



Spanish-Language In-Person Training Surveys: Guidance for TA Providers

Beginning in May 2020, TA Providers will be able to give training attendees the option of responding to a Spanish version of the in-person training survey. This guidance document provides an overview of this new functionality.

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How to create a survey

Creating a survey when you only intend to administer an English survey

If you only intend to provide training attendees with an English survey for a particular training, the survey creation process has not changed, and you will create a survey for that training just like you have done in the past.¹

Creating a survey when you intend to offer both English and Spanish options

The survey creation process has only changed for trainings in which you want to give training attendees the option of responding to either an English or a Spanish version of a survey. When creating a survey for these specific trainings, you will need to add both *English and Spanish* text to the survey name and learning objective fields on the “New Survey” page on the HUD User website. You will need to separate the English and Spanish text with a single vertical bar: **[English text] | [Spanish text]**. The screenshot below shows what this looks like in the “New Survey” page on the HUD User website.

¹ This guidance document does not go into detail about how to create and administer surveys. For more detailed guidance on creating and administering in-person training surveys, please see the “In-Person Training Surveys: TA Providers” guidance document.

New Survey

Work Plan #: 123-ABD-4567

TA Provider: Sage Computing Inc.

Survey Name: Financial Management - Chicago, IL - March 24, 2020 | Gestión financiera - Chicag

Email Address: TAProvider@TA.com
(This email will receive survey report after it closes)

Instructor Name-1: Randy Madson

Instructor Name-2: Lorena Stanley

Survey End Date: 08/07/2020

Learning Objectives: #1 Learn the basics of financial management | Aprender los fundamentos d

Add Row Delete Row

Figure 1 "New Survey" page for a training in which you want to give training attendees the option of responding to either an English or a Spanish version of a survey

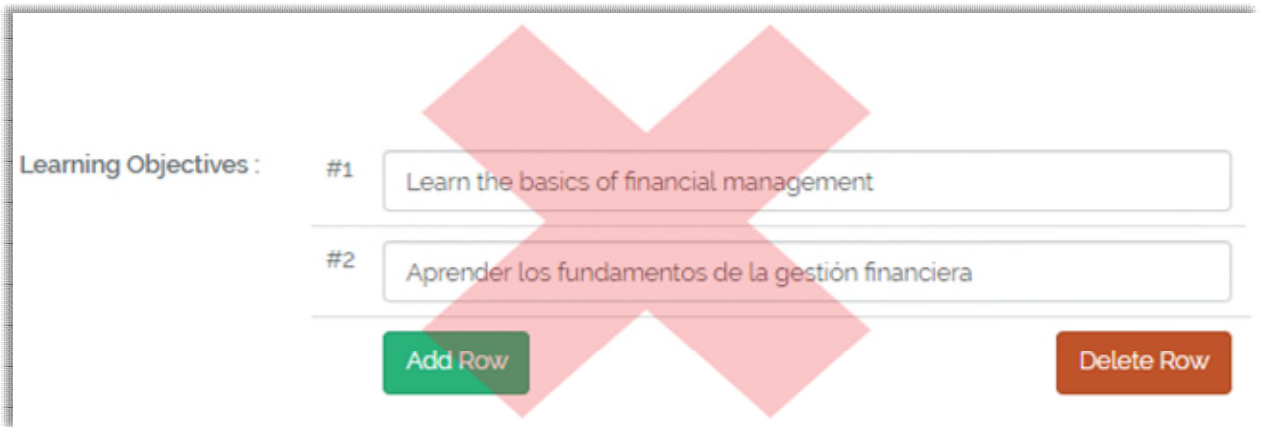
Here is an example of what to write for the survey name and learning objective fields for a Financial Management training in which you want to give training attendees the option of responding to either an English or Spanish version of a survey:

- Survey Name Field:
 - Add the English survey name (including location and date), then a vertical bar, then the Spanish survey name (including location and date)
 - Example: **Financial Management - Chicago, IL – March 24, 2020 | Gestión financiera - Chicago, IL - 24 Marzo 2020**
- Learning Objectives Field:
 - Add the English learning objective, then a vertical bar, then the Spanish learning objective
 - Example: **Learn the basics of financial management | Aprender los fundamentos de la gestión financiera**

You must always put the English text first, as whatever is before the vertical bar will go in the English survey. Do not add more than one vertical bar to these fields, and make sure that you only use a vertical bar for the purposes of separating English and Spanish text.

Important things to remember when creating a survey:

- Do not add the English learning objective as the #1 learning objective and then the Spanish translation of the learning objective as a separate #2 learning objective (see screenshot below). This will cause the same learning objective to be listed twice in both the English and Spanish surveys, once in English and once in Spanish. That is confusing to respondents, and it will compromise the survey data.



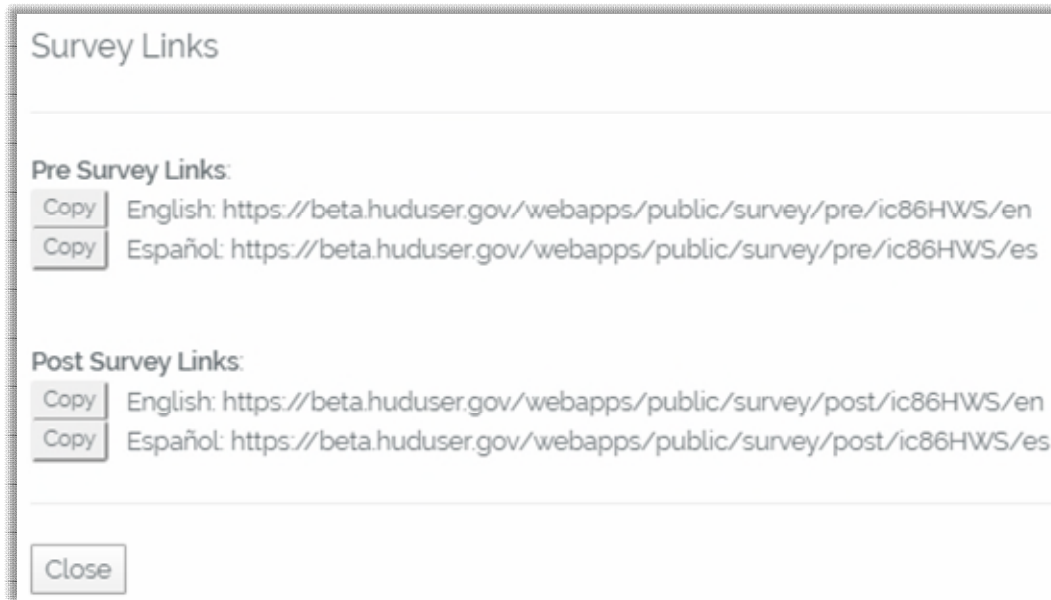
The screenshot shows a form titled "Learning Objectives :". It contains two rows of text input fields. The first row is labeled "#1" and contains the text "Learn the basics of financial management". The second row is labeled "#2" and contains the text "Aprender los fundamentos de la gestión financiera". Below the input fields are two buttons: a green "Add Row" button and a red "Delete Row" button. A large red 'X' is overlaid on the entire form, indicating that this configuration is incorrect.

- Do not create two separate surveys for a single training (i.e., a "New Survey" that is all in English and then a "New Survey" that is all in Spanish for the same training). For a single in-person training in which you anticipate needing a Spanish version of the survey, you should always create just one survey, following the instructions provided above.

How to administer pre- and post-assessments that include a Spanish-language option

Finding Survey Links

Once you create a survey, go to the Dashboard, and click on the “Click here” button under “Survey Links.” The window that opens will show four links, two English and two Spanish. Click on the “Copy” button to copy the links you need.



Important

The survey website will *always* generate Spanish survey links, even if you did not add a Spanish survey name and learning objective when you created the survey. For a survey in which you only added an English survey name and learning objective, if you open the Spanish survey link, you will see the Spanish survey template with an English survey name and learning objective, since the website cannot translate any text that you add to the “New Survey” page. Since having a combination of English and Spanish in a single survey would be confusing to a respondent, please make sure that you do not provide the Spanish survey links unless you included a Spanish survey name and learning objective when you created the survey. Please open each link before you send it to training attendees, just to make sure everything is correct.

Pre-Assessment Survey

Send the English and Spanish pre-assessment links to the individuals on the training registration list at least two days before the training starts. Template email language is provided below:

Email Template: Pre-Assessment Survey Link

Dear Training Participant,

You have registered for the [TRAINING NAME/TOPIC] to be held in [CITY, STATE], on [DATE]. Before the training, I encourage you to fill out the training pre-assessment survey, which measures your pre-training knowledge related to the training topic. At the end of the training, I will provide you with a link to a post-assessment, which will measure your knowledge gain and satisfaction with the training.

This pre-assessment survey is available in both English and Spanish. You can find the survey at the following links:

- English: {link to the English survey}
- Spanish: {link to the Spanish survey}

I look forward to seeing you at the training.

Sincerely,

[TA PROVIDER NAME, ORGANIZATION]

Post-Assessment Survey

Provide the English and Spanish post-assessment survey links to training attendees at the end of the training and set aside 10-15 minutes to complete the survey. You should encourage training participants to complete the post-assessment before leaving the training location but also remind them that the survey will be available for two weeks after the training (or until the end date you selected when creating the survey).

One week after the training, go to the HUD Surveys website to see whether all the attendees at the training submitted a response to the post-assessment survey. You can determine this by looking at the "Post Survey Count" for the training and comparing it to the number of training attendees. If some of the post-assessment surveys have not been completed, you should send a reminder email to the training attendee list.

Email Template: Post-Assessment Survey Reminder

Dear Training Participants,

Thank you for your participation in the [TRAINING NAME/TOPIC] training held on [DATE/S].

If you haven't already done so, we encourage you to complete the post-assessment survey, which is available in both English and Spanish. You can find the survey at the following links:

- English: {link to the English survey}
- Spanish: {link to the Spanish survey}

Your feedback helps HUD evaluate and improve its training program.

The post-assessment survey only takes 10 minutes to complete and will be open until [END DATE OF THE SURVEY]. Completion of the survey is entirely voluntary.

Sincerely,
[TA PROVIDER NAME, ORGANIZATION]

When is a Spanish survey option needed?

You should offer the option of a Spanish survey for trainings in which you anticipate *at least one of the training participants would likely prefer a Spanish-language survey*. Some possible reasons you would want or need to offer a Spanish survey option include:

- You delivered a training at the same location six months ago, and one of the training participants at that training requested a Spanish-language survey.
- You are delivering a training in an area that you know has a high percentage of Spanish speakers.
- The actual training will be delivered in Spanish.
- When HUD assigned you the training, the GTR or GTM instructed you to provide some materials in Spanish.

Appendix I: Survey Examples

Below are examples of a pre-assessment survey for a training in which the TA Provider determined it was necessary to give training attendees the option of both an English and Spanish survey. For this survey, the TA Provider added the following information in the “Create Survey” page on the HUD User website:

- **Survey Name:** Financial Management - Chicago, IL – March 24, 2020 | Gestión financiera - Chicago, IL - 24 Marzo 2020
- **Learning Objective:** Learn the basics of financial management | Aprender los fundamentos de la gestión financiera

English-language survey:

Financial Management - Chicago, IL – March 24, 2020

OMB Control Number: 2506-0212 (Exp. 06/30/2020)

Pre Survey

Email Address: *

What is your name?

Organization:

Title:

How many years have you worked in the field for which this training was designed? :

This course's Learning Objectives were:

- Learn the basics of financial management

For each of the learning objectives, indicate the extent to which you understood the material BEFORE the training:

Learning Objectives	No Understanding of the Material related to this objective	Some Understanding of the Material related to this objective	Strong Understanding of the Material related to this objective
Learn the basics of financial management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Spanish-language survey:

Gestión financiera - Chicago, IL - 24 Marzo 2020

OMB Control Number: 2506-0212 (Exp. 06/30/2020)

Pre Survey

Dirección de correo electrónico: *

Cómo se llama?

Organización:

Título:

¿Cuántos años lleva trabajando en el campo para el cual se diseñó esta capacitación?

Los objetivos de aprendizaje de este curso fueron:
• Aprender los fundamentos de la gestión financiera

Para cada uno de los objetivos de aprendizaje, indique la medida en la que entendió el contenido ANTES de la capacitación

ANTES DE LA EVALUACIÓN

Table with 4 columns: Objetivos de aprendizaje, Ninguna comprensión del contenido relativo a este objetivo, Cierta comprensión del contenido relativo a este objetivo, Una comprensión del contenido relativo a este objetivo. Row 1: Aprender los fundamentos de la gestión financiera.

Appendix II: FAQs

Question: Will the GTM/GTR or other HUD staff provide translation help for the survey name and learning objectives, or does the TA Provider need to do that on its own?

Answer: A TA Provider should use its staff, consultants, or contractors to translate the survey name and learning objectives into Spanish. If a TA Provider does not have the capacity to translate the text, it should contact its GTR to discuss how to proceed.

Question: Are there Spanish-language versions of the TA survey?

Answer: HUD does not yet have the functionality to create Spanish-language versions of the TA survey.

Question: I created a survey, including only an English survey name and learning objectives. After I created the survey, I realized that some of the training participants will likely prefer a Spanish-language version of the survey. Is it too late to add Spanish?

Answer: As before, you can edit a survey on the HUD User survey website by clicking “Edit” on the website dashboard. However, once at least one participant has completed a pre- or post-assessment for a training, you will no longer be able to edit the survey, except for the survey’s end date. If you create a survey with only an English survey name and learning objective and then decide that you also need to administer a Spanish version of the survey, you will need to edit the survey to include a Spanish survey name and learning objective *before* any of the participants have completed a pre- or post-assessment.

Question: I’m holding a training in a predominantly Spanish-speaking area, and the training itself will be delivered in Spanish. In this situation, can I create a survey that includes *only* a Spanish survey name and learning objective, instead of including both Spanish and English translations of that information when I create the survey? I know that all of the training participants will be fine with just a Spanish survey option.

Answer: For this training, you must still include an English survey name and learning objective in addition to the Spanish survey name and learning objective when creating the survey, even if you do not intend to administer the English-language version of the survey. If you only include a Spanish survey name and learning objective, the training report will not include English translations of that text, making it hard for non-Spanish-speaking individuals to consume the report.

Question: How many characters can I put in the learning objective field? I have a learning objective that is very long in English. If I have to add the English text and then the Spanish translation in the same learning objective field on the survey creation page, I don’t know if the field will be long enough.

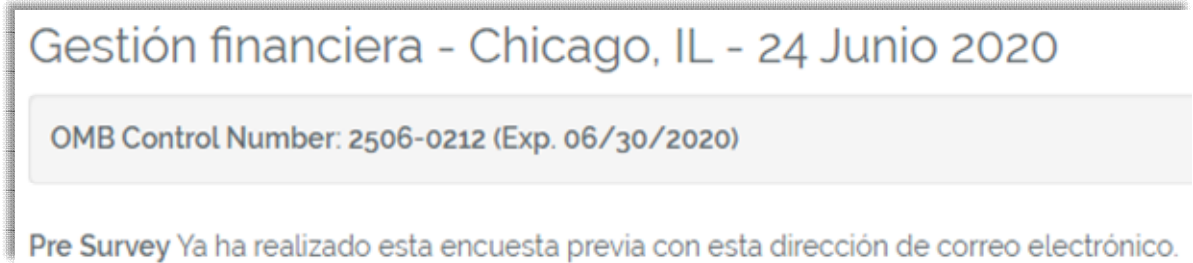
Answer: The character limit for each survey name and learning objective field is 500 characters, counting spaces. This should accommodate your needs, even when adding both English and Spanish.

Question: What happens if a training participant tries to respond to both the English and Spanish pre- or post-assessment links?

Answer: When submitting a pre- or post-assessment response, a training participant must include an email address, and that email address works as a unique identifier in the HUD User system. HUD User will not allow more than one pre-assessment (or post-assessment) response

from one email address, even if one response comes via the English version of the survey and another response comes via the Spanish version of the survey.

If a training participant uses their email address to respond to the English pre- or post-assessment and then tries to respond to the Spanish version using the same email address, the participant will see the following message:



If a training participant uses their email address to respond to the Spanish pre- and post-assessment and then tries to respond to the English survey using the same email address, the participant will see the following message:

