**BACK TO OURS – SURVEY VOLUNTEER GUIDE**

Thank you for volunteering your time to help with the evaluation of the Back to Ours festival. Your role is a very important one, as you will be gaining feedback from members of the audience about their experience of the show.

Please familiarise yourself with this step-by-step guide at the beginning of your shift.

* The surveys will be conducted on tablets - you can collect these from your Event Lead who will ensure they are fully charged before your shift
* To switch the tablets on, press and hold the power button on the top right
* Once the tablet is switched on, enter the passcode: 2017
* If the tablet goes to sleep, just press the circular button at the bottom of the screen, swipe right to unlock and then enter the passcode: 2017
* To load the survey, load the internet browser ‘safari’ which should be found on the bottom part of the screen. Once the internet browser is loaded, click on the symbol that looks like an open book on the top left of the screen. This will open a list of bookmarks including BTO Audience Survey – WEST, BTO Audience Survey – NORTH and BTO Audience Survey - EAST.
* Ensure you load the correct bookmark based on the venue you are in, or if you are having problems with the bookmark function using the Survey Monkey Link (see below for details):

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| **WEST VENUES**  Sirius Academy West Hymers College William Gemmell | **Survey Monkey Link:** <https://www.surveymonkey.co.uk/r/BTOwest>  **Bookmark Link:** BTO Audience Survey - WEST |
| **NORTH VENUES**  Kingswood Academy North Point Shopping Centre Winifred Holtby Academy | **Survey Monkey Link:**  <https://www.surveymonkey.co.uk/r/BTOnorth>  **Bookmark Link:** BTO Audience Survey – NORTH |
| **EAST VENUES**  The Freedom Centre Archbishop Sentamu Academy | **Survey Monkey Link:**  <https://www.surveymonkey.co.uk/r/BTOeast>  **Bookmark Link:** BTO Audience Survey - EAST |

* Click on the correct survey link for your location to bring up the survey.
* Please spend some time reading through the survey to familiarise yourself with the questions at the start of your shift. Paper copies will be provided at each venue, also available from the Event Lead. Please test the questionnaire out on your fellow volunteers, giving different responses each time to feel more confident with the survey.
* If for any reason the tablets are not working, we will also provide a stack of paper copies as a back-up, which you or the audience member can fill out by hand, using the clipboard and pen provided. Please only use these if required, as using the tablet means that the data is inputted automatically (saving time) and it also reduces paper waste and resources.
* Please read the opening text to each respondent before you begin the survey. This text explains what the research is about and lets people know that their responses will remain anonymous.
* The first question in the survey asks whether the respondent is completing the questionnaire online or in person. Please select ‘in person’ before starting the questionnaire.
* You have two choices when conducting the questionnaire:

1. **Self-completion:** Hold the tablet and ask the audience member to select the relevant answers to each question using the touch screen. It is **very important** that **you keep hold** of the tablet and do not hand it over to the audience member for security purposes.
2. **Interview:** You can read the questions and answers out to the audience member and conduct the questionnaire as an interview. Where a long list of answers is provided, you can use flashcards with the different answer options to the audience member. Simply read out the question, and pass the respondent the corresponding flash card so they can choose their own answer without you having to read out every option. Flashcards should be stored alongside the tablets, so you can collect these from your Event Lead also.

* Please use your own initiative when deciding the best place to stand in each performance venue, or where necessary liaise with the Event Lead. The surveys will be taking place after the show has finished, so it might be useful to stand somewhere near the exit – although be mindful that you are not blocking anyone’s path. Feel free to roam around the available space to speak to as many people as possible.
* The survey should take around 5 – 10 minutes to complete. Please try and speak to as many audience members you can in the time you have available.
* We encourage you to actively approach a range of different people to get a representative sample of the audience (for example people of different ages, ethnicities, genders, disabled/non-disabled people etc.). Please note that interviews should **not** take place with anyone under the age of 16, unless they agree to take part and you have gained verbal permission from the responsible adult that is accompanying the child (who must remain with you for the duration of the interview).
* At the end of your shift, please switch off the tablet and return it to the Event Lead.