

The Quarter 1 2017-18 Centre Survey: What You Need to Know

[You Can Reach the Survey By Clicking Here](#)

First of all, thank you for taking the time to complete the quarterly survey. Every quarter we try and make it as short as possible, and to make the best use of the information you provide. As well as providing evidence for funders and stakeholders, your answers are used internally to help us offer the best possible support to the Online Centres Network. This document provides some essential information about the survey, plus a full list of questions - we recommend you read through these in advance, so that you can prepare your answers.

Centres should note that this survey asks about quarter 1 of 2017-18 only - that is, activity between the beginning of April and end of June 2017.

Your Responses. If you'd like a copy of your responses, please ask your Network Specialist.

Asking For Advice. Although we monitor survey responses as soon as the survey is launched, it is not the best place to ask for help and advice - you can get a much quicker response by contacting your Network Specialist by telephone on 0114 221 2410 or email at help@goodthingsfoundation.org.

Multiple Centres. If you are responsible for more than one centre please provide a combined response for all the centres you're associated with; when you reach the centre code questions, you need to tell us how many centres you're providing an answer for, as well as the code for each centre. Please note that the centre code question is mandatory - this helps us to follow up with questions and suggestions, and get the best possible picture of what individual centres are doing.

Compulsory Questions. To direct you to the relevant page, and for some of the quicker and easier tick-box questions, a response is compulsory; these are marked with an asterisk (*) in the survey and *printed in italics* in the list below.

Prize Draw. All unfunded respondents from the wider network will be entered into a prize draw for a chance to win a brand-new iPad Air tablet. To be eligible for the prize draw, you must:

1. Complete all questions in the survey (we know that not all the questions will be relevant to your centre, in which case you should put 'n/a' or select 'don't know').
2. Complete the survey by midnight, **Friday 28th July 2017.**
3. Provide your centre code and contact details at the end of the survey.
4. Not be in receipt of any of the following grant funding:
 - Future Digital Inclusion (FDI)
 - HMRC Advice Service
 - English My Way
 - Google Digital Garage

All of the information you provide will be treated in confidence. There are no 'wrong' answers, so please be as open as possible; this will help us to help you. We will not identify you in connection with any information you provide without seeking your permission first.

Returning To The Survey. You can leave the survey and come back to it later to complete it - Survey Monkey does this by putting a [cookie](#) on the computer. You need to click 'next' to save responses for the page you're working on before you exit. When you want to finish the survey, just click on the link again. Please note that you must use the same computer and internet browser as you did before.

Survey Questions

Page 1: Introduction

This page contains no questions.

Page 2: About Your Centre & What You Do

1. *Which of the following categories does your centre fall into?*
2. Do you have any interesting stories - of learners, volunteers or projects - that we can turn into case studies? We are looking for stories of people who have really changed their lives with your support.

Page 3: About Funding and Specialist Network Membership

3. *Were you a member of any of the following specialist networks during the last quarter? Please select all that apply.*
 - a. *Older People*
 - b. *Carers*
 - c. *Disabled People*
 - d. *Into Work*
 - e. *Home Access*
 - f. *Digital Health Information (NHS)*
 - g. *English My Way (ESOL)*
 - h. *Rural*
 - i. *Social Housing*
 - j. *None of the above*
 - k. *I don't know*
4. *Did you receive any of the following funding from Good Things Foundation during the last quarter?*
 - a. *Future Digital Inclusion (FDI)*
 - b. *HMRC Advice Service*
 - c. *English My Way*
 - d. *Google Digital Garage*
 - e. *None of these*
5. *Do you use unpaid volunteers to deliver digital skills training at your Centre?*
 - a. *Yes*

b. No

Page 4: About Volunteers

6. Would you usually expect a digital skills volunteer to help with other things as well? This could be specific activities in your Centre (e.g. admin or reception duties), or other kinds of support for service users (e.g. job clubs).
7. From where do you recruit volunteers? For example, via a website like do-it.org, a local voluntary action organisation, or within your own Centre.
8. How do you train volunteers to deliver digital skills? For example, our own Digital Champion online training, on-the-job learning or observation, or your own training offer.
9. Do you do anything to help retain volunteers? For example, offering incentives like free qualifications, certification, or extra help with job applications.
10. Do you do anything to prevent the loss of volunteers from causing problems? For example, having 'emergency' volunteers who can be called on at short notice, or over-resourcing so that the loss of one volunteer isn't felt as much.

Page 5: About Volunteers (asked only of Centres not currently using volunteers to deliver digital skills training)

11. Why don't you use volunteers to deliver digital skills training? Are there specific barriers, such as the cost and complexity of volunteer management?

Page 6: About Unique Learner Numbers

12. Have you been creating Unique Learner Numbers (ULNs) as part of your FDI activity?
 - a. Yes
 - b. No

Page 7: About Unique Learner Numbers

13. Are there any specific reasons why you've not been creating Unique Learner Numbers (ULNs)? You can select more than one reason if you like. Don't worry - creating ULNs is not mandatory, we just want to find out how we can support Centres better.
 - a. I didn't even know about this
 - b. We don't have the time
 - c. It's too complicated
 - d. I don't know how

- e. I don't think my learners need a ULN
 - f. My learners say they don't want a ULN
14. Do you have any other comments on the ULN process?

Page 8: About Digital Health Training

15. *Do you currently teach learners about digital health resources like the NHS Choices website?*

Page 9: About Digital Health Training (only asked if you currently teach learners about digital health resources)

16. During the last quarter, approximately how many learners have you made aware of digital tools and resources that can help them manage their health, such as the NHS Choices website?

Page 10: About How We Support & Communicate With You

17. Do you value contact from your Network Specialist (formerly Network Co-ordinator)?
- a. Yes, I'm happy with the way I'm currently contacted
 - b. Yes, but it happens too often
 - c. Yes, but it doesn't happen often enough
 - d. No, any contact is a waste of time
18. How would you like to be contacted by your Network Specialist?
- a. Phone
 - b. Email
 - c. Social media
 - d. Skype
 - e. Google Hangout
19. Do you have any other comments around the support and communications you receive from your Network Co-ordinator or the wider Network team?
20. How satisfied are you with the support you receive from the Network team?
21. Other than funding, what one thing could Good Things Foundation help you with?
22. *Overall, how satisfied are you with being a member of the Online Centres Network?*

Page 11: And Finally...

23. Are there any other comments that you would like to add about being a member of the Online Centres Network or about the websites, tools and support we provide?
24. *How many centre codes does this survey response cover?*
25. *Centre code(s)*
26. Your Name
27. Email address