

3 Month Follow up Survey Pilot – Final report. Frances McCann. 24.08.2017

Purpose of Survey – to consult with participants of AVP Level 1 workshops on their perception of personal change in respect of the learning goals of the Level 1 workshop.

Method – workshop participants are contacted by phone and invited to engage in a survey that is concerned with how they experience themselves to have changed in relation to some of the key aspects of knowledge and skills that were covered on the course they attended three months previously.

The survey was in two parts:

PART 1. 5 statements (relating to key aspects of knowledge and skills covered in a Level 1 workshop) for self-assessment, and 3 concerned with participants evaluation of the quality of the workshop.

PART 2. 4 questions asking participants to give feed back of their experience of the workshop in their own words.

The survey used for this participant consultation is a “stand alone” survey using a survey form developed by AVP Britain in 2013. (AVP Evaluation form 11/13). This particular survey questionnaire was deemed to have several advantages over the one currently used with participants at Level 1 Workshops:

- i. Survey respondents are asked to self evaluate their subjective experience of personal change between the present and an event that took place 3 months previously. This can be quite an abstract exercise. The design of this survey offers only 3 options in response to the survey statements. These are immediate and self explanatory; ie “a lot better”, a little better” and “no better than before”.
- ii. The advantage of a “stand alone” survey being used is that respondents are giving their own assessment of the impact of the Level 1 workshop on their own lived experience and life choices. There is no need for comparisons with previous self assessments. The self-assessment survey method does not on its own have the scientific rigor to provide any evidence of actual change in a workshop participant.
- iii. The current Level 1 workshop survey has eight statements for self evaluation, and these relate to the workshop “building blocks”. There are fewer statements (five) in the 2013 survey and so the workshop “building blocks” are not covered individually. The fifth statement however does refer directly to “handling conflict”, something that is omitted from the current Level 1 workshop survey. Learning to handle conflict better/without the use of, or experience of, violence is one of the core and explicit learning goals of AVP workshops. It is therefore important that this is explicitly engaged with in any approach to evaluating the effectiveness of AVP’s work with workshop participants.
- iv. The survey used reflects the work done by Chris Walker in his work to develop a Theory of Change that could be used to show how the structure and content of the workshop material and the delivery approach can be shown to have the potential to

effect behavioural change in workshop participants. This is important if AVP Britain hopes to have more than anecdotal stories of change in respect of the workshops as a credible resource.

Survey administration

1. Participants were informed of the follow-on survey at the end of the workshop they attended. This information was also included a small post workshop information card they were given. This card told them the survey was optional.
2. Three months later, and several days prior to the survey being administrated, each participant was sent a text informing them they would be contacted in the next few days and asked to take part in the follow-on survey. They were also told that they could opt out of the survey by texting a reply of “no thanks”.
3. The survey administrator phoned each participant at least 3 times to invite them to take part. If there was no response on the first or second phone attempt the administrator left a voice mail or text message saying they would call again. These phone calls always took place over a spread of two or three days.
4. The survey administrator explained to participants interested in taking part that the survey was for AVP quality control only, responses are anonymised and that no detail of an individual’s response would be shared with any person either within or outside of AVP Britain.
5. Participants were invited to complete the survey over the phone. In some cases an alternative arrangement was made of the survey being posted with a stamped addressed envelope to the participant.

Outcome

- a. 50 participants that had done the Level 1 workshop in the Northwest between November 2016 and April 2017 were contacted. 11 surveys have been completed.
- b. 39 participants did not complete the survey
 - i. A number of the participants contacted directly informed the administrator that they did not want to take part either by text or as their response to a call they answered.
 - ii. Some phones always had voice mail on, or were switched off every time the call was made. Some numbers were just unobtainable.
 - iii. Some participants appeared to have call screening methods in place – such as another person answering the phone for them and agreeing to take a message, but the phone was subsequently tuned off.
- c. When initial contact was made with some participants it was inconvenient for them to do the survey. A time was agreed when the administrator could call

them back. Some participants did complete the survey with this arrangement, some were unavailable.

- d. Four participants requested that the form be sent to them, two have been returned.
- e. A couple of workshop participants were not able to engage in the survey because English was not their first language and their understanding of English was not enough for them to engage with the survey.

Results

Before answering the questions respondents were asked to think back to the workshop they had attended three months previously

PART 1.

- Statement 1 - I understand myself and believe in myself...

<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>
5	5	1

- Statement 2 - I can trust other people and work with them...

<u>A lot more</u>	<u>A little more</u>	<u>No more than before</u>
4	4	3

- Statement 3 - I can communicate with other people, including listening to them and speaking up for myself...

<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>
5	5	1

- Statement 4 - I know the things that matter most to me...

<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>
6	3	2

- Statement 5 - I can handle conflict with other people and solve problems...

<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>
5	5	1

Respondents' assessment of the workshop they attended:

- Overall I found the workshop

<u>Excellent</u>	<u>Good</u>	<u>Not very good</u>	<u>Poor</u>
7	4		

- Its value for money was...

<u>Excellent</u>	<u>Good</u>	<u>Not very good</u>	<u>Poor</u>
5	4		

(some people felt they could not evaluate this)

- Would you recommend an AVP workshop to others?

<u>Yes</u>	<u>No</u>	<u>Not sure</u>
10		1

PART 2. All the respondents' verbal or written responses to the 4 questions are recorded below.

- Which parts of the workshop did you find especially helpful and why?
 - The "I" messages and communication skills.
 - The ideas about the root causes of people' anger.
 - The group really gelled.
 - The structure of the course, the way things were broken up.
 - Some of the role plays; they can be good fun too.
 - People sharing their experiences with each other.
 - Some of the group exercises.
 - The iceberg.
 - Getting others opinion on situations.
 - It wasn't like sitting in a classroom.
 - All helpful.
 - I found some of the one-to-one sharing activities very powerful and moving.

- Enjoyed role play.
 - Good to hear the life stories of other people and witness the impact of the AVP teaching on their approach to key relationships and situations.
 - Meeting other people.
 - Hearing people's stories and how they deal with their problems.
 - It was a good mix of activities and other elements. Good structure.
 - Role play, putting theory into practice. Puts you on the spot to try out the theory.
- Which parts of the workshop did you find less helpful, and why?
 - None
 - I enjoyed all of it.
 - There wasn't really anything I didn't find helpful.
 - It was all helpful.
 - Some of the theoretical bits, they were a bit complex to understand, I liked the experiential parts.
 - Some of the concepts get simplified in a course like this.
 - All pretty useful.
 - None
 - Each bloke had to write down his particular problem. We all had the same problem .. ex wives or ex partners turning against the man that had got them pregnant. When we had written it down we had to swap stories, there was no point to this.
 - Role play, I not convinced it works. It is different from the reality of a situation.
 - None
- Is there anything you would like to tell us about the facilitators?
 - Very good
 - Nice people.

- Excellent, really understanding and empathetic.
 - Despite being the only female on the course I felt ok.
 - The facilitators helped to make an open and supportive group.
 - They were very good in managing the diverse group and managed to include everyone.
 - It was good having 3 facilitators.
 - They were easy to approach.
 - Really showed appreciation when I opened up.
 - Alright
 - I thought the facilitators were excellent.
 - Each brought their own particular strengths to the workshop, complementing one another very well.
 - No problem with the facilitators.
- Is there anything you would like to tell us about the practical arrangements before and during the workshop?
 - A good weekend workshop.
 - We were crowded in a very small room
 - There was only 1 toilet for so many people
 - The kitchen was a bit small.
 - It was a bit claustrophobic. Need a bigger venue for doing such intense work in a group that size.
 - The room was a bit small for the size of the group, but everyone coped with it ok.
 - All pretty helpful.
 - It ended up costing me £200 because I had to pay for the workshop and also travel and also lost wages.
 - All ok.
 - Only thing was the room was too small.

- Further/Other comments
 - I've never enjoyed stuff like this before. I have gone on to do Level 2, it was excellent.
 - I can work more gently to solve problems, I am more calm.
 - I feel I know who I am.
 - I have made a really positive decision since the workshop, I have changed my job.
 - These workshops would really help teenagers.
 - At first I thought we would have nothing in common, but then I found we had lots in common.
 - I didn't want to go, but I found I really benefitted.
 - It being over a weekend suited me.
 - I did not want to be there, I did not need to be there. Though I realise I am not the only bloke suffering from the frame of mind that my wife got into after having children that she wanted - post natal depression.

Survey Administrator's Observations re survey outcomes:

- Of those workshop participants that completed the survey most reported being "a lot better" or "a little better" in the areas considered in the statements.
- 10 of the 11 respondents reported an improvement in the way they managed conflict with other people and solved problems. This is an important outcome since one of the main goals of AVP is to support people to manage interpersonal conflict without resorting to or experiencing violence
- Unfortunately the actual response rate for the survey was only 22%, this means that the outcomes cannot be used to give any indication as to how the other 39 participants might evaluate any change in them self 3 months on from participating in a Level 1 workshop.
- Survey respondents did give a range of self evaluations in response to the survey statements. This seems to indicate that it wasn't just those who felt very positive or very negative about their workshop experience that engaged in the survey; so the pattern of responses to the survey questions might be a snapshot of an overall pattern of Level 1 workshop participants self evaluation 3 months on from doing a workshop.

Survey administrator's comments and suggestions re the survey method and response rate:

- Telephone surveys are notorious for their low response rate. Unless one has a captive audience it is extremely difficult to make contact with people who have busy lives. Also the potential respondent is put on the spot by the call and may not feel in a position to take part, they may be in company, in work or otherwise occupied. People are often and appropriately cautious about giving any personal information to a stranger over the phone.
- A more effective way of getting feedback from workshop participants after they have attended a workshop might be to ask for an email address and permission to contact them with the follow-on survey, using the Survey Monkey package. This survey could either be stand alone survey or a final part of the survey they completed before and after the workshop they attended.
- The use of the semi-structured interview method, in addition to the current survey approach, would greatly improve AVP Britain's resources in being able to report on the effectiveness of the AVP workshop model, and further provide useful feedback for those who design, develop and deliver the workshops. This would involve designing an interview schedule; this could be informed by the current surveys in use and the qualitative feedback already given by participants. Then a small number of people could be recruited from workshop participants. These participants would either be interviewed once - in a workshop follow-on interview, or interviewed twice - once before the workshop and then in a follow-on interview.

Form used for the “3 month follow on” survey

Please help us...

By filling out this form you help us to improve our work – please ask if anything is not clear.

Where was your workshop held?	On what date?		
After this workshop, I understand myself and believe in myself... [please circle]			
<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>	
...and I can trust other people and work with them...			
<u>A lot more</u>	<u>A little more</u>	<u>No more than before</u>	
...and I can communicate with other people, including listening to them and speaking up for myself...			
<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>	
...and I know the things that matter most to me...			
<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>	
...and I can handle conflict with other people and solve problems...			
<u>A lot better</u>	<u>A little better</u>	<u>No better than before</u>	
Overall, I found the workshop...			
<u>Excellent</u>	<u>Good</u>	<u>Not very good</u>	<u>Poor</u>
...and its value for money was...			
<u>Excellent</u>	<u>Good</u>	<u>Not very good</u>	<u>Poor</u>
Would you recommend an AVP workshop to others?			
<u>Yes</u>	<u>No</u>	<u>Not sure</u>	
PLEASE TURN OVER...			

Which parts of the workshop did you find especially helpful and why?

Which parts of the workshop did you find less helpful, and why?

Is there anything you would like to tell us about the facilitators?

Is there anything you would like to tell us about the practical arrangements before and during the workshop?

We might like to use comments you make on this form in our publicity and fundraising work. We would never use your name. Please put a cross in the box if you **do not** want us to use your comments in any way.

Finally, if there is anything you would prefer not to write on this form, but believe is important for us to know, please contact the AVP National Office.

Thank you!