

Top Tips

Helping Participants to Complete Questionnaires

Baseline and completion questionnaires are vital resources in gathering participant feedback and evidence of healthy lifestyle change. They are used to produce reports which are crucial in evaluating HENRY's impact. Some of the following ideas have been tried by Facilitators and may be useful:

- Provide a clear positive explanation of why you are asking participants to complete questionnaires (to help see the progress made), keep positive about parents and carers completing the questionnaire ("It only takes a few minutes") and offer support ("ask if you are not sure of anything")
- Allow sufficient time and highlight that any comments they write are really valued and are included in the reports generated by HENRY
- Highlight that reports are anonymised - no participants are mentioned by name
- For online programmes, share the link and/or QR code for the questionnaire in the chat box, or email/text it to participants
- Identify if any participants may have literacy and/or additional support needs so that you can plan accordingly and offer additional support by:
 - Going through the questionnaires as a group
 - Sitting alongside any participants needing support
 - Moving around the room and offering support in an informal way
 - Completing the questionnaire on their behalf (see below)

Options which could be part of your local solution to enable parents and carers to complete questionnaires online:

- **Use a free app for Android to scan QR codes**, as an alternative to sending participants a link. Ask participants to download a QR app so that they can scan QR codes to easily access the baseline and completion questionnaires. This app can be downloaded [here](#)
- **Utilise venue WiFi** If your venue has WiFi, participants can connect using their phones (or tablet if they have one) and save on mobile data usage
- **Utilise venue devices** Many local children's centres, family hubs or other venues will have tablets or computers; if so participants could use these to complete their questionnaires
- **Complete on participants' behalf** Where participants have language/literacy barriers, find completing questionnaires confusing or challenging, or they simply don't have access to WiFi or smartphone, Facilitators can help by talking through the questions, or completing the questionnaire on their behalf. Support can be in person or over the phone and must reflect the participant's own views; the form asks if a practitioner is completing and requires confirmation of the participant's consent

- **Translate in real time** Questionnaires can be easily translated into any language. A guide to automatically translating questionnaires is available in 'Top Tips for Translating Participant Questionnaires'
- **Acquire some tablets** If you don't already have tablets you could perhaps buy a few of these for local use. Alternatively, your IT teams may be able to find you some tablets no longer used by others in your organisation
- **Operate a local hotspot:**
 - **MiFi device** If your venue doesn't have WiFi you might like to consider setting up a local hotspot to share a single mobile connection.
 - **Use a Facilitator's mobile phone** Participants can connect to a Facilitator's own personal hotspot; the phone will need around 10GB of data per month. How to do this varies by device, but is usually straightforward. Go to Settings (and then sometimes to Connections) on your phone and turn on Mobile Hotspot. You will see the device name and password. Parents and carers can then find the device when they look for WiFi connections on their phones, and type in the password to access the internet
- **Ask participants to complete at home** Ideally you will want participants to complete their questionnaires in the session. Experience shows us that the response rate is much higher when this is the case, and the need to follow-up non-completers is significantly reduced. However, should it prove impossible to provide access to devices for some participants at your venue, you could ask them to complete at home or wherever they have access to WiFi. ***Please be aware that the risk of non-completion will be high and could lead to insufficient data being available for outcomes reports***
- **Track whether questionnaires have been completed** If you have access to your local HENRY Data Access System, you can check in real time which participants have completed questionnaires. If you don't have access to this, just contact your HENRY Coordinator who can contact their Partnership Support Officer at HENRY to check this on your behalf