# Data Collection Toolkit

# **Arts and Wellbeing Indicators Project**











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# Introduction to the Arts and Wellbeing Indicators Project

The State of Florida Division of Cultural Affairs has partnered with the University of Florida Center for Arts in Medicine on a three-phase project to develop a set of indicators for associating the arts with wellbeing at the community level. The Arts and Wellbeing Indicators project supports the Division's strategic goal of promoting healthy, vibrant, and thriving communities in Florida.

The mission of the State of Florida Division of Cultural Affairs (DCA), as stated in its strategic plan for 2015-2020, is to "Advance, support, and promote arts and culture to strengthen the economy and quality of life for all Floridians." Further, the plan asserts a goal to "promote healthy, vibrant, thriving communities". The Arts and Wellbeing Indicators project is a step toward strengthening that mission, and a step toward documenting that Florida's investments in the arts have positive health impacts on Florida's communities. This work aligns with the DCA's commitment to advancing arts and culture in the State of Florida and makes it possible to provide important data to arts advocates and arts organizations in keeping with its strategic goal to "collect, distill, and disseminate current information that advances arts and culture in Florida."

The Arts and Wellbeing Indicators model is a tool for assessing the associations between arts participation and wellbeing in communities. It is important to note that association is distinct from correlation or causation, and that the Indicators model does not identify a direct cause and effect relationship between arts participation and wellbeing. However, the project has found that the 13 indicators and the survey tool are effective in assessing associations between the arts and wellbeing. The model includes the primary domains of wellness, arts, and community. Wellness encompasses health and quality of life; the arts domain encompasses participation, access, value, infrastructure, and investment; and the domain of community encompasses civic involvement, satisfaction with leadership, openness, safety, social capital, and satisfaction with community.

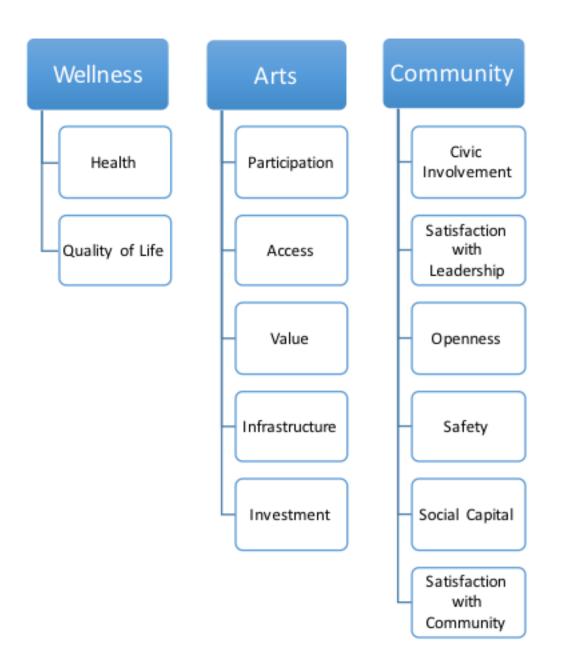
A single 24-question survey, which takes an average of ten minutes to complete, was developed to assess each of the model's variables. Over the project's second and third phases, the survey was tested in nine Florida counties. An array of surveying methods, including paper and pencil, telephone, and electronic methods were tested and also assessed for cost-effectiveness. The project also tested the reliability of survey outcomes and the feasibility of the instrument for assessing these outcomes. Additionally, overall findings confirmed positive associations between arts participation and wellbeing at the community and state levels.

This toolkit is designed to guide the use and administration of the Arts and Wellbeing Indicators survey. An additional toolkit is available to guide data analysis. This toolkit will provide guidance for developing a core team and partners, determining the right sample size for the community, budgeting for the project, setting up and administering the survey, and managing the survey data. Guidance is also provided for using various survey platforms and for using social media to distribute the survey.



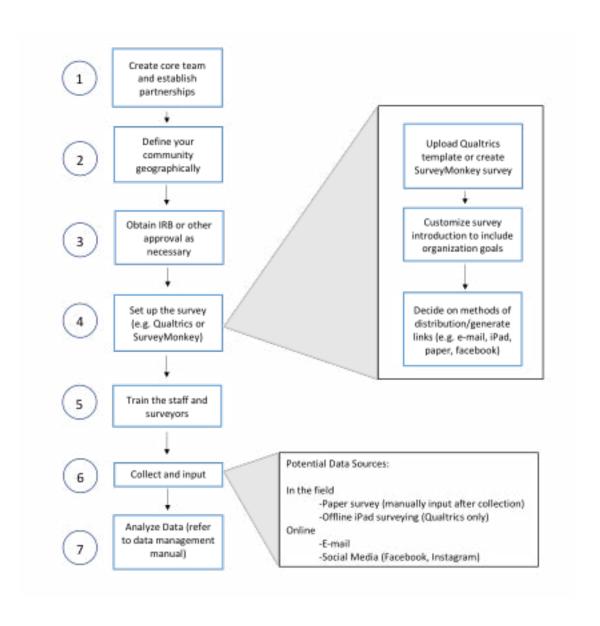


# The Arts and Wellbeing Indicators Model



#### The Toolkit: Introduction and Process Overview

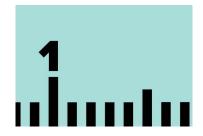
The Arts and Wellbeing Indicator Toolkit is a resource designed to guide an organization in the use of the Arts and Wellbeing Indicator survey. The diagram overviews the general process of using implementing the survey





# **Preparation for Implementing the Survey**

#### **Creating a Core Team**



The Arts and Wellbeing Indicators survey was developed and tested by a research team at the University of Florida. The team was comprised of researchers from the arts, public health and epidemiology, along with a team of interdisciplinary research assistants. Although research or evaluation experience is helpful, a team with research experience is not necessary for using the Arts and Wellbeing Indicators and achieving high-level results. This toolkit was created for use by organizations and individuals with varying degrees of research and evaluation experience.

In general, the primary functions or roles required for utilizing the Arts and Wellbeing Indicators are:

- Overall project guidance –typically carried out by a principal investigator or a project director/manager/coordinator
- Surveying in the field typically carried out by research assistants, program staff or volunteers, with oversight by the principal investigator or project director
- Data management typically carried out by a coordinator
- Data analysis carried out by a statistician, ideally

In some cases, surveying may be accomplished entirely by electronic means, eliminating the need for staff or volunteers to survey in the field. The team should determine the best methods for achieving participation in the survey that ensures the broadest level of demographic participation possible.

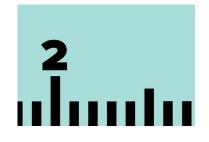
#### **Partners**

Most communities have organizations interested in public health and well-being, who might be interested in contributing to your surveying project. It is important that organizations carrying out the surveying and analysis consider such partnerships, especially in their efforts to collect unbiased and representative data. Fostering partnerships with different and diverse organizations will bolster the quality of a data set by ensuring a more representative demographic sample. It is recommended that, once the toolkit and all its materials are understood, your organization look for these potential partnerships. Specifically, partnerships within and outside of the arts are critical to achieving a diverse and representative sample.





#### **Defining your Community and Sample Size**



This toolkit and statistical model have been tested at the county, region and state levels. The model can be used at any community scale, up to the state level.

The model requires a certain sample size relative to the respective county population size. In the testing phases, rural communities proved to be more challenging to engage, and it was determined that local partnership is key to success in smaller communities.

Geographical boundaries should be established as a starting point. Since the survey uses zip codes to determine a participant's residence, it is recommended that geographic boundaries align with zip codes. These boundaries may be defined by the scope of the organization or the population that is serves.

After you establish your target geographic location, you can calculate your sample size and determine your demographic targets. There are many ways to calculate sample size. Refer to a statistician if you have one on your team. Otherwise, refer to this sample size calculator, keeping the default 95% confidence interval and 5% margin of error.

https://www.surveymonkey.com/mp/sample-size-calculator/

Be sure to set clear targets for participation that align with the demographics of the geographic region. For example, if your target geographic region has a population of 45% Caucasian, 25% African American and 30% Latinx community members, you should seek and track this same balance among survey participants. You may need to adjust your surveying methods as you collect data in order to achieve a representative population.

#### Costs

Costs for utilizing the Arts and Wellbeing Indicators will vary and can be guided by the availability of resources, including human and fiscal resources. As previously noted, an array of methods for survey administration have been tested. General cost effectiveness of each of the methods has been determined, as follows.

Electronic surveying methods, including making iPads available for surveying at monitored public locations, and e-mail survey distribution, were found to be most cost effective. Distribution of the survey via social media may be effective, but can be costly depending on the size and diversity of the organization's local social media network. Boosting and geographically targeting ads can be costly.





Testing in counties ranging from rural to urban suggested that surveying in the field by volunteers using iPads was the most successful in regard to participation and was also the most cost-effective method. In one urban community, surveys were administered in the field by paid research assistants and volunteers using iPads and paper and pencil surveys (providing participant choice). A total of 382 surveys were collected at a total cost of \$3,740. This cost represents 198 hours of surveying and project management time. In a suburban community, 264 surveys were collected in the field using the same methods for a cost of \$2,814 over 64 effort hours, and an additional 100 surveys were completed using a random-digit telephone survey service for a cost of \$5,000 over a four-week period of time. The cost for phone surveying will drop incrementally per 100 surveys after the first 100. While telephone surveying is the most expensive method, it was found to be the most effective method for garnering a true representative demographic sample. Paper and pencil surveys were found to be the most effective means for data collection in rural counties. E-mail surveying was shown to be effective in urban, suburban and rural communities, especially when the organization administering the survey had or was linked to large social media networks. In one testing community, 80 surveys were collected over a 20-day span for a total cost of \$180.

The most significant cost involved in the surveying process may be the time needed to clean (prepare for analysis), and analyze the data. With an average sample of 350-400, approximately 35-60 hours may be needed for data cleaning, analysis and reporting.

It is advised that a budget of \$3,000 - \$10,000 be allocated for utilization of the Arts and Wellbeing Indicators, including data collection and analysis. A smaller budget can be very effective and would rely on partnership between two or more organizations and on volunteers to administer surveys and prepare the data for analysis. This budget would also support the time needed for a statistician to conduct the analysis. A \$10,000 budget would allow for costlier forms of data collection, such as telephone surveying and paid social media advertising, as well as involvement of paid research assistants and other staff.





#### **Data Management and Survey Platforms**

The Arts and Wellbeing Indicators survey can be effectively administered using Qualtrics or Survey-Monkey. Qualtrics is considerably more expensive (\$3,000-\$5,000), but if you are affiliated with a larger organization, you may already have access. SurveyMonkey costs about \$35 per month, depending on your subscription package. Qualtrics was used exclusively in the testing and in the develop this toolkit. However, instructions for both Qualtrics and SurveyMonkey setup are provided in this manual. Both of these systems will securely manage the survey data and provide some analysis and reporting features.

Surveying Platform	Pros	Cons
Qualtrics	Offline iPad mode, highly customizable interface, user friendly	High cost (if your organization doesn't have an account)
SurveyMonkey	Low cost, very user friendly	No offline iPad mode, less customizable

# Ethics and Institutional Review Board (IRB) Review



The Arts and Wellbeing Indicators survey does not include the collection of information that could identify survey participants. However, in some cases, especially when academic institutions or health providers are involved, ethical or Institutional Review Board (IRB) approval may be needed for data collection and analysis. Often, projects that involve surveys in a community require these approvals. This guarantees that evaluation or research is being done in a safe and ethical manner. This oversight can help to ensure the privacy and safety of survey respondents and the protection of collected data.

It is important to explore the potential need for research review or approval within a given community, organization, or institution. Every academic and healthcare institution is connected to an IRB. Additionally, health departments and school boards may have their own IRB or other research oversight entities. When this type of oversight is not necessary, the following general ethical guidelines should be applied to data collection, management and sharing.





# **Surveying**

#### **Setting Up the Survey**



The survey has two main formats: paper and electronic. Electronic surveys may be administered via e-mail or using iPads in location-based data collection. Electronic surveys minimize the potential for participant data entry errors. A word document version of the survey titled "Paper\_Printable\_Survey" is available by contacting the Center for Arts in Medicine at cam@arts.ufl.edu.



If you are using the paper and pencil survey format, you will need to use Qualtrics or SurveyMonkey for managing your data. In this case, you would manually input paper and pencil survey responses into the electronic survey format. If you are using both paper and electronic formats for data collection, you should set up separate Qualtrics or SurveyMonkey interfaces. This will allow you to distinguish results across data collection formats and also to create a record number for paper surveys.

Use of both Qualtrics and SurveyMonkey surveying/data management platforms are outlined below.

#### Qualtrics

Qualtrics is an online surveying platform, and has been found to be highly effective for administration of the Arts and Wellbeing Indicators survey. If you are using Qualtrics for surveying, you may request Qualtrics survey templates from the UF Center for Arts in Medicine.

To request templates, please e-mail cam@arts.ufl.edu.



# **Setting up the survey in Qualtrics**

You can obtain the "Electronic\_Survey\_Template.qsf" and "Paper\_Survey\_Template.qsf" files by contacting the Center for Arts in Medicine as indicated above. After obtaining and downloading the files to your computer, follow the "creating from a file" section in the following link to add both files to your Qualtrics account:

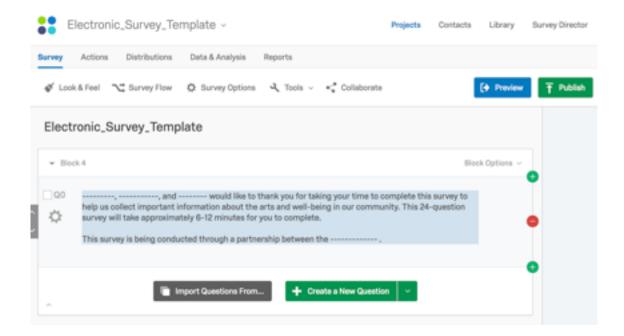
https://www.qualtrics.com/support/survey-platform/my-projects/creating-a-project/#CreatingFromAFile



Your dashboard should look something like this after you've uploaded:



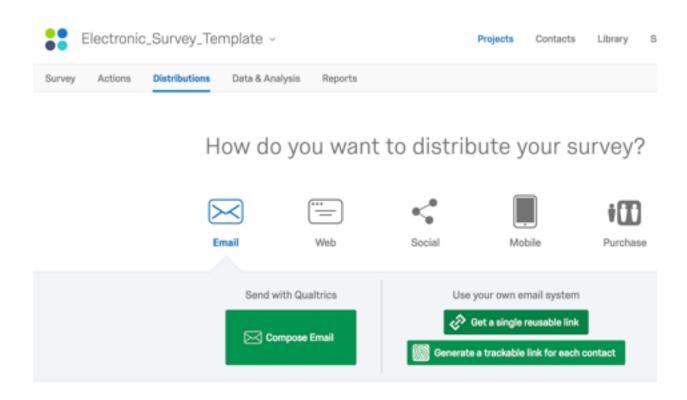
In the first block of the electronic survey, insert a paragraph or two about your organization and any governing bodies that have approved surveying in your area. Also, include contact information for the person responsible for the survey in your organization. Make sure to insert this language in the printable word document version of the survey as well. This is the first thing the respondents will see. The block you should edit is in the screenshot below:





#### **Distributing the survey using Qualtrics**

You won't need to make any other changes to the template other than the first screen. In the electronic version of the survey, click "Distributions" at the top of your screen, under the title of your survey. There are many options for distributing the survey. Browse through which functionalities you think will be the most efficient and useful. The Anonymous link will be sufficient if you have your own email list you want to use. The Distribution Summary will help you keep track of when and by what method surveys are collected.



The paper version of the survey on Qualtrics will be used later on for inputting paper surveys:





#### Offline iPad Setup in Qualtrics

The Qualtrics iPad app allows you to survey in the field without an internet connection. After downloading the application to your device, link the offline iPad app to the electronic survey on Qualtrics. Follow the "Setting up the offline app" instructions at the following link:

https://www.qualtrics.com/support/survey-platform/distributions-module/mobile-distributions/offline-app/setting-up-the-offline-app/

#### SurveyMonkey

SurveyMonkey may be used in lieu of Qualtrics. It will require more setup time, since survey templates cannot be exported or imported. Please refer to the Qualtrics process overview to adapt SurveyMonkey to the data collection process.

#### Setting up the survey

After signing up for a SurveyMonkey account and paying for a subscription, you will need to create a version of the survey in SurveyMonkey for distribution. To do this, obtain the "Electronic\_Survey\_ (with coded values)" word document by contacting cam@arts.ufl.edu. Please make sure your Survey-Monkey survey reflects the questions exactly as they appear on the document. The survey's answers are coded with specific numbers, which need to match your newly created survey in SurveyMonkey. Please refer to SurveyMonkey support pages to learn how to best distribute the survey to participants.

#### Offline iPad Setup

SurveyMonkey does not have support for Offline iPad surveying.

# **Using Social Media for Surveying**

Social media is an increasingly effective means for surveying the public. Facebook ads can be used, as can Instagram and other social media formats. Facebook ads have been tested and found to have potential, particularly when compelling images and captions are paired with the survey link. The 'anonymous link' feature of Qualtrics may be used to embed the link in a Facebook post. Please note that if you are administering the survey under IRB or other ethical approval, you may need to include specific language in the post. Choosing a picture that draws people in is important. If you don't have your own pictures to use, Facebook has some good stock photos.





In addition, Facebook ads that hone in on geographic areas within a 25-mile radius may be more successful than those that incorporate larger regions. And, it can be helpful to note that most people tend to complete surveys through social media later at night. Review these Facebook ad policies to make sure your ad follows their policies:

https://www.facebook.com/policies/ads/



#### **Training the Staff and Surveyors**

All of the individuals involved in the project should be trained in regard to the surveying and data management processes. The following sections will provide a framework for that training.

#### **Comfort and Privacy of Participants**

Consent, comfort, and privacy of the people being surveyed should be considered as a priority. Participation in the survey should be entirely voluntary, and participants should be provided with details of the data collection project and their involvement prior to providing consent. Whether the survey is being administered under IRB approval, or not, survey participants should indicate their informed consent. Typically, this can be accomplished through a statement provided on an introductory screen or page of the survey that specifies that by starting the survey, the participant is granting their informed consent to participate in the survey. No personal identifiers should be collected or tied to individual survey response. Survey applications such as Qualtrics will provide an option to anonymize responses by not collecting IP addresses.

Additionally, participant confidentiality should be protected in the following ways:

- Paper-based records should be kept in a secure location only accessible to the team administering the survey
- Computer-based files should only be made available to personnel involved in the project through the use of access privileges, passwords, and encryption
- Identifiers should not be collected or should be removed from all records
   Certain populations may react differently to being approached about the survey. It is
   important and necessary to be respectful of varying degrees of interest in participating,
   and never to coerce participation.



Refer to a surveying ethics guideline by the American Association for Public Opinion Research (AAPOR) for more information at the following link:

https://www.aapor.org/Standards-Ethics/Best-Practices.aspx

#### The Approach

Keep in mind that participants must be at least 18 years old to participate. The first question on the survey is a screening question for age. It asks for an age range and will skip to the end if someone is under 18 years old.

Here are a few tips to help you engage the potential participant in the study successfully.

- Be friendly and personable
- Be respectful when approaching participants either on the streets/art fairs/museums/ other public spaces.
- Introduce yourself as a staff/volunteer of your organization and ask if they have a few minutes to spare. Tell them briefly about the study and what it involves and how long on average (10 minutes) it takes to complete. Emphasize that their answers will remain confidential.
- Do not coerce people into completing the survey and be respectful if they deny talking with you, refuse to participate or stop completing the survey mid-way.
- Wear professional interview attire. No clothes with advertisements or other endorsements.
- Try to find an interviewing location that is free of interruptions or distractions. This will allow the participant the best opportunity to complete the survey.
- If using paper/pen surveys, maintain privacy while interviewing and keep completed surveys in a secure place at all times. Do not allow anyone to see the completed surveys and forms. Do not share any information that was provided during conversation with the participant.

Though the data collection plan involves handing over the tablet to the participant to complete the survey, sometimes participants may ask the surveyor to read out the questions either from the electronic tablet or paper version of the survey. The purpose of this section is to provide you with a few general specifications or guidelines to help you collect data in both of these scenarios.



Scenario 1 – Handing the iPad or tablet to the participant to complete the survey

Preparing to leave for the field: Make sure the battery of the tablet is charged 100%. Carry portable chargers if needed. Keep disinfecting wipes with you to clean the tablet between surveys – this is a basic public health practice in order to be respectful of the participants and their hygiene.

Prior to handing over the device: If you sense trepidation or discomfort, you may ask the participant if they prefer you to read out the questions for them. This could prevent participants from embarrassment if they cannot read, are unfamiliar with handing a portable tablet or if they have vision difficulties. If the participant choses to complete the survey by themselves, find a quiet spot for them and stay near the participant, while maintaining a respectable distance. Let them know that they are free to ask you about any questions that they do not understand.

After completion of the survey: Make sure the participant answered all of the questions. If any questions are left blank, ask if the participant would like to answer them. Thank the participant for their participation in the survey, and then wipe the tablet clean.

Scenario 2 – Reading out questions to participants

General interviewing guidelines may be applied in this scenario:

- o Ask the questions using the exact words printed in the questionnaire. This may seem obvious, but it is key to ensuring comparability of the data collected in a study.
- o Ask the questions in the exact order in which they appear in the questionnaire, or as instructed. Whenever you should not ask questions in sequence, a skip instruction will direct you to the appropriate next question.
- o *Ask every question specified in the questionnaire*. This is true even in cases where the respondent seems to have provided the answer in response to a previous question. The answer received in the context of one question may not be the same answer that will be received when the other question is asked. Upon reaching the subsequent question, the interviewer should indicate to the respondent that s/he recalls the respondent's previous comment by saying, "I remember that you've told me a bit about this earlier, but I will ask you this next question to be certain that I get the correct information." This phrasing allows the surveyor to read the question to the respondent without offending him/her, even though it may have been answered previously, and also to determine definitively whether the earlier statement was, in fact, the answer to this question.



- o *Use introductory or transition phrases as they appear in the questionnaire.* Because the survey covers a wide variety of topics, it is sometimes necessary to focus the respondent's attention on a new topic, as it occurs in the sequence of questions. Introductory or transitional statements are provided to do this. These statements often contain information for the respondent concerning the time period (lifetime, past 12 months, past 6 months and past 30 days) or circumstances to be considered when answering the subsequent question(s).
- o *Read the complete question*. The respondent may interrupt you and answer before hearing the complete question. When this happens, politely explain that you want to make sure that the respondent understands the full question that you are asking. Then, go back and repeat the complete question. Do not assume that a premature response applies to the question as written.
- o *Read the questions at a moderate pace*. As you become familiar with the survey, you may be tempted to read through the questions more quickly. However, you should remember that this is the first time the respondent has heard these questions. You must read the questions slowly enough to allow the respondent to understand everything you are asking.
- o Repeat questions that are misinterpreted or misunderstood by the respondent. If the respondent tells you that he/she does not understand a question, or if the answer makes no sense and indicates that the respondent did not understand, you should say, "Let me read the question again for you." Then repeat the question for him/her. This will usually be sufficient for helping the respondent to understand what information is expected.
- o Discourage discussion of the respondent's answers or problems. Some respondents may give you more information than asked for in the question. Respondents will sometimes view you as an interested person who would like to hear more about their concerns. In most cases, you can discourage this by responding with a neutral comment such as, "I see," and then immediately asking the next question.
- o *Do not suggest answers to the respondent*. As you progress through the survey, you may come across questions that you think you already know the answers to, based on prior information you have heard. This can lead to a tendency to start suggesting answers to the respondent. Your job as a surveyor is to ask the questions, make sure they are understood, and then record the responses. Do not assist the respondent in selecting responses.



Similarly, standard recording conventions should be used for inputting the participant's responses into the survey:

- o Use a black or blue pen
- o Legitimately skipped questions should be left blank
- o Corrections need to be made by the surveyor when a respondent changes his/her mind or when the surveyor has made an error. A slash should be made through the incorrect answer and the correct answer should be circled or written above the error.
- o When the respondent prefers not to answer a question, the interviewer should record REF (for refused) in the right margin next to the question.



# **Collecting and Inputting the Data**

Surveys may be administered using assisted or non-assisted methods.

Assisted Data Collection - Surveys may be administered by research assistants or volunteers in the field using paper and iPad formats. This form of survey-

ing is highly effective and can also serve as a form of community engagement and visibility for your organization. Research assistants or volunteers wearing t-shirts or nametags associating them with your organization can administer surveys in a range of public places. Parks, grocery stores, bus stations, festivals, and other public events and venues can be very effective for data collection.

It is important to choose a range of locations, including non-arts-related venues to ensure that your sample is not biased toward arts participation due to surveying location choices. If you survey at an arts festival, be sure to balance your sample with surveying at locations not related to the arts. Be sure also that the locations you chose will be likely to garner a representative sample of your total population. You may provide people with a choice of paper of iPad, or you may use either survey format. As has been noted, testing suggests that in urban and suburban communities, people preferred the iPad format.

A research assistant should walk around these public areas, politely offering the opportunity of surveying to passersby. A researcher's supplies should include an iPad, paper, pencil, and a folder for completed paper surveys. It may be useful to have a table, so that people can sit down and write. Keep it stocked up with paper versions of the surveys, with plenty of pencils to go around. Another important component is tracking approaches and reasons for decline. You can obtain the Center for Arts in Medicine surveyor's survey by contacting cam@arts.ufl.edu. It is recommended that all surveyors report on their interactions at the end of each surveying shift using this survey.



Unassisted Data Collection – Paper surveys or iPads set up to access the survey automatically may be placed in locations where people can be invited to complete the survey through signage or other direction. Testing demonstrated some success in this approach at locations such as museums, doctor's offices and community centers. Surveys may also be administered via e-mail and social media. These formats were shown in testing to be highly effective in most, but not all instances.

#### **Inputting Paper Surveys in Qualtrics**

As has been noted, paper surveys should be inputted to Qualtrics in order to be exported later for analysis. Once the paper versions are completed by participants, label them sequentially with "001, 002, etc.". If you are collecting paper surveys art multiple sites, assign each site with its own identifier. For example, site one would enter surveys as "1-001, 1-002, ..." and site two would enter surveys as "2-001, 2-002, ...".

Be sure that as you set up the Qualtrics interface for inputting paper surveys that you generate an anonymous link. Then, when you are inputting survey responses, as you click this link, you will be brought to a page that asks for a survey ID and your initials.

Paper Survey Field	
Paper Survey ID: Your Initials (first and last name):	
	Next Page

Enter that information and input the respondent's answers by clicking through the survey to the end.



#### Inputting Paper Surveys in SurveyMonkey

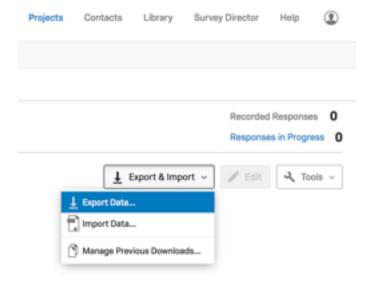
The following instructions are for manually inputting paper surveys into the SurveyMonkey Platform:

https://help.surveymonkey.com/articles/en\_US/kb/How-do-I-manually-input-responses-data-entry

If SurveyMonkey does not distinguish between electronically completed surveys and manually inputted data, create a duplicate copy of the survey that only contains manually inputted paper survey data.

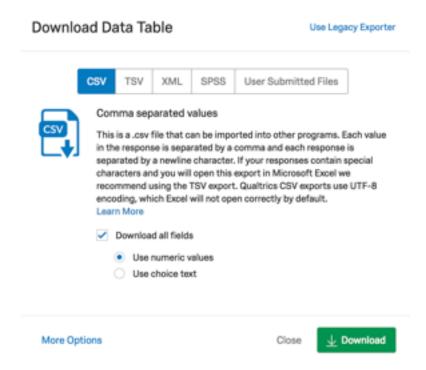
# **Preparation for Data Analysis**

Once electronic and paper surveys have been entered into a data management system, you can proceed to preparation for data analysis. Go to the "Data & Analysis" tab in Qualtrics and press the "Export Data" option for both the paper and electronic versions of the survey.



Export the electronic data as a .csv file and name it "electronic". Then, make sure that the "download all fields" and "use numeric values" options are marked. Do the same for the paper version of the survey, making sure to label it "paper".







# **Analyze**

Once the data has been exported as indicated above, you are ready to move on to the data analysis methods. Please refer to the Data Analysis Toolkit.

# **Files**

The following files are available by contacting: cam@arts.ufl.edu.



- Electronic\_Survey\_Template.qsf.
- Paper\_Survey\_Template.qsf
- Paper\_Printable\_Survey.docx
- Electronic\_Survey \_(with coded values).docx
- Surveyor's\_Survey.pdf

