INAFSM Stormwater Subcommittee MCM 6 – Pollution Prevention & Good Housekeeping Group

An Easier Way to Complete Surveys

About P2 & GH Group

- The purpose of the group is to assist MS4s with implementing the P2 & GH program by:
 - Providing methods to assist with communication and cooperation between departments.
 - Clarifying requirements of the P2 & GH program.
 - Providing options for program implementation that considers cost, effectiveness and efficiency.
 - Describing and illustrating implementation methods.
 - Determining MS4 concerns and needs for P2 & GH.

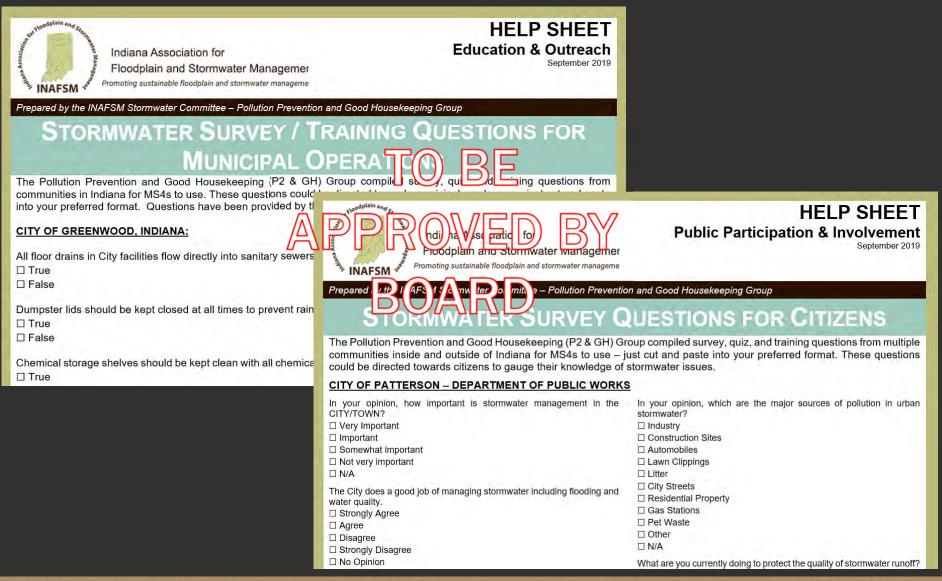
About P2 & GH Group

• P2 & GH Group 2019 Goals:

- Provide questions that MS4s can use to develop a survey or training
 - Help Sheet Stormwater Survey/Training Questions for Municipal Operations
 - Help Sheet Stormwater Survey Questions for Citizens

 Show MS4s how to use Survey Monkey to produce online surveys for employee and citizens – INAFSM Conference presentation

P2 & GH 2019 Goals – Help Sheets



How to Start

- What do you want to know?
 - What type of subjects should the Group review?
 - How do they want materials presented (format)?
 - What subjects to members need information on?
 - Are members using current materials available?
- Who is your target?
 - Stormwater professionals INAFSM Members

How to Start

• What do you want to get out of the survey?

- Ideas for Group to focus on in the future
- Preferred media

Ready to develop your questions... Don't worry - Help Sheets are on the way!

Benefits of an Online Survey

- Fast response time is almost instant
- Cheap no printing costs or postage
- Quick to analyze the survey program analyzes the data (no counting each sheet!)
- Convenience easy to complete online vs. mailing in a paper

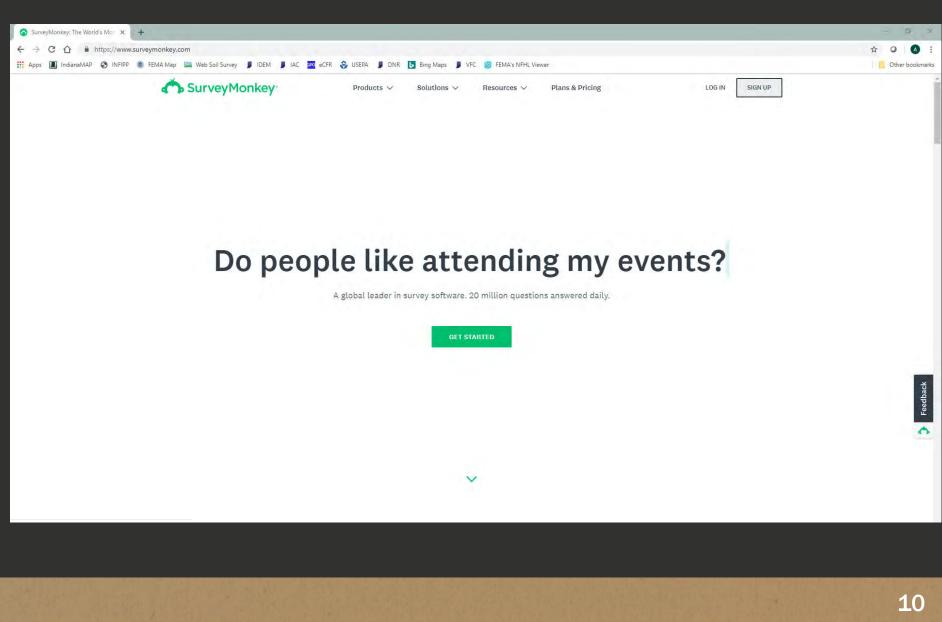
Online Survey Providers

- Usually priced by tiers with more options as the price increases
- Themes or templates
- Additional data analysis
- Social media, mobile and website surveys

Online Survey Providers

- Providers with a FREE option:
 - Survey Monkey
 - QuestionPro
 - Survey Planet
 - ZOHO Survey
 - Survey Gizmo
 - Plus many more...
- Let's get started!

Online Survey: Select a Provider



ate an account
A
Last name
ate account
sign up with
a a 🖬
p, you agree to the Terms of Use and Privacy Polic nd offers relevant to our services via email. You ca i in your My Account page anytime.



So we can provide a better experience for you...

Tell us a little about yourself.

What kind of company do you work for?

Choose one

12

Online Survey: Step-by-Step	
SurveyMonkey [®]	×
So we can provide a better experience for you What kind of survey do you want to send first?	
You can always change this later. Market Research Customer Satisfaction Event Feedback Employee Engagement Course & Training Feedback Student & Community Feedback Performance Evaluation Academic Research Ballots & Voting Quizzes & Assessments Forms & Applications Just for Fun Other	Planning & Registration
	13

CREATE A SURVEY

How do you want to get started?

OR



Build it for me

We'll ask you a few questions about you and your survey and start building it for you.



	Let's create	your first survey!	
INAFSM - MCM6 Wor	k Group	Just for Fun 🛛 🗙 🔻	CREATE SURVEY
M questions are al	ready written. 🕖		
	Need som	ne inspiration?	
	Search all surveys & template	es Q	
	MOST POPULAR	ALL TEMPLATES	
Customer Satisfaction	Employee Engagement Survey Template	Market Research - Product	Net Promoter® Score (NPS)
Your customers can make or break your business. Hear from	Find out how your employees really feel about their job and g	Launching a new product isn't easy. Verify you have the right	Gather customer feedback using Net Promoter® Score. (Net
Software and App Customer 4	SurveyMonkey-Paradigm Belonging and Inclusion	University Instructor Evaluation Template	Website Feedback Template
Would your customers recommend your software or	Developed with Paradigm, a leader in diversity and inclusio	Ask university students to evaluate their instructors on	Gather feedback from website visitors to understand where a
General Event Feedback II	SurveyMonkey Question Type Tour	Volunteer Feedback Template	
From fundraisers to concerts, find out what people liked and	SurveyMonkey Question Type Tour	Ask volunteers about their experience with your	

=		
One Question at a Time	Classic	Conversation BETA
Automatically scroll to the next question	Show all questions on a page at once	Turn your survey into a chat conversation

Online Survey: Inserting Questions

opy and paste questions	0	Preview
Add each question and answer choice on its own line. Press Enter on your keyboard twice to separate each question.		
For Example:		
What is your favorite color?		
Blue		
Orange		
Red		
Green		No questions added
What is your favorite shape?		
Circle		
Triangle		
Square		
Hexagon		
		ADD QUESTIONS

Online Survey: Inserting Questions

Copy and paste questions

TALL UNCEL CICALED BY TE W OIT:

I use it all the time

I have used it once or twice.

I have seen it before, but not used it

Never heard of it

How likely are you to use the Shop Posters for Municipal Activities created by P2 & GH? I used it and love it I used it and it was DK I have seen it before, but not used it Never heard of it

Would you be interested in participating in the P2 & GH Group? Yes

No

Would you like to see more ready-to-use documents for educating employees or businesses? Yes

No

revi	ew
cre	ated by P2 & GH?
A1. A2. A3.	Hide Answers I used it and love it I used it and it was OK I have seen it before, but not used it Never heard of it
par •	uld you be interested in ticipating in the P2 & GH Group? Hide Answers 'Yes No
to-	uld you like to see more ready- use documents for educating ployees or businesses?
A1.	Hide Anexters Yes No

ADD (10) QUESTIONS

Online Survey: Inserting Questions

INAFSM - P2 & GH Work Group

PAGE TITLE

* 1. For materials produced by the P2 & GH Group, what format do you prefer?

🔵 Detailed Guides

Fact Sheets (2 pages or less)

) Usable/revisable Word/Excel documents

) Posters/signs to be viewed by employees

2. What types of subjects would you like to see reviewed by the P2 & GH Group?

🔵 Regulation interpretation

Regulation insight from IDEM

) Developing municipal maintenance plans

INAFSM - P2 & GH Work Group

PAGE TITLE

- * 1. For materials produced by the P2 & GH Group, what format EDIT COPTIONS LOGIC
 - 🕥 Detailed Guides
 - Fact Sheets (2 pages or less)
 - Usable/revisable Word/Excel documents
 - Posters/signs to be viewed by employees

2. What types of subjects would you like to see reviewed by the P2 & GH Group?

MOVE

COPY

DELETE

EDIT	OPTIONS LOGIC MOVE COPY		
Q1	For materials produced by the P2 & GH Group, what format do you prefer?	Multiple Choice	• 0
🔘 Ans	wer Genius 🕜	Gelect type 🔹	0
	Detailed Guides		$\oplus \bigcirc$
	Fact Sheets (2 pages or less)		⊕€
	Usable/revisable Word/Excel documents		€
	Posters/signs to be viewed by employees		€
		⊕ BULK ANSWERS	
So	ore this question (enable quiz mode)		0
	e previous answer choices (carry forward responses)		0
A	ld an "Other" Answer Option or Comment Field		0
⊕ NE	XT QUESTION	CANCEL	SAVE
			2

format (do you prefer?	Multipl	e Cho	ice	•
- i=	Multiple Choice	~	\$	Dropdown	
	Checkboxes		▦	Matrix / Rating Scale	
☆	Star Rating			Ranking	
	Single Textbox		•	Slider	
9	Comment Box			Multiple Textboxes	
**	Matrix of Dropdown M	lenus	5	Date / Time	
					R

I the Later in			1-1-1,20
EDIT	T OPTIONS LOGIC MOVE COPY		
Q3	What training methods or media do you prefer? (select all that apply)	Multiple Choice 🔹	0
O A	nswer Genius 🕜	Select type 🔹	
		Select type	^
		Agree - Disagree Satisfied - Dissatisfied	
	Training read to employees	Yes - No	
		Likely - Unlikely	
	Webinars	Familiar - Not familiar A great deal - None at all	
		Interested - Not interested	
	INAFSM produced videos	Easy - Difficult	
	Other produced videos	Always - Never Better - Worse	
	Other produced videos	Approve - Disapprove	
	One of the above with a quiz	Above average - Below average	
		High quality - Low quality True - False	
		Definitely would - Definitely would not	
		Useful - Not useful	
		Valuable - Not valuable Clear - Not clear	
	Score this question (enable quiz mode)	Helpful - Not helpful	-



Add an "Other" Answer Option or Comment Field

Label

Other (please specify)



Display as answer choice



When the answer is left blank, display this error message.

Please enter a comment.

Size

Single Line of Text 💌

50 characters

 \mathbf{v}

v

Validation

Don't validate this answer.

- 1. For materials produced by the P2 & GH Group, what format do you prefer?
- 🔵 Detailed Guides
- Fact Sheets (2 pages or less)
- Usable/revisable Word/Excel documents
- Posters/signs to be viewed by employees
- Other (please specify)

Answer Ge	nius 🕥	Select type	
Yes			٢
No			
	Add an "Other" Answer Option or Comment Field		
	Add an "Other" Answer Option or Comment Field Label		
	Label If yes, please provide your email address.		
	Label If yes, please provide your email address.		

9. Would you be interested in participating in the P2 & GH Group?

🔵 Yes

🔵 No

○ If yes, please provide your email address.

INAFSM produced videos	(D)
Other produced videos	•
One of the above with a quiz	(P)

X

SCORE THIS QUESTION

Automatically grade answers and assess respondents' knowledge. Results will be immediately loaded into our Analyze tool, so you'll be able to identify overall wins and areas for improvement. To score, press the check marks located on the left, or adjust point value in the boxes on the right.

×

Learn more

Score this question (enable quiz mode)

SCORE THIS QUESTION

Automatically grade answers and assess respondents' knowledge. Results will be immediately loaded into our Analyze tool, so you'll be able to identify overall wins and areas for improvement. To score, press the check marks located on the left, or adjust point value in the boxes on the right.

Learn more

EDIT OPTIONS LOGIC MOVE COPY	
Require an Answer to This Question	0
Change the Layout for How Choices are Displayed	0
O 1 Column	
2 Columns	
3 Columns	
Horizontal	
Randomize, Sort, or Flip Choices	0
Enable Question Text A/B Test (Random Assignment)	0
● NEXT QUESTION	CANCEL SAVE

- 3. What training methods or media do you prefer? (select all that apply)
- Training read to employees
- Webinars
- INAFSM produced videos
- Other (please specify)

- Other produced videos
-) One of the above with a quiz

0	
0	ADJUST QUESTION LAYOUT
0	Adjust the placement, spacing, and size of this question. Certain layout
CANCEL	settings may be overridden on smaller screens—for example, questions placed side by side will shift to the next row on mobile
	devices. Learn more
	0

Question Layout on Mobile Devices. For the best respondent experience, we automatically override certain layout options when you take a survey on a tablet or mobile device. For example, if you arrange questions side by side, they'll shift to one question per row on smaller screens.

Lacture Election Layout	0
Enable Question Text A/B Test (Random Assignment)	RANDOM ASSIGNMENT You can randomly display different
● NEXT QUESTION CANCEL 4. What subjects would you like the P2 & GH Group to focus on?	SAVE versions of a question and set percentages of your respondents that will be shown each variation. Learn more
A/B Tests (Random Assignment) PAID FEATURE: A) Testing is only available on some paid plans—see if it's on your plan. Our A/B Test feature allows you to randomly display different versions of a question, image, or text, and set the percentage of respondents that will be shown each variable. When you analyse results, you can assess how the different stimuli affected responses. Creating an A/B Test Set up your A/B Test on the Design Survey page. Expand all Collapse all	

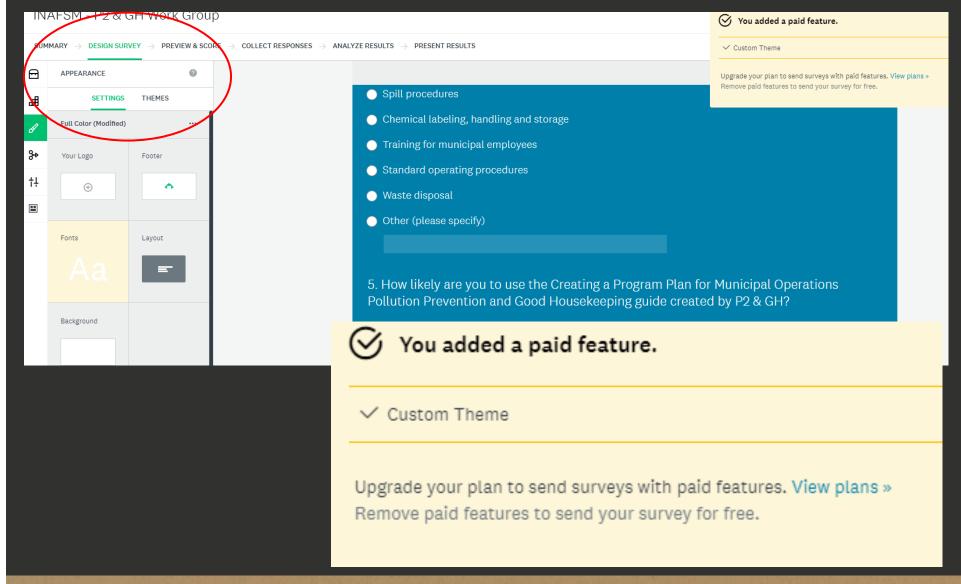
Online Survey: Logic

	54			
EDIT OPTIONS	P1 End of survey	СОРҮ		
If answer is 🕐	Disqualification Page			Clear All
Training read to employees	Choose Page	•	•	Clear
Webinars	Choose Page	-	•	Clear
INAFSM produced videos	Choose Page	•	•	Clear
Other produced videos	Choose Page	•	*	Clear
One of the above with a quiz	Choose Page	•	*	Clear
Other (please specify)	Choose Page	•	*	Clear
• NEXT OUESTION				CANCEL

Online Survey: Move & Copy

EDIT	OPTIONS	LOGIC MOVE COPY		
Move this	question to			0
Page 1. 💌	Position After 💌	Question 1. For materials produced by the P2 & GH Group, w	•	
				CANCEL MOVE QUESTION
EDIT	OPTIONS	LOGIC MOVE COPY		
Copy this q	uestion and put it	. on		0
Page	Position After 🔻	Question 3. What training methods or media do you prefer? (sel	•	
				CANCEL COPY QUESTION
				34

Online Survey: Editing



	NE SURVEY: Preview & Score	SURVEYMONKEY GENIUS
	INAFSM - P2 & GH Work Group	Perfect
	1. For materials produced by the P2 & GH Group, what format do you prefer?	ESTIMATED ESTIMATED TIME TO COMPLETION RATE COMPLETE
	O Detailed Guides	84% 2
	Fact Sheets (2 pages or less)	Completed Minutes
	O Usable/revisable Word/Excel documents	Don't limit your curiosity—ask as many questions as you want.
	O Posters/signs to be viewed by employees	
	O Other (please specify)	Our work here is done! Now let's choose a way to send your survey.
	Regulation merpretation	COLLECT RESPONSES
vice View 🔔 📄 🔒	0 of 10 answered	L

Online Survey: Preview & Score

INAFSM - P2 & GH Work Group

1. For materials produced by the P2 & GH Group, what format do you prefer?

🔘 Detailed Guides

- Fact Sheets (2 pages or less)
- Usable/revisable Word/Excel documents
- O Posters/signs to be viewed by employees
- Other (please specify)

2. What types of subjects would you like to see reviewed by the P2 & GH Group?

0 of 10 answered

INAFSM - P2 & GH WORK Group 1. For materials produced by the P2 & GH Group, what format do you prefer? Detailed Guides ○ Fact Sheets (2 pages or less) Usable/revisable Word/Excel documents O Posters/signs to be viewed by employees Other (please specify) 0 of 10 answered

Online Survey: Preview & Score

Postera/signa to be viewed by emotoyees

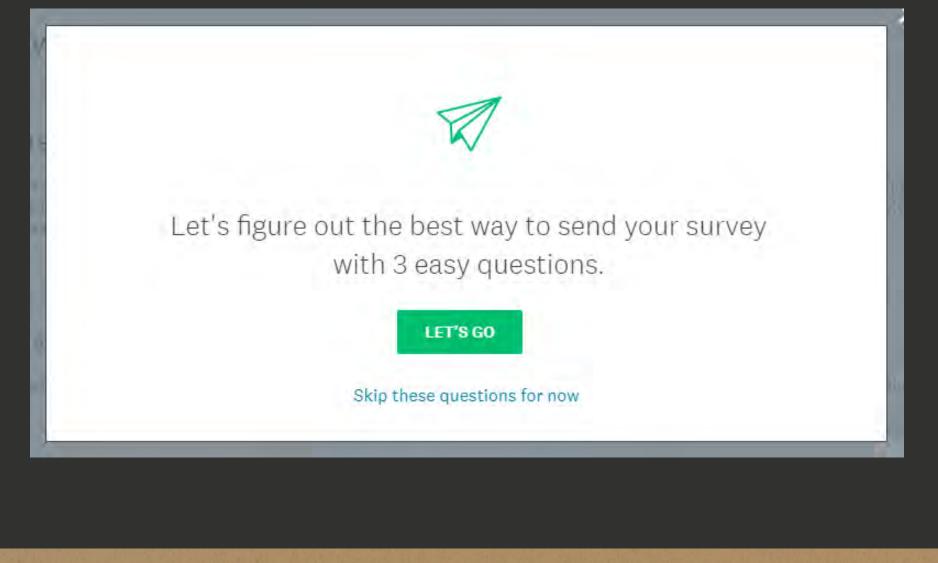
Other I please eneo (V)

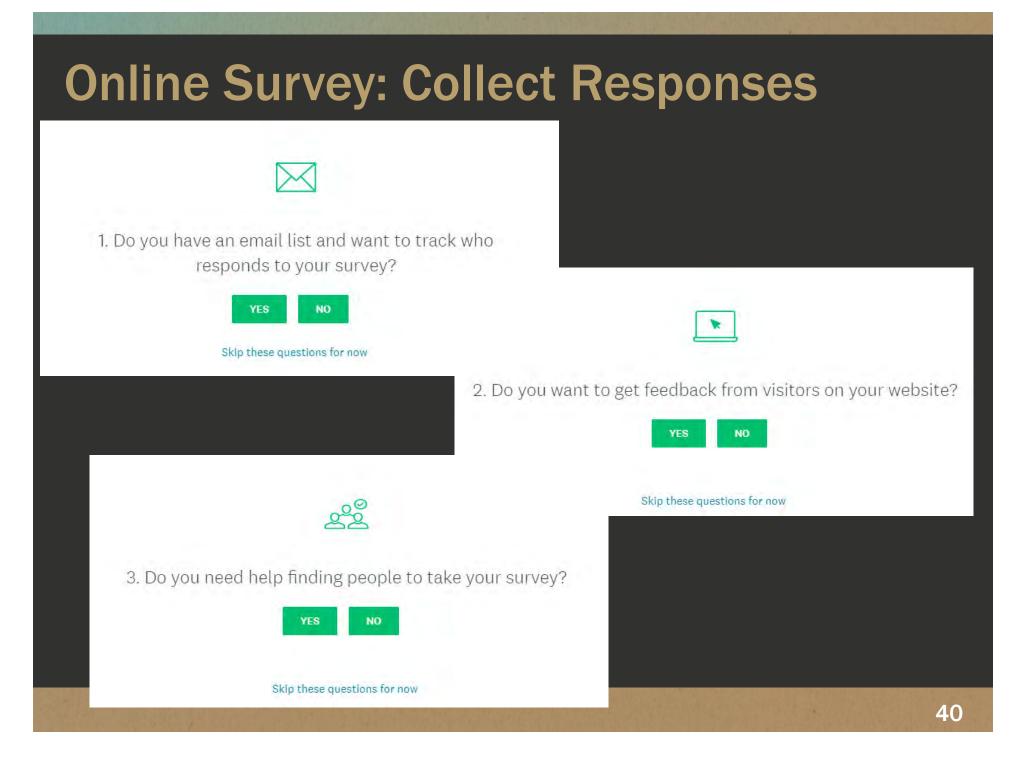
2. What types of subjects would you like to see reviewed by the P2 & GH Group? 🔽

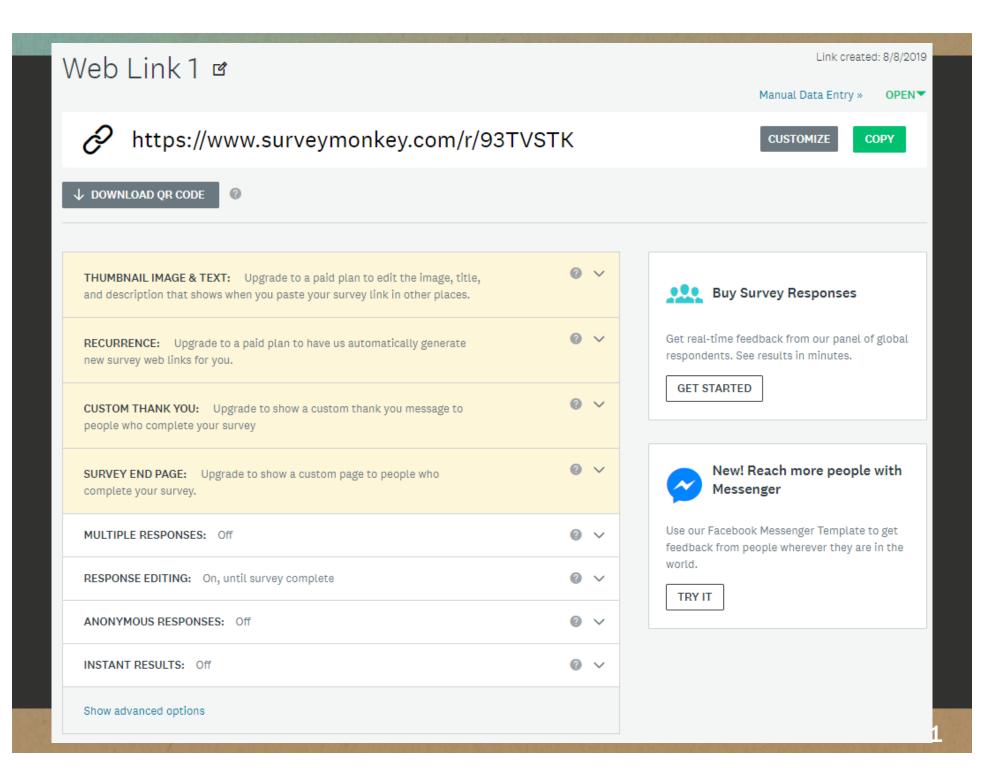
- Regulation interpretation
- O Regulation insight from IDEM
- O Developing municipal maintenance plans
- Other (please specify)

ᆽ & invite

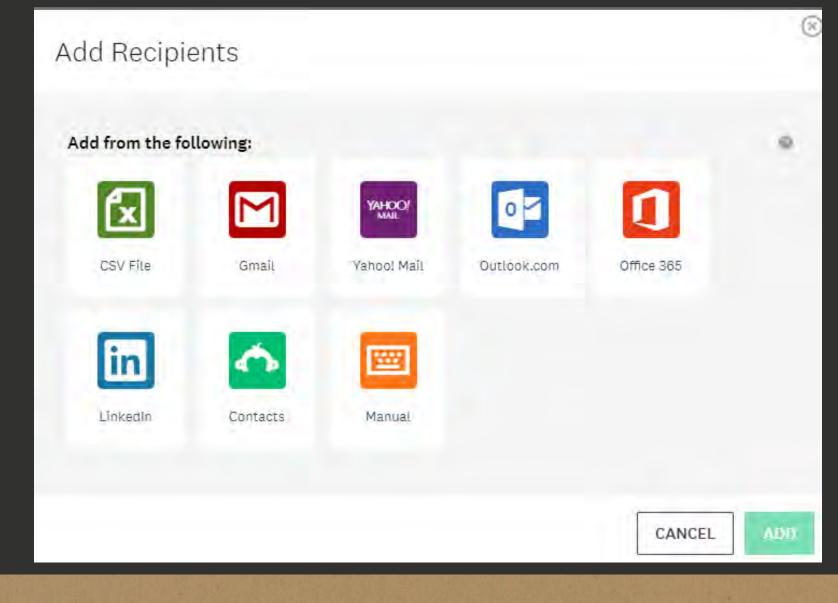
Invite others to add a comment







Email Invitation 1	Step 1 of 3: Compose Message
SEND TO:	ADD RECIPIENTS
	*
Save as new group in Contacts	
SUBJECT:	
We want your opinion	
MESSAGE: 📀	Embed first question ② EDIT MESSAGE
INAFSM - P2 & GH Work	< Group
We're running a survey and would love your input. Please let us know what you think below. Thanks for	r participating!
For materials produced by the P2 & GH Group, what format do you p	prefer?
 Detailed Guides 	



		↓ [] ÷			PP&GH Gr	roup Survey - Message (HTML)						×
File	Message	Help BLUEBEAM	Q Tell me	what yo	u want to do								
الله م	Delete Archive	Seply ☐ Reply All ♀ → Forward ₲ ~	[™] Move to: ? → To Manager [™] Team Email	> 15	Move	Assign Policy V Assign	₽ Editing ~	A ⁽⁾⁾ Speech	Q Zoom	Create PDF Change Settings	Customer Manager) Insights	
	Delete	Respond	Quick Steps	5	Move	Tags 🖷			Zoom	Bluebeam			~

PP&GH Group Survey

LG

Lori Gates <lgates@cbbel-in.com> via Members <members@inafsm.net> To C members@inafsm.net

/	15 Reply All	-> Forward	
		Wed 8/21/2019 10	0:53 AM

S Reph

(i) Flag for follow up.

WARNING: External email, verify sender before opening attachments or clicking on links. Hello INAFSM Members!

The Stormwater Committee's Pollution Prevention & Good Housekeeping Work Group is asking for your help. The Group's presentation for Conference is on how to develop an online survey. Can you take a couple of minutes to answer some survey questions? Any help would be appreciated and we please need your responses <u>no</u> <u>later than Tuesday, August 27th.</u>

Click here for the survey! https://www.surveymonkey.com/r/93TVSTK

Thank you!

Amy Harvell, CHMM, RPC | Environmental Services Senior Project Manager Wessler Engineering, Inc. 6219 South East Street, Indianapolis, Indiana 46227 P: 317-788-4551

Online Survey: Collect Responses ANALYZE RESULTS \rightarrow PRESENT RESULTS RESPONDENTS: 0 of 0 NEW! **QUESTION SUMMARIES** INSIGHTS AND DATA TRENDS INDIVIDUAL RESPONSES Your survey has no responses **Collect responses Buy responses** or **TIP:** You will be notified as new responses come in. You can also notify others. NOTIFY OTHERS 67 45



Sign In

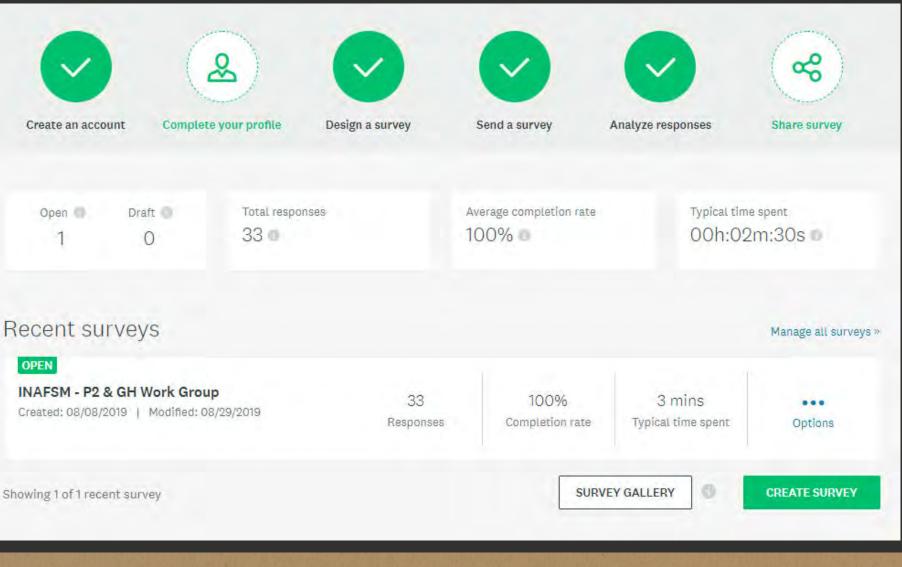
Congratulations!

You've received your first survey response.

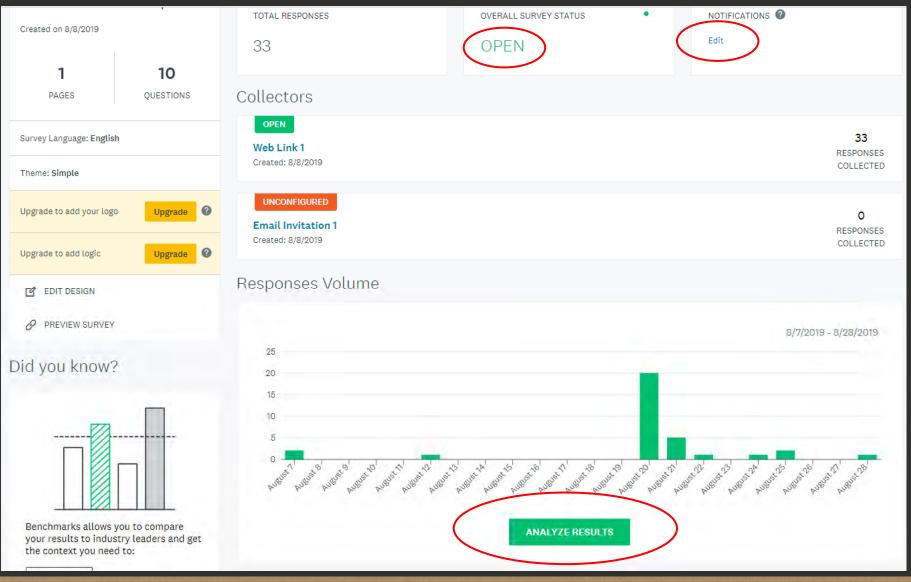
 INAF SM - P2 & amp; GH vork Group
 1 ver response
 This survey is OPEN.
 See Response

 Image: Instrume i

Online Survey: Analyze Results

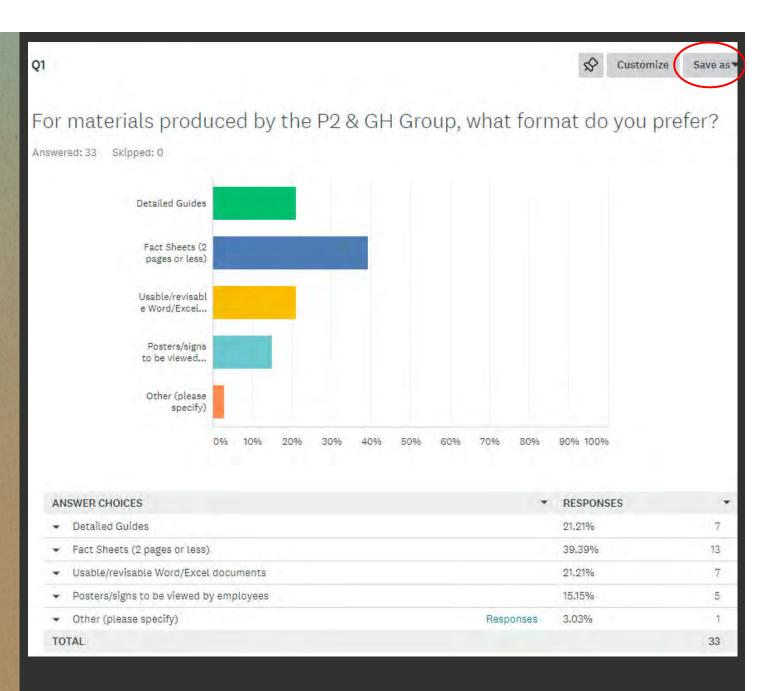


Online Survey: Analyze Results



Online Survey: Analyze Results

Question Summaries

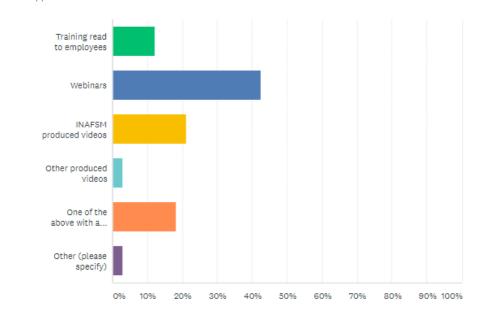


Online Survey: Analyze Results

Question Summaries

What training methods or media do you prefer? (select all that apply)

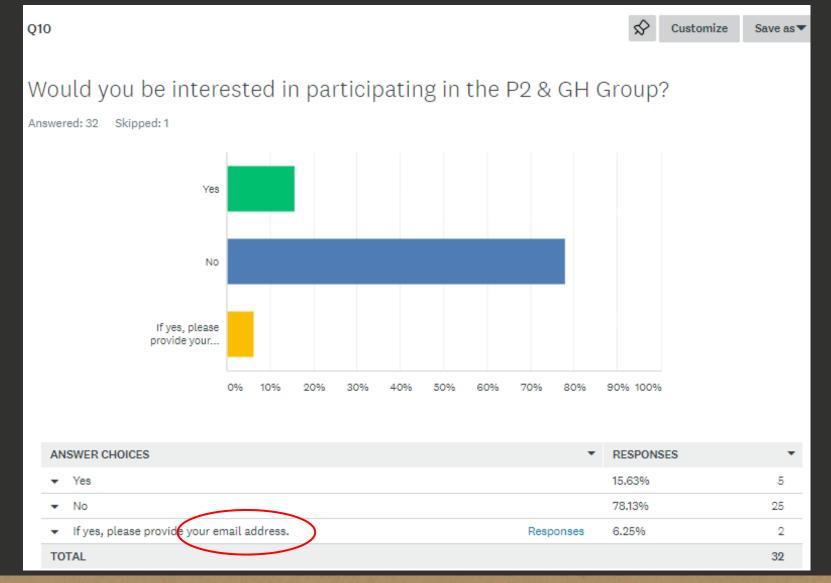
Answered: 33 Skipped: 0



ANSWER CHOICES	 RESPONSES 	
 Training read to employees 	12.12%	4
✓ Webinars	42.42%	14
 INAFSM produced videos 	21.21%	7
 Other produced videos 	3.03%	1
 One of the above with a quiz 	18.18%	6
- 1 - 2 1 2 2		
	Responses 8.03%	FF
		FF Q Q
RESPONSES (1) WORD CLOUD TAGS (0)	Sentiments: Of	
RESPONSES (1) WORD CLOUD TAGS (0) Add tags ▼ Filter by tag ▼	Sentiments: Of	

50

Online Survey: Analyze Results



Online Survey: Analyze Results

Individual Responses

Respondent #33 🕶



COMPLETE

Collector:	Web Link 1 (Web Link)
Started:	Thursday, August 29, 2019 8:24:42 AM
Last Modified:	Thursday, August 29, 2019 8:26:22 AM
Time Spent:	00:01:39
IP Address:	64.184.30.22

Page 1

Q1

For materials produced by the P2 & GH Group, what format do you prefer?

Fact Sheets (2 pages or less)

Q2

What types of subjects would you like to see reviewed by the P2 & GH Group?

Regulation interpretation

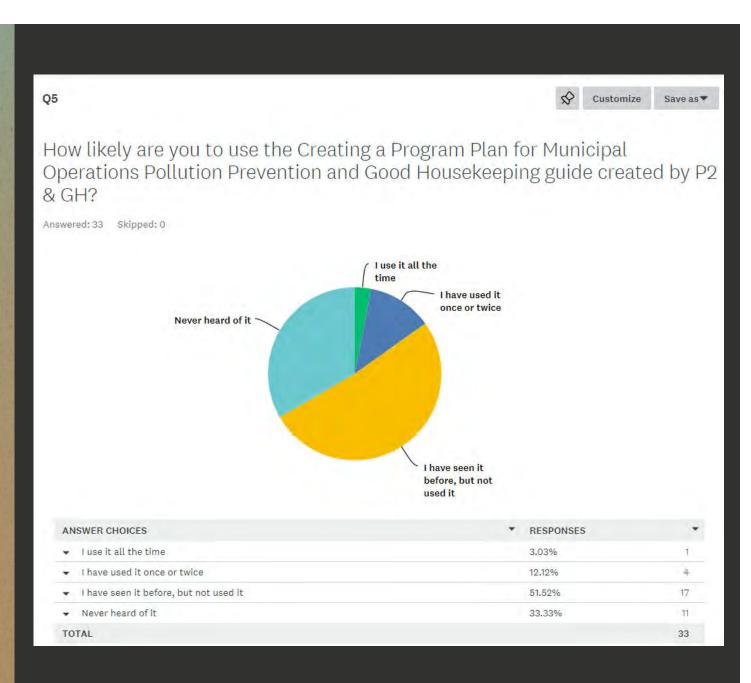
Q3

What training methods or media do you prefer? (select all that apply)

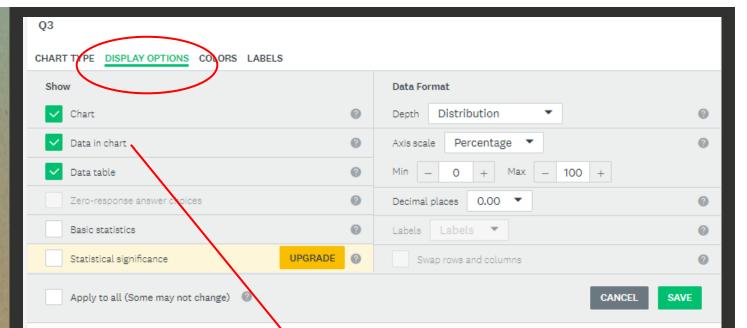
Webinars

Question Summaries: Customize

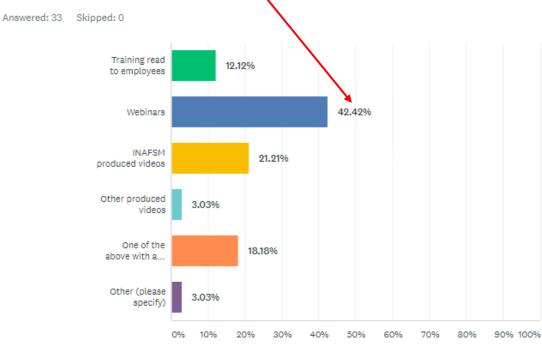
02 CHART TYPE DISPLAY OPTIONS COLORS LABELS nūl H O O N M E E. Apply to all (Some may not change) CANCEL What types of subjects would you like to see reviewed by the P2 & GH Group? Answered: 32 Skipped: 1 10% 20% 40% 50% 60% 70% 90% 100% 80% Regulation interpretation 🛛 📲 Regulation insight from IDEM 📕 Developing municipal maintenance plans 🛛 📗 Other (please specify) ANSWER CHOICES . RESPONSES Regulation interpretation 43,75% 14 Regulation insight from IDEM 34.38% 11 Developing municipal maintenance plans 18,75% 6 * Other (please specify) 3.13% ٦. Responses TOTAL 32



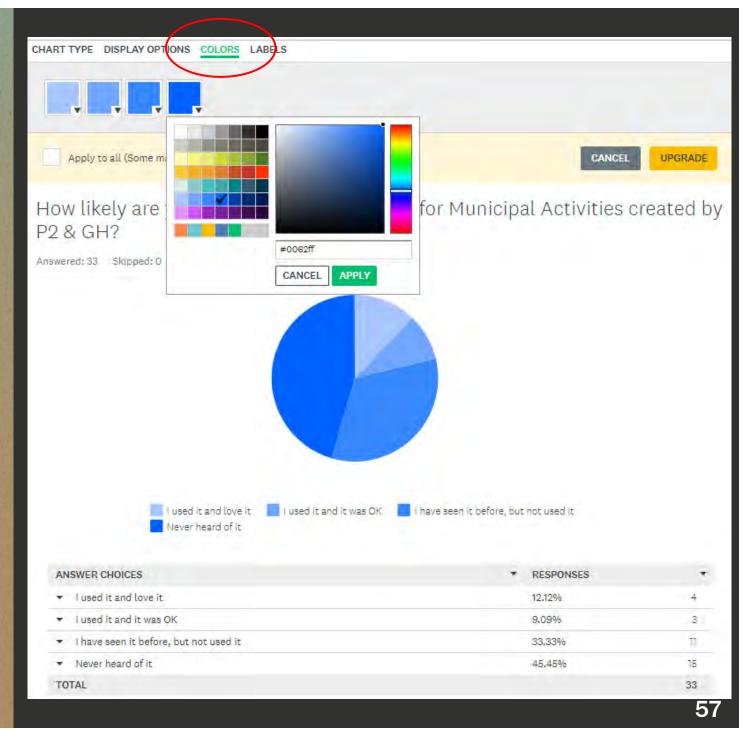
Question Summaries: Customize

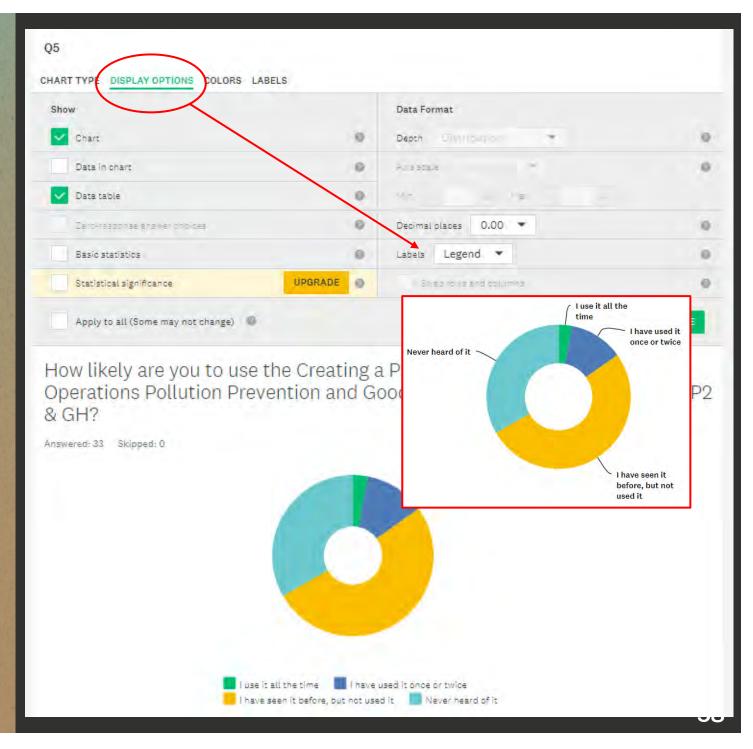


What training methods or media do you prefer? (select all that apply)



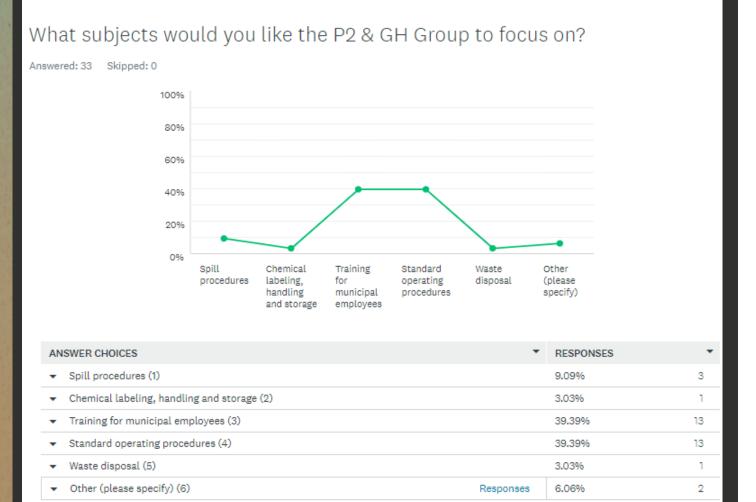
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✓ Chart		0	Depth Distr	ibution	•	
Data in chart		0	Axis scale Pe	ercentage	•	
✓ Data table		0	Min – O	+ Max	- 100 +	
Zero-response answer choice	5	0	Decimal places	0.00 🔻		
Basic statistics		0	Labels Labe	ls 🔻		
Statistical significance	UPGRA	ADE Ø	Swap rows	and columns		
Apply to all (Some may not of What subjects wou Answered: 33 Skipped: 0		e P2 & G	H Group	to focu	s on?	
What subjects wou	uld you like the	e P2 & G	H Group	to focu	_	CEL SA
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04

Question Summaries: Customize



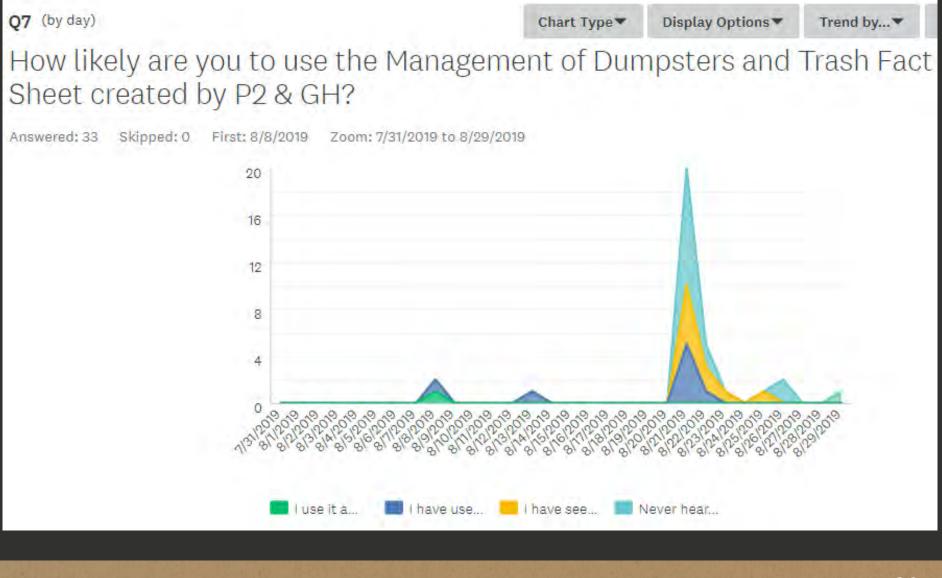
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Customize

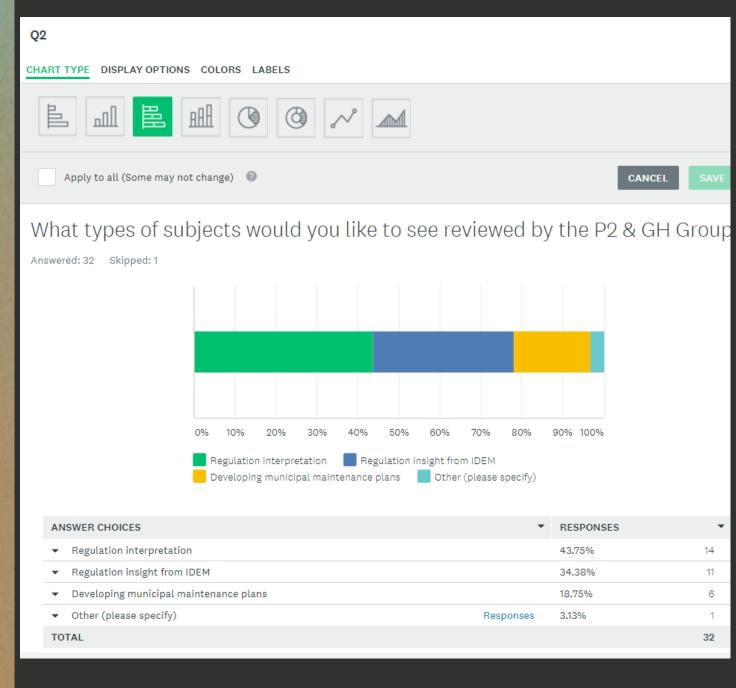
Save as -

59

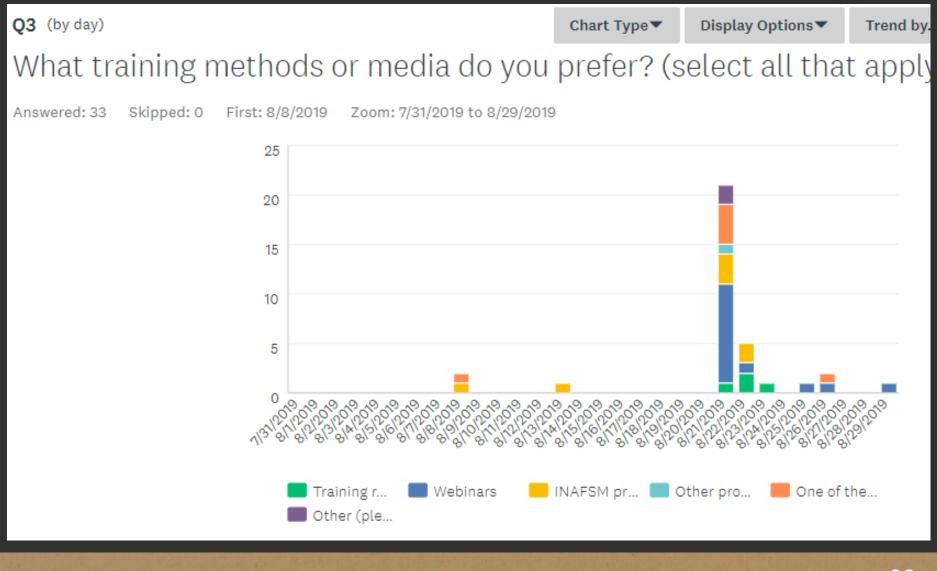
Present Results - Insight & Data Trends

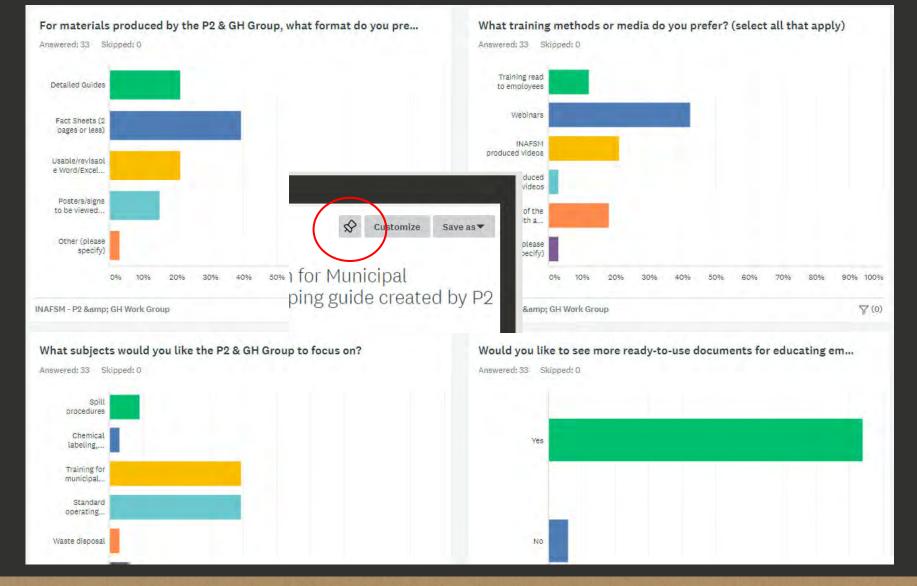


Insight & Data Trends



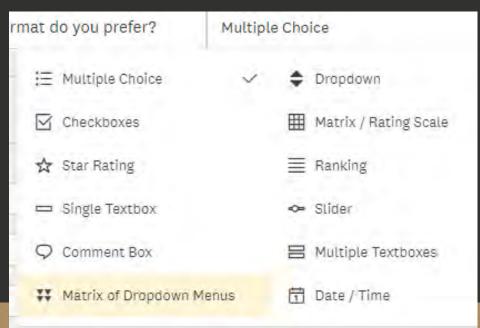
61





Online Survey: Lessons Learned

- Selected the wrong type of question style for Select All that Apply
- Not allowed to change the format of the question after it has been answered – wanted to change to Check Boxes for Select All.
- Can't change since responses were received – keep data integrity intact.



Did I meet my Goals?

- What types subjects should Group review?
 - Regulation interpretation & insight
- How do they want materials presented (format)?
 - Easy to use & short
 - Training via webinars
- What subjects do members need information on?
 - Employee training materials
 - Standard operating procedures

Did I meet my Goals?

Are members using current materials available?

- Most don't know about the materials (78%)
- Provide more emails/media updates
- Focus on short and usable
- Ideas for Group to focus on in the future
 - Maintenance for separate storm conveyances
 - Sample content for MS4 websites
 - Effects on industry
 - Inspections

Conclusions:

- Still only received a small % of participants
- Still cheaper and easier than mailing surveys
- Quicker and easier data analysis
- Provided insight on where the Group should focus
- Provided ideas for future document development

Questions? Discussion? Ideas to share?

INAFSM - Stormwater Subcommittee MCM 6 – Pollution Prevention & Good Housekeeping Group

Toni Cecil, Muncie Sanitary District Jason Donati, Muncie Sanitary District Amy Harvell, P2 & GH Group Chair, Wessler Engineering Jason Kauffman, City of Goshen Reggie Korthals, Butler, Fairman & Seufert Kriste Lindberg, City of Bloomington Utilities Department Brian Powers, Clark Dietz Mike Weaver, City of Greenwood