



## Guidance for collecting feedback from people attending Get Online Week events

We're really keen to understand people's experiences of attending Get Online Week events, and the difference made by any digital support received during these events.

We'd like your help in collecting feedback from the people attending your Get Online Week event(s), to help us better understand who has attended, what support they've received and the difference it has made.

We have created a short survey to capture feedback from the people attending your Get Online Week event(s) in October 2024. The survey is available in two formats: 1) a paper survey that can be completed by hand, and 2) an online survey for those people happy to use the online platform. Here is a link to the online survey:



<https://goodthingsfoundation.tfaforms.net/236>

Below are some instructions for how best to do this, and to share the feedback with us.

### 1. Who should be invited to complete the survey:

Any adult (aged 16+) attending a Get Online Week event at your organisation (or organised by you) can be invited to complete the survey. It doesn't matter if they are new to your organisation or if they have received support from you before.

You could hand out copies of the paper survey to people at the end of an event, or you could share the QR code or weblink to the online survey, if people are comfortable giving feedback online. We have provided a short **information sheet** that you can show to people when you invite them to complete the survey, so they can understand what it's for and how their feedback will be used.

## 2. What the survey asks:

The survey asks basic demographic information (about year of birth, ethnicity and first part of postcode only). This helps us to understand which groups of people are being reached through Get Online Week events.

We then ask a few questions about the event they attended, including their motivation for attending, and about any specific digital inclusion support they have received during the event (eg if they have received any mobile data through the Databank, or have been supported to register on / use Learn My Way).

Finally, we ask for feedback on the event in terms of the difference it's made to their understanding of accessing support to do more online, and any impact of support on their lives.

## 3. Sharing the responses from the surveys:

All surveys completed using the online platform will come straight through to Good Things Foundation. If you are collecting feedback **using the paper surveys**, there are two ways you can share the data back with us at the end of Get Online Week:

1. **Scan or take photos** of each completed survey, and email the images to [research@goodthingsfoundation.org](mailto:research@goodthingsfoundation.org). As there are 2 sides to each paper survey, please make sure the images are shared with us in order, so that we know which pages are linked. **OR**
2. Enter the responses from each paper survey into the **online survey platform** (QR link below). This only takes a few minutes for each survey. Then you can destroy the paper surveys.

Once you have shared the feedback collected through the paper surveys with us, you are very welcome to retain the data and use it for your own reporting or other purposes.

### Online survey link:



<https://goodthingsfoundation.tfaforms.net/236>

#### **4. Questions or queries:**

If you have any questions about the feedback survey or how to share the data with us, please email the Research & Data Insights Team: [research@goodthingsfoundation.org](mailto:research@goodthingsfoundation.org)

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Thank you very much for your support with helping us to collect feedback from Get Online Week events.