete registration to connect your account to your library. Link to [Create an Account tutorial](#).

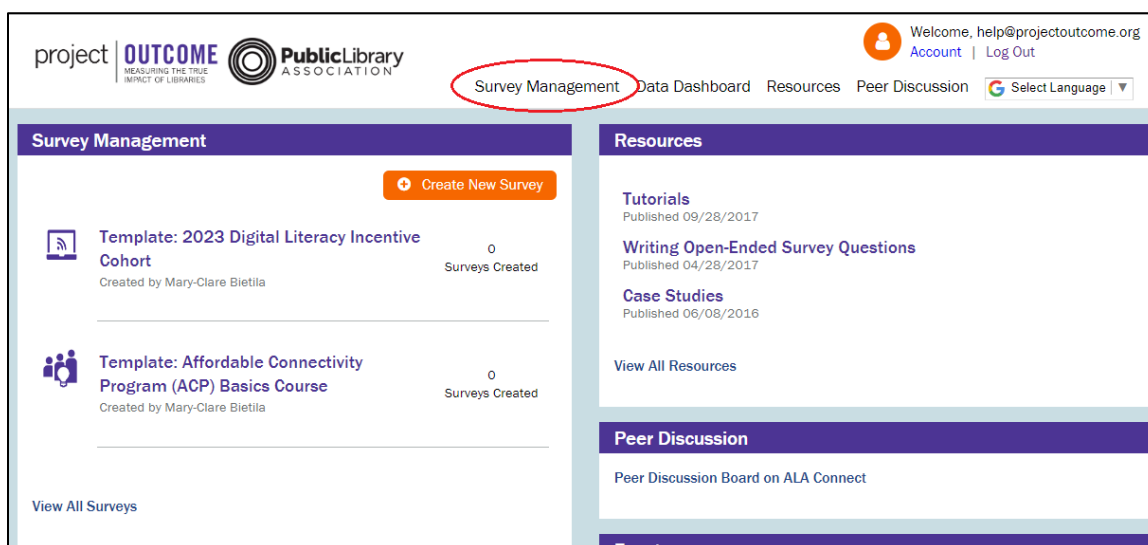
A screenshot of the 'Project Outcome for Public Libraries Sign Up' page. The page has a purple header with the Project Outcome and Public Library Association logos. The main heading is 'Project Outcome for Public Libraries Sign Up'. Below this, there are three input fields: 'Email * (acts as your username)', 'Password *' (with a note 'Passwords should be at least 8 characters long'), and 'Password confirmation'. There are two checkboxes for 'Accept Terms Of Use and Privacy Policy' and 'User Consent'. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a 'Public Libraries Sign Up' button. A link for 'Looking for Project Outcome for Academic Libraries? Visit the Site' is also present.

3. Libraries with multiple locations:

- If your library has multiple outlets, this is also a good time to access and edit your library's listing of locations – you can update, remove, and add locations.
- Updating your locations is important if you will be using an online survey and asking participants to indicate which location they visited for the workshop.
- Link to [Accessing Library Account Information tutorial](#) (available only after login).

Using a Template to Create Your Workshop Survey

4. Once you are logged in, click **Survey Management** from the Project Outcome home page.

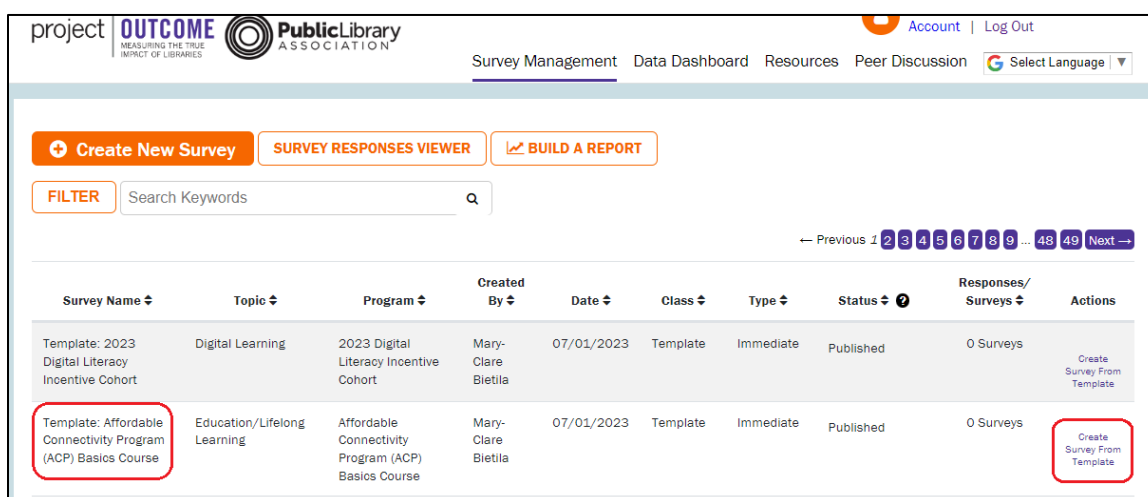


5. In the **Survey Name** column, find the template for this incentive cohort:

“Template: Affordable Connectivity Program (ACP) Basics Course.”

- If your library is new to Project Outcome, the template will be the only survey listed.
- For those with many surveys, you can use the **FILTER** to find the appropriate template.

6. Then under **Actions**, click “Create Survey from Template.”



7. Survey Creation Step 1: Source, Topic, and Type

- Step 1 has been completed for you – no changes required.
- To advance to the next step, click the purple arrow on the right.

8. Survey Creation Step 2: Program Information

Survey Logo (optional)

- In this step you have the option to replace the standard survey logo with your own library logo.
- Click **Add Logo** and follow the steps and specifications to upload a jpg, png, or gif.

Program Name (required)

- Patrons will see the Program Name at the top of the survey.
- If you are planning to offer several workshops, you can choose to make your Program Name something broad such as ACP Basics Workshop and then in Step 3 add specifics like instructor or location to the Survey Name (not visible to patrons).

Program Date (required)

- Choose the date of your workshop.
- If you are planning to offer several workshops over several weeks, you can *choose a date range* and use the same survey for all of them.

Sustainable Development Goals (optional)

- You have the option to tag your survey with one or more Sustainable Development Goals (SDGs). Visit the [SDG resource](#) to learn more (available only after login).

Location (required):


- Default is “Set Location for All Respondents.” Use the *Select an Outlet...* drop down to assign the survey to one location.
- Change to “Ask Respondents” if delivering the workshop at multiple locations.
- Confirm all your locations are listed under your Library Account (see #3 above). The same list of locations you see will be at the top of the survey for patrons to choose from.

Internal Notes (optional)

- Not visible to patrons but can be searched from Survey Management portal.

Create Digital Learning Immediate Survey from Template

1 Source, Topic & Type 2 **Program Information** 3 Survey Settings 4 Custom Questions 5 Administer Survey



ADD LOGO ?

*Logo may be deleted after creating the survey.
File formats allowed: jpg, jpeg, png, gif
File size should be under 2 MB
Image size should be 300x300 px

Program Name ?

Library program name, for example: Storytime

Program Date ?

mm/dd/yyyy [Multi-day Program](#)

Sustainable Development Goals ?

Select one or more tags

Location ?

Set Location for All Respondents

Select an Outlet...

Internal Notes ? *Not visible to respondents*

To advance to the next step, click the purple arrow on the right.

9. Survey Creation Step 3: Survey Settings

Survey Name (required and automatically populated)

- Unique name that is a combination of your program name and date from Step 2.
- You can edit this field and create your own survey naming conventions that may include the branch, the initials of the staff person who created it, or some other form of unique identifier.
- If you try to enter a survey name that is not unique, you will receive an error message.
- The survey name is not visible to patrons.

Intro and Footer Message (cannot be edited)

Thank You Page URL (optional)

- If you would like patrons completing the survey online to be redirected to your library website or another thank you page after completing the survey, you can change the URL here.

To advance to the next step, click on the purple arrow on the right.

10. Survey Creation Step 4: Custom Questions (not available)

The following questions are included on the survey for the Affordable Connectivity Program (ACP) Basics Course:

Please take a few minutes for this brief survey and let us know if, as a result of participating in the [Program Name] program...

1. You learned something that is helpful
2. You feel more confident about what you just learned
3. You intend to apply what you just learned
4. You are more aware of resources and services provided by the library
5. What did you like most about the program?
6. What could the library do to improve your learning?
7. How did you learn about this program? (select all that apply)

Library website	Online ad
Social media	Library staff
Signs or flyers in the library	Word of mouth
Newspaper	Don't know/Not applicable
Library newsletter	Other:
8. On a scale of 1-10, with 10 being the most likely, how likely is it that you would recommend this program to a friend or colleague?

Surveys are currently available in English, Spanish, and French.

11. Survey Creation Step 5: Administer Survey

Create Education/Lifelong Learning Immediate Survey from Template

✓ Source, Topic & Type ✓ Program Information ✓ Survey Settings 4 Custom Questions 5 Administer Survey

Congratulations! Your survey is ready. ?

Download Survey [English](#) | [Spanish](#) | [French](#)
Online Survey Link [English](#) | [Spanish](#) | [French](#)

Please take a few minutes for this brief survey and let us know if, as a result of participating in the program...

1. You learned something that is helpful

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
-------------------	----------	---------	-------	----------------	-----

2. You feel more confident about what you just learned

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
-------------------	----------	---------	-------	----------------	-----

3. You intend to apply what you just learned

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
-------------------	----------	---------	-------	----------------	-----

4. You are more aware of resources and services provided by the library

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
-------------------	----------	---------	-------	----------------	-----

5. What did you like most about the program?

6. What could the library do to better assist you in learning more?

How did you learn about this program? (select all that apply)

- ☐ Library website
- ☐ Social media
- ☐ Signs or flyers in the library
- ☐ Newspaper
- ☐ Library newsletter
- ☐ Online ad
- ☐ Library staff
- ☐ Word of mouth
- ☐ Don't know/Not applicable
- ☐ Other

- From this step you can download PDFs by language to use as paper surveys. *Survey responses collected on paper must be entered into Project Outcome.* Review the [Entering Paper Survey Responses](#) tutorial for more information.
- You can also copy the URLs by language for the online version of your survey.

Click the **orange checkmark** to be taken back to the Survey Management portal.

12. Managing Your Survey ([tutorial](#))

From the list in the Survey Management portal, click on your survey name to access the survey detail. On the Survey Detail page, you can:

- Access the survey **PDFs and links** from Survey Creation Step 5.
- Access a **QR code** to present for patrons to scan with a mobile device to take your online survey, or you can access web code to use to embed the survey in your website.
- **Enter paper surveys** – individually, in bulk, or by bulk upload.
- Enter **attendance** from your program. This is not required, but useful in reports.
- Monitor the number of survey **responses** that come in online or are entered by staff.

Creating a New Survey - 06/24/2023
 Education/Lifelong Learning [?] Immediate [?]
 Created by Test PLA at PLA Test Library

Status [?] Active [?]
 Attendance [?] 0 [Update](#)
 Responses [?] 0 [Download](#) [Edit](#)

[Change Logo](#) [?]
 File formats allowed: jpg, jpeg, png, gif
 File size should be under 2 MB
 Image size should be 300x300 px

Download Paper Survey: English [GO](#) [COPY SURVEY](#)
 Online Survey Link: English [GO](#) [EMBED](#) [QR CODE](#) [GET REPORT](#)

Edit Survey Details [Enter Paper Responses](#)

Here is where you will enter responses from your paper surveys. These data entry forms are for library use only. Use the URL below to submit multiple paper surveys at once. Use the Enter Responses Online button below to submit paper surveys one at a time.

Need to enter your responses in bulk?
 1. Use the url below to submit multiple responses at once
<https://www.projectoutcome.org/responses/72469/input> [Copy URL](#)
 2. Or download an Excel template that you can fill out and upload all of your data at once.
 (Note: Each survey has its own specific upload template)
[Get Bulk Upload Template](#)

Need to enter your responses individually? Click the button below to enter responses one at a time.
[Enter Responses Online](#)

[Choose File](#) No file chosen [Upload Excel Data](#)

Helpful Information

Questions or Issues with Project Outcome: info@projectoutcome.org

Project Outcome Tutorials: <https://www.projectoutcome.org/surveys-resources/tutorial-videos>

Other Useful Project Outcome Resources:

- [How to Talk to Patrons](#)
- [Survey Best Practices](#)
- [On-Demand Webinars](#)

Grant Questions: DigitalLearnHelp@ala.org

Landing Page for PLA Digital Literacy Workshop Incentives, supported by AT&T:

<https://www.ala.org/pla/initiatives/digitalliteracy/incentive>

ACP Course Materials:

<https://training.digitallearn.org/courses/the-affordable-connectivity-program-basics>