

Survey Page Case Studies

Minnesota State Surveys (Minnesota Department of Employment and Economic Development)

SRG has conducted a series of customer follow-up telephone surveys of participants who have received services from the state of Minnesota. SRG has also collected further in-depth information on participants' satisfaction, their participation, and their opinion of the programs' effectiveness.

This project has required specialized surveys for certain sub-categories of interest, such as employers who have received visits and assistance from a Business Service Specialist and a specialized survey of customers receiving Adjustment to Blindness Training. Individual program areas have been provided with area-specific reports, and quarterly and bi-annual reports were included as well. Completed interview totals have ranged from 1,000 to 10,000 per year.

Consumer Price Index Household Screening Survey (Bureau of Labor Statistics)

SRG is currently conducting a multi-year nationwide mail-based screening survey. This project for the Bureau of Labor Statistics is comprised of a mail survey with a web survey backup option. Each year involves two separate sample waves consisting of 15,000 to 20,000 addresses.

The project involves the design and administration of a survey that ascertains eligible households for a follow-up survey. SRG developed a mail-out and web-based questionnaire that was easy to complete while still obtaining all the information needed for their future survey efforts. The web-based survey was programmed and hosted using SRG's custom web-survey program and web-server. After early mail-out efforts were completed, SRG and BLS project staff discussed lessons learned and made several changes to the mail-out strategy, which contributed to a 20 percent increase in the response rate for the following mail-out cycle.

Military Workforce Survey (Ohio National Guard)

SRG was contracted by to conduct a statewide climate web survey of military personnel and civilian employees. The goal of the project was to assess ongoing efforts to develop and

maintain an engaged and diverse workforce and to identify strengths and opportunities for improvement in various aspects of their organizational climate.

SRG contacted full-time and part-time employees by email or letter to provide the surveys, as was appropriate to the position. SRG regularly provided the total number and percentage of completed surveys, as well as the number and percentage of completed surveys for each of the 312 units throughout the state.

The final report included the results of all survey items, including responses disaggregated by several organizational and member characteristics of interest. The report also included actionable recommendations based on the survey results that can be used by leadership to spearhead performance and quality improvement efforts.