

School-Based Health Center iPad Satisfaction Survey: 2016-2017 User's Guide

v1.2

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Connecting to the Internet

First, make sure that the iPad has wi-fi turned on and has a good signal. To check this, look at the upper left-hand corner of the screen for the little wi-fi icon. Try to find a location that gives the iPad 2 to 3 bars of wireless signal strength. This is not only important to download the initial survey, but also to sync the survey entries with the State's database.

If you don't see the wi-fi icon, check to see if it is turned on by going into settings by tapping the "Settings" icon:



Select "Wi-Fi" near the top, and make sure wi-fi toggle is in the "On" position:



Note: If "Airplane Mode" is turned on, your wi-fi will not work even if you've told it otherwise.

Installing Version 15 of FileMaker Go from the Apple App Store

Each SBHC must go to the App Store on their iPad and install the newest version of FileMaker Go before they can begin administering the survey. If you do not install version 15 of the application, you will not be able to sync your completed surveys to the State Program Office database.

Do not proceed any further until you've installed Version 15 of FileMaker Go.

Installing iZip from the Apple App Store

Each SBHC must go to the App Store on their iPad and install iZip (or some other application that will allow you to unzip files) in order to open the Satisfaction Survey file.

Downloading the 2016-17 Satisfaction Survey File

In order to download this year's copy of the Satisfaction Survey file, you will need to access the SPO website where the file is posted.

1. Once the iPad is connected to wi-fi, open the Safari internet browser by tapping the icon:



2. Go to the SPO website: www.healthoregon.org/sbhc
3. Click on "SBHC Data Requirements" in the menu on the left side of the web page. Scroll down until you find the section about the Student Satisfaction Survey and click on the file named: **2016-17 iPad Student Satisfaction Survey** (screenshot of our website is below)

Student Satisfaction Survey

All SBHCs are required to administer the annual Student Satisfaction Survey to a sample of SBHC clients who are between the ages of 12 and 19. SBHCs are provided the SPO-required Client Satisfaction Survey forms and instructions for their completion. SBHCs must submit completed student satisfaction survey data no later than June 30th of each year.

Parental notification of SBHC Client Satisfaction Survey

Students between the ages of 12 and 19 who visit the SBHC may be asked to complete an anonymous survey after their visit. The survey asks about the student's satisfaction and experience at the SBHC, as well as some general questions about their physical and mental health status. Students can refuse to take the survey and this will not affect their ability to get care at the SBHC. A copy of the survey is available below. If you have questions about the survey, please contact the SBHC State Program Office at sbhc.program@state.or.us.

 [Student Satisfaction Survey](#)

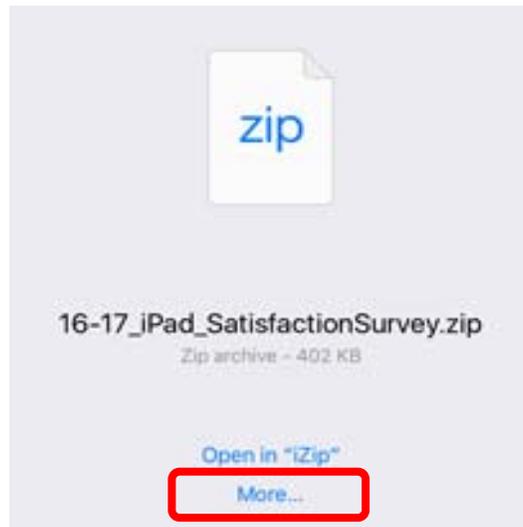
 [Administration of SBHC Satisfaction Survey Instructions](#)

 [2016-17 iPad Student Satisfaction Survey](#)

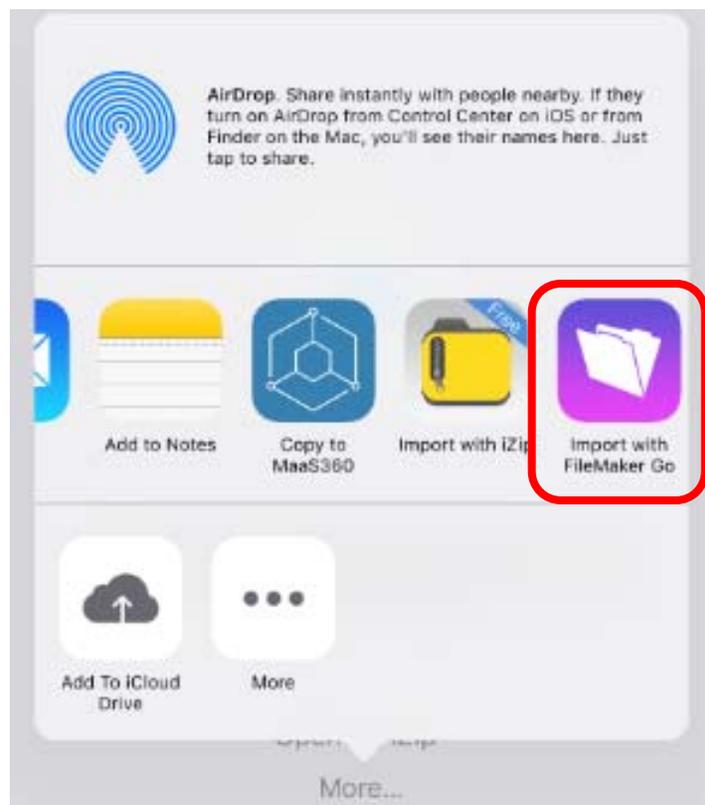


After clicking on the zipped survey file, the iPad will ask how you'd like to open the file, the below screenshot is what you should see.

- 4. Click on "More..."



- 5. There will be different ways to open the file, look for the option that says "Import with FileMaker Go". The below screenshot is what you should see on your iPad:



Accessing the Satisfaction Survey

Once you have the file, you can access the survey by tapping the FileMaker Go icon:



FileMaker Go will launch and show you all the FileMaker Go files on your iPad. Your Satisfaction Survey file will be listed. There may also be a few other sample files that come along with the application. Feel free to delete these sample files to clean up the list.

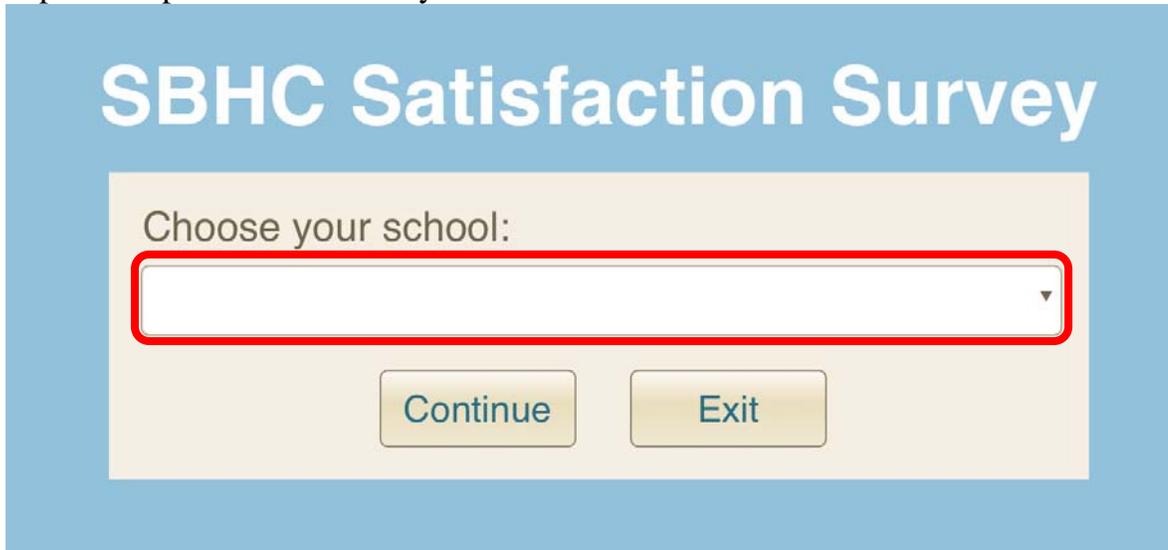
Tap your survey under “Files on Device” to open it and you're ready to go!



Initial Setup for the Satisfaction Survey

Upon opening the Satisfaction Survey file for the first time, you will be directed to a screen asking you to choose your school. You will only have to enter this once for the file.

Tap the drop down and select your school:



SBHC Satisfaction Survey

Choose your school:

Continue Exit

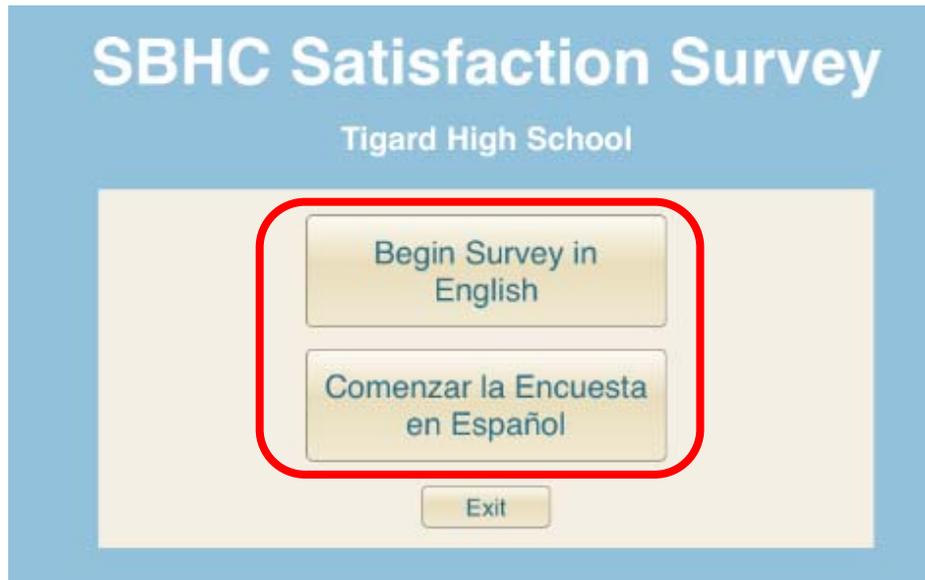
Once you have selected your school, tap “Continue” and you will be directed to the main SBHC Satisfaction Survey screen.

Note: If the school was set incorrectly, and no surveys have been administered, simply delete the file and download a new one.

Note: If the school was set incorrectly and surveys *have* been administered, please contact the State Program Office so we can make the appropriate corrections.

Instructions for Administering Satisfaction Survey

1. **ONLY** students **ages 12 - 19** are allowed to fill out a survey. **DO NOT** give the survey to parents/guardians or to patients who are outside of the age range.
2. Right after a visit with a provider/nurse/mental health counselor, hand the student the iPad and ask them if they'd like to complete the survey. Let the student press the Begin Survey button in either English or Spanish.



3. After pressing the Begin Survey button, this screen will open:



4. If the student wants to participate, then have them press the Yes button.
**Please go to this screen and press the No button for students who refuse to participate in the survey. Counts on the numbers of refusals are important when analyzing the data.
5. After the Yes button is pressed, it will launch into the survey.
Note: Once a student completes the survey they should not do it again.

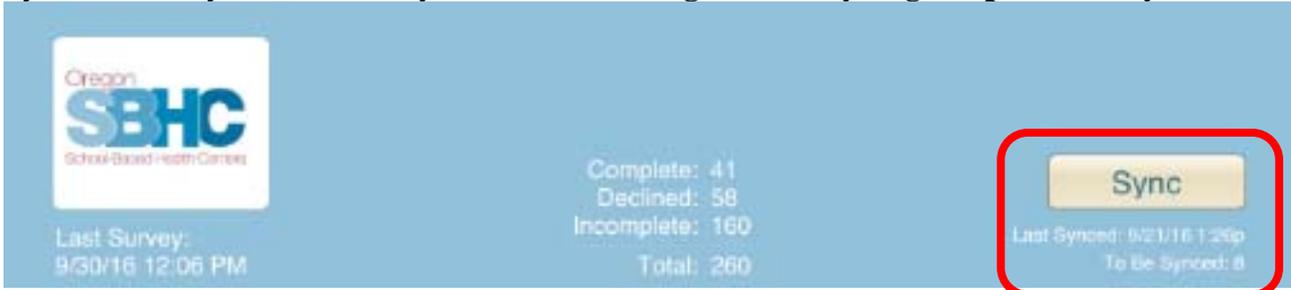
Sync the Completed Satisfaction Surveys

You must sync your surveys in order to submit the data to the State Program Office.

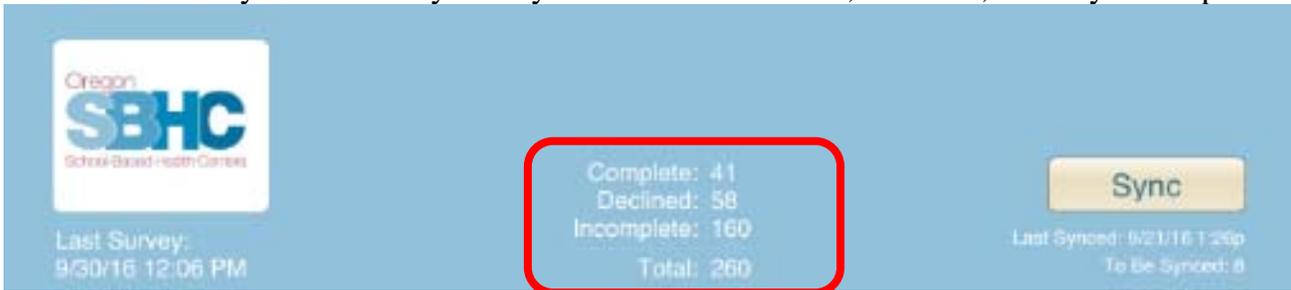
We recommend you sync the surveys at least once a month or more often if you'd like. While the surveys are stored on the iPad, it's a good idea to adopt a routine of syncing them so they are submitted to a database that is housed at the State Program Office.

Please note: SBHCs are required to do a midyear check-in with the surveys and you must perform a sync between January 1 and January 15, 2016.

On the Main Screen of the Survey, there is a button at the bottom right that you will need to press to Sync the surveys. **Make sure you have a wi-fi signal when you go to press the Sync button.**



This is a summary of how many surveys have been filled-out, declined, and any incompletes.



Your SBHC can complete more than your required number of surveys. Only SBHCs that complete at least 10 surveys will get a summarized report for their center. The State Program Office will be monitoring your progress, so please continue to administer the survey until you hear from them.

Do not wait until the end of the school year to complete your surveys.