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INSTRUCTIONS FOR COMPLETING THE YOUTH SATISFACTION QUESTIONNAIRE AND SCORING PROCEDURE

The purpose of the Youth Satisfaction Questionnaire is to gather children's opinions about the services they receive. The measure is for use with children age nine and above. It is designed to gather data regarding services and activities received by the child during the *previous six month period*.

All children in the study age nine or older are provided a copy of the Youth Satisfaction Questionnaire and a self-addressed, stamped envelope for returning the questionnaire later. Once the child has completed and returned the questionnaire research staff mail the child a McDonald's coupon and a thank you letter. This compensation given to the children has contributed to a response rate of 66%.

It is useful to explain to the child completing the questionnaire that s/he is answering all questions according to the previous six months. It is helpful to specify the time frame (e.g. July 1 through December 31) for the child. It is also important to emphasize to the children that the data will be aggregated so that their answers will not be "singled out".

There are five general satisfaction questions in the upper section of the measure for which the child selects an answer from a Likert-type scale. In the lower section of the measure where the child grades services, the person administering the measure must record **all** services and activities the child was involved in over the previous six months. We include "informal" activities such as Girl or Boy Scouts, sports, art or drama classes. To glean this information we ask the primary care giver of the child; that is, the person having the most contact with the child over the last six months. It is sometimes helpful to the child to record the specific name of the provider (e.g. Mr. Koren) next to the formal name of the service as the child may recognize the person's name more readily than the name of the service. By circling the appropriate letter, the child then "grades" each activity and service according to how "good" s/he thought it was.

Finally, the Youth Satisfaction Questionnaire is thoroughly described in an article (Stuntzner-Gibson, Koren & DeChillo, in press, 1995) in *Families in Society*. The score for overall satisfaction with all services received is obtained from a simple, unweighted summation of items 1, 2 & 5 in the upper section of the measure. Quantitative values for each item are scored as: *Yes*=1, *Somewhat*=2, and *No*=3. Items 3 and 4 can be examined individually to gather additional data but are not part of the evaluation of overall satisfaction. In the lower section, a "grade point average" (GPA) can be computed by summing the scores of all items listed and dividing by the number of items. Quantitative values for the items in the lower section are similar to those used in school systems: *A*=4, *B*=3, *C*=2, *D*=1, and *F*=0. The GPA, then, provides a summation of the child's satisfaction ratings regarding the specific services she or he received.

YOUTH SATISFACTION QUESTIONNAIRE

(For children age 9 or older)

Please help us to make this program better by answering some questions about the services you got OVER THE LAST 6 MONTHS. We want to know how you felt, good or bad. Please answer all the questions. Thanks!

(Circle your answers)

- 1 Did you like the help you were getting? Yes₁ Somewhat₂ No₃
- 2 Did you get the help you wanted? Yes₁ Somewhat₂ No₃
- 3 Did you need more help than you got? Yes₁ Somewhat₂ No₃
- 4 Were you given more services than you needed? Yes₁ Somewhat₂ No₃
- 5 Have the services helped you with your life? Yes₁ Somewhat₂ No₃

Now we would like you to grade the specific services YOU GOT OVER THE LAST 6 MONTHS. For each service, circle a grade to rate how good you felt the service was.

	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F
	A	B	C	D	F		A	B	C	D	F