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## #RightTrack Community Conversation Project Data Coordinator Guide

### Purpose

This guide is designed to assist Data Coordinators to collect, enter, submit and gain access to data from exit surveys completed by guests at the end of a community conversation. This guide needs to be read in conjunction with the #RightTrack Community Conversation Project Guide.

### Overview

One of the primary benefits for groups running a Conversation Project is the ability to generate evidence that attitudes are shifting in the community on the rights of people seeking asylum. The need to record community attitudes has arisen out of a common belief among federal MPs on all sides of politics, that community attitudes are the driver of asylum policy. So, in order for policy to change local MPs need to feel confident there is sufficient support in their communities.

Conversation Projects are a solution to building confidence in your local MP that change is happening as they generate evidence which confirms attitudes are shifting and can shift, as a result of people engaging in objective, open conversation.

Conversation Reports have great utility. Not only can they be used as a powerful advocacy tool to start and continue value based conversations with your local MP, they can be used by the MP to internally advocate for change within and outside of their own party or in the Parliament. They can also be used to engage with the media or key influencers in your community who can raise community awareness that asylum policy is a growing issue in the electorate.

It is our intention in the lead up to the next federal election to work with groups across Australia to generate state-wide evidence of attitudinal shift and build an environment where MPs feel more compelled to speak up internally and publicly on this issue.

The Higgins Conversation Project Trial was a powerful demonstration of a community's use of data to bring awareness to their local MP on asylum issues in the lead up to the 2016 election. The following method of collecting, entering, submitting and accessing data is based on our experience in the Higgins electorate. You can read the Higgins Report here:

<http://bit.ly/HigginsProject>

### Using this guide

This guide is designed to provide Data Coordinators with instructions on how to enter, submit and access survey data from conversations conducted during their Project. It also provides advice on how you can collect and organise survey forms to ensure surveys are grouped together with their corresponding conversation.

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## Data Coordinator role

Data Coordinators do not require experience in using survey tools or data collection to confidently perform this role. While this is the ideal, this guide has been written to accommodate the needs of all Data Coordinators regardless of their previous experience.

## Introducing Survey Monkey

Survey Monkey is a popular online survey tool which allows you to enter, submit and access survey data. Survey Monkey has been chosen as the preferred tool as it is easy for Data Coordinators to enter and submit data and for our #RightTrack Data Contact to work with you to provide updates and reports at the end of your Project. Survey Monkey also features the ability to generate graphical reports similar to those seen in the Higgins Conversation Report.

## Using Survey Monkey

### Steps at a glance:



### Step 1: Survey Completion

The Data Coordinator plays an important role in ensuring exit surveys are completed. By working closely with the Facilitator Coordinator, the importance of ensuring exit surveys are completed at the end of each conversation can be reinforced with facilitators. This maximises the likelihood that all guests complete a survey at the time and avoids following up with hosts at a later date or losing data completely. The most impactful reports will be those with complete data sets which reflect the participation of your sample constituency.

### Tips:

- Attend facilitator training sessions to impress with facilitators the importance of ensuring exit surveys are completed, reminding they are anonymous and relatively quick to complete. Be there to answer any questions facilitators may have.
- Regularly check in with the Facilitator Coordinator to ensure facilitators are being reminded to complete surveys prior to participants leaving the conversation.

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## Step 2: Survey Collection

It is important that Data Coordinators work closely with Facilitator Coordinators to organise a system for collecting surveys following a conversation. During the Higgins trial we asked Facilitators to scan and post surveys directly to the Data Coordinator as it was the most effective collection method because of our distance from the electorate but there are many ways to do this depending on the size and reach of your Project.

It is important that part of your collection system includes a process for grouping surveys with their corresponding conversation. This will allow you to request data on individual conversations as well as general data updates across your Project. It will also allow you to establish a filing system so survey data from conversations can be readily available if you need it.

To help with this we are using a simple labelling system to assist Data Coordinators to group surveys with conversations. This system consists of a seven-digit **conversation identification (ID) code**, consisting of the date of the conversation followed by a letter. The purpose of the letter is to differentiate between conversations which occur on the same date.

### Example:

The Data Coordinator has received two conversations facilitated on the 2<sup>nd</sup> May 2017. They take the surveys from the first conversation and assign the ID Code 020517A to each survey and staple them together so they are grouped as the same conversation. This ID Code represents the group of surveys assigned on the 02/05/17, and the letter "A" denotes that this is the first group of surveys assigned on this date. This system is then repeated with surveys from the second conversation and the ID Code 020517B assigned.

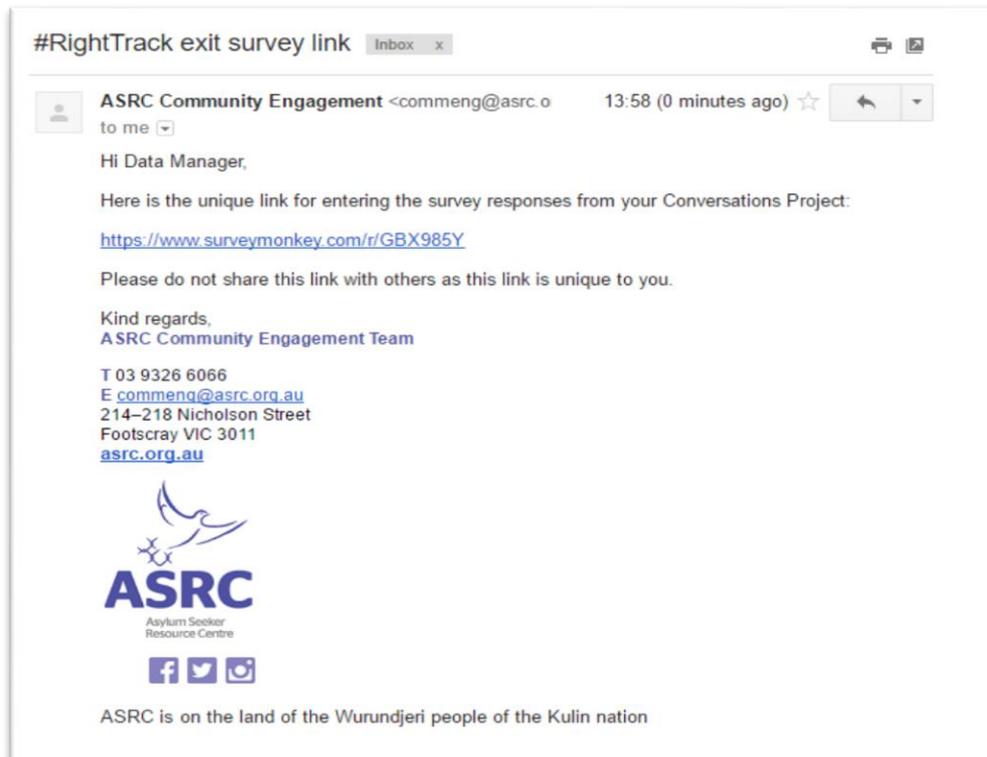
We recommend that Data Coordinators develop systems to organise the storage of surveys once they've been entered online. Although some surveys will be received electronically, it may be easier to keep everything in one place in hard copy as you will need to refer back to the surveys as your Project progresses.

## Step 3: Entering and submitting data

Now that an ID code has been assigned the group of surveys from the same conversation the Data Coordinator is ready to enter the data into Survey Monkey.

### Preparation

Before the Data Coordinator can start entering their first group of surveys they need to notify the #RightTrack Data Contact. The #RightTrack Data Contact will then forward an email to the Data Coordinator's email address containing a unique link (see screen shot below) to enter survey responses. This link will be used to enter survey responses from each conversation for the duration of the project.



The #RightTrack Data Contact will register this email address as the Data Coordinator for that project so it is distinguished from other projects across Australia and is easily identifiable. Therefore, it is important that Data Coordinators don't share this link with anyone as it has been allocated to their email address exclusively. This will avoid data becoming confused with data from another Conversation Project.

### Getting started:

- Open the web browser using a Windows or Mac computer
- Click on the unique link in the email to access the online survey form on the browser

### Ready to go:

Let's return to that earlier example where ID code of 020517A was assigned to a group of surveys from a conversation conducted on the 2<sup>nd</sup> May 2017.

Below is an example of one of those surveys. In this ideal scenario, note that all compulsory tick boxes and comments fields have been completed and the ID Code is recorded in the top right hand corner.

Missing information can really undermine the quality of your data. Working closely with your Facilitator Coordinator to ensure facilitators are monitoring completion, will help to minimise the risk of incomplete surveys.

020517A

### Community Conversations

Please complete the survey so we can create a report for the community and local MP.

- I entered this conversation:
  - not aware of / unsure about the process
  - in support of current process
  - in support of a fairer process
- I think the process for people seeking asylum who come by sea should: (Tick all that apply)
  - stay the same
  - offer permanent (not temporary) protection
  - be the same for everyone, whether they came by air or sea
  - have a fair review process
  - allow for family reunion after visa is granted
  - provide everyone with access to funded legal assistance
- As a result of this conversation, my views have shifted:
  - Strongly disagree
  - Disagree
  - Unsure
  - Agree
  - Strongly agree
- As a result of this conversation, I will talk to someone else about this:
  - Strongly disagree
  - Disagree
  - Unsure
  - Agree
  - Strongly agree
 If yes, who? Friends & family
- I will support a local MP who advocates for a fairer asylum process:
  - Strongly disagree
  - Disagree
  - Unsure
  - Agree
  - Strongly agree
- I will support a local MP who advocates for offshore detention centres to close:
  - Strongly disagree
  - Disagree
  - Unsure
  - Agree
  - Strongly agree
- My suburb/town: Brunswick
- My age range:
  - under 18
  - 18-35
  - 35-50
  - 51-65
  - over 65
- My gender:
  - Female
  - Male
  - Other
  - Prefer not to say
- I am interested in getting involved locally in the refugee rights movement:
  - Strongly disagree
  - Disagree
  - Unsure
  - Agree
  - Strongly agree

Any Comments?

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**The survey data is now ready for Data Coordinators to enter and submit using this simple 4 step process:**

1. Enter the ID code in the field titled "Conversation ID Code" on the online form.
2. Enter the responses to each question on the survey form by either clicking or typing in the boxes that correspond with the hard copy of the survey. Some responses will only have one box ticked; others will have multiple boxes ticked.

**Please note:** the final question – 'Federal electorate for this response' – is not included on the survey and is for the Data Coordinator to add using the suburb/town information provided in question 7. If no suburb/town information is provided select the electorate where the conversation took place.

Responses entered from the 020517A hard copy example can be seen in the online form below.

# Community Conversations Survey

Conversation ID

020517A

1. I entered this conversation:

- not aware of / unsure about the process
- in support of current process
- in support of a fairer process

2. The process for people seeking asylum who come by sea should: (Tick all that apply)

- stay the same
- have a fair review process
- offer permanent (not temporary) protection
- allow for family reunion after a visa is granted
- be the same for everyone, whether they came by air or sea
- provide everyone with access to funded legal assistance

3. As a result of this conversation, my views have shifted:

- Strongly disagree    Disagree    Unsure    Agree    Strongly agree
- 

Comment (optional)

4. As a result of this conversation, I will talk to someone else about this:

- Strongly disagree    Disagree    Unsure    Agree    Strongly Agree
- 

If yes, who?

Friends and family

5. I will support a local MP who advocates for a fairer asylum process

- Strongly disagree    Disagree    Unsure    Agree    Strongly agree
- 

6. I will support a local MP who advocates for people in offshore detention to be brought to safety in Australia

- Strongly disagree    Disagree    Unsure    Agree    Strongly agree
- 

7. My suburb/town:

Brunswick

8. My age range:

- under 18
- 18-35
- 35-50
- 51-65
- over 65

9. My gender:

Female  
 Male  
 Other  
 Prefer not to say

10. I am interested in getting involved locally in the refugee rights movement:

Strongly disagree    Disagree    Unsure    Agree    Strongly agree

Any comments

**3.** When all responses have been entered make a final check to see if the data has been entered correctly and correct any errors. This is really important because once the form is submitted it is unable to be edited it.

**4.** When checking is complete click the blue "Submit Response" button to save and record the online form on Survey Monkey. This is highlighted in yellow in the example below.

Any comments

**Note:** Data will not be automatically saved until the submit button is clicked. For example, if half of the responses have been entered and the page is refreshed the data will be lost and responses will need to be re-entered.

### **What happens after you submit an online survey?**

After clicking Submit Response, the browser will refresh and a new online form will appear where responses can be entered from the next survey in this group, remembering to enter the same ID code. Use the 4 step process to enter and submit the online survey form. Repeat for the remaining surveys in this group.

### Tip:

- To avoid entering data from the same survey twice once you have submitted the online form place a tick beside the ID code on the survey form to indicate the data has been entered on Survey Monkey
- If an error has been made in an online form contact the #RightTrack Data Contact as they may be able to correct it from their end

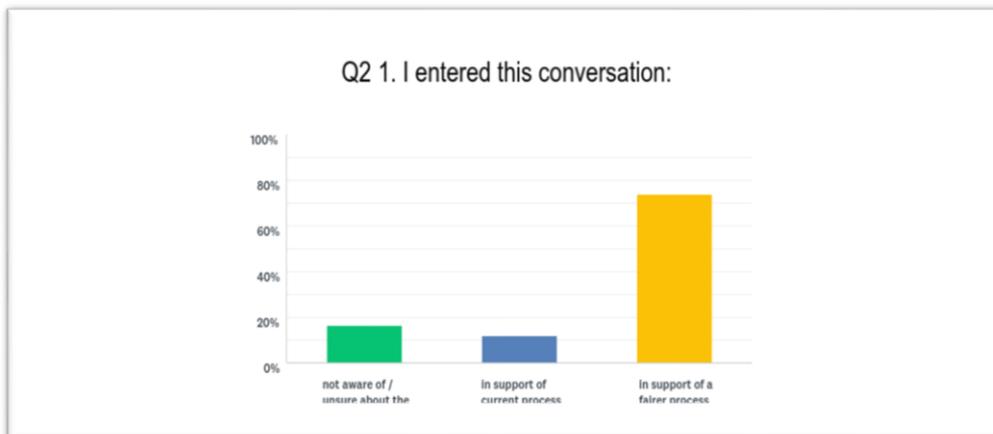
### Step 4: Accessing your completed data analysis and results.

When the Project is completed contact the #RightTrack Data Contact who will send through the Project's data report. Your Project data report will include:

- Number of conversations
- Number of participants
- Number of participants who shifted their attitude
- Number of participants who are in support of their MP advocating for a fair asylum process

This information along with data collated from remaining survey questions will be an invaluable tool to start building a relationship and advocating for a fair process with your local MP. In the event Data Coordinators require updates prior to the completion of their project they can contact the #RightTrack Data Contact.

Below is an analysis of one of the questions from the survey used in the Higgins Conversation Project. This provides accurate indication of what to expect Project data reports to look like.



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## **Additional resources & help**

You can contact our Data Team at [commeng@asrc.org.au](mailto:commeng@asrc.org.au)

Please allow a 7 day turnaround time as we are a one day a week volunteer team.

To complement this guide, we have created a video screencast of the above steps, showing you how to enter and submit a response. You can view this resource by following the link:

<https://vimeo.com/222629745>