



# School-Based Health Center iPad Satisfaction Survey: 2019-20 User's Guide

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## Connecting to the Internet

First, make sure that the iPad has wi-fi turned on and has a good signal. To check this, look at the upper left-hand corner of the screen for the little wi-fi icon. Try to find a location that gives the iPad 2 to 3 bars of wireless signal strength. This is not only important to download the initial survey, but also to sync the survey entries with the State's database.

If you don't see the wi-fi icon, check to see if it is turned on by going into settings by tapping the "Settings" icon:



Select "Wi-Fi" near the top, and make sure wi-fi toggle is in the "On" position:

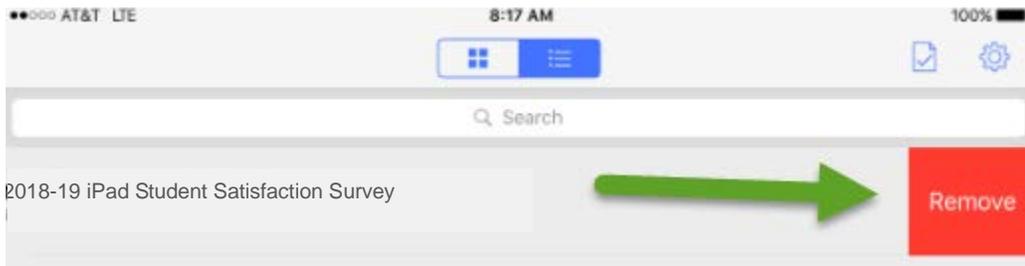


**Note:** If "Airplane Mode" is turned on, your wi-fi will not work.

## Delete the 2018-19 Survey file from your iPad

In order to ensure you do not administer the old 17-18 survey file, you need to delete it from your iPad. Surveys completed using the old file will not count as the survey has changed.

1. Open FileMaker Go and there will be a list of files related to the App.
2. Place your finger on 2018-2019 Satisfaction survey file and swipe to the left. A Red Button saying "Remove" will appear on the right side of the screen:



3. Press the Remove button

## **Download the 2019-20 Satisfaction Survey File**

In order to download this year's copy of the Satisfaction Survey file, you will need to access either your email with the attached file or the SPO website where it is posted. The file on the website has been Zipped to make the file smaller, so you'll need to use iZip to open the file on the iPad. You can skip the below directions for UnZipping the file if you've downloaded the file directly from an email.

1. Once the iPad is connected to wi-fi, open the Safari internet browser by tapping the icon:



2. Go to the SPO website: [Oregon SBHC Website Data Tab](#)
3. Once on the website, scroll down until you find the section about the Student Satisfaction Survey and click on the file named: [Satisfaction\\_Survey\\_2019-2020.zip](#) (see below screenshot of website)

### **Student Satisfaction Survey**

All SBHCs are required to administer the annual Student Satisfaction Survey to a sample of SBHC clients who are between the ages of 12 and 19. SBHCs are provided the SPO-required Client Satisfaction Survey forms and instructions for their completion. SBHCs must submit completed student satisfaction survey data no later than June 30th of each year.

#### **Parental notification of SBHC Client Satisfaction Survey**

Students between the ages of 12 and 19 who visit the SBHC may be asked to complete an anonymous survey after their visit. The survey asks about the student's satisfaction and experience at the SBHC, as well as some general questions about their physical and mental health status. Students can refuse to take the survey and this will not affect their ability to get care at the SBHC. A copy of the survey is available below. If you have questions about the survey, please contact the SBHC State Program Office at [sbhc\\_program@state.or.us](mailto:sbhc_program@state.or.us).

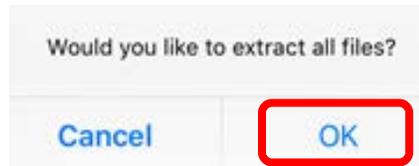
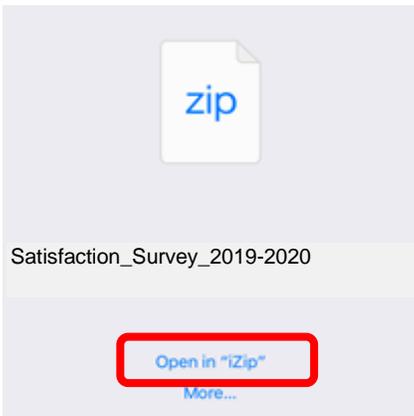
 [Administration of SBHC Satisfaction Survey Instructions](#)

 [Satisfaction\\_Survey\\_2019-2020](#)

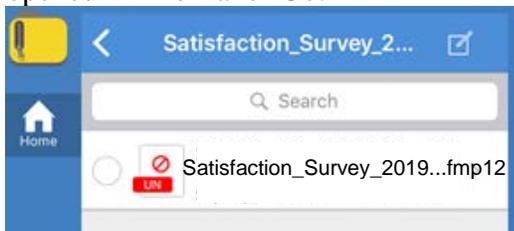
 [2019-20 iPad Survey User Manual](#)

After clicking on the zipped survey file, the iPad will ask how you'd like to open the file, the below screenshots are what you should see. **Opening the file in iZip causes the survey file to unzip on the iPad which makes the file recognizable by FileMaker Go.**

4. Click on "Open in iZip" and then Press OK when asked "Would you like to extract all files?".

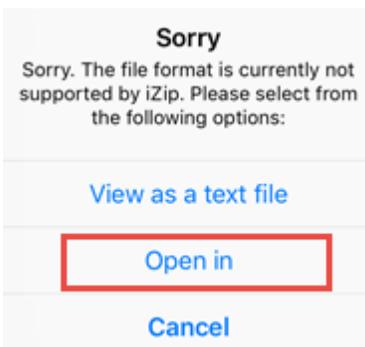


5. Once the file is unzipped, you'll see the Survey file with a **.FMP12** extension - this means it can be opened in FileMaker Go:

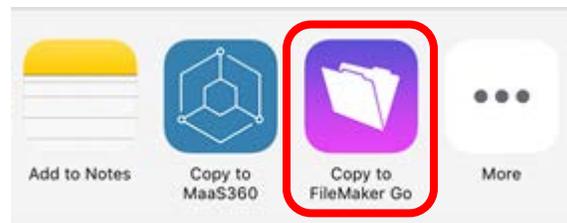


6. In order to open the survey in FileMaker Go, Click on the file.

This should pop up on your screen, Press "Open in":



Now you can select FileMaker Go as the application to open the file. You may have to scroll over to find the FM Go icon:



## Accessing the Satisfaction Survey

Once you have downloaded and unzipped the survey file, you can access the survey by tapping the FileMaker Go icon:



FileMaker Go will launch and show you all the FileMaker Go files on your iPad. The new 19-20 Satisfaction Survey file will be listed.

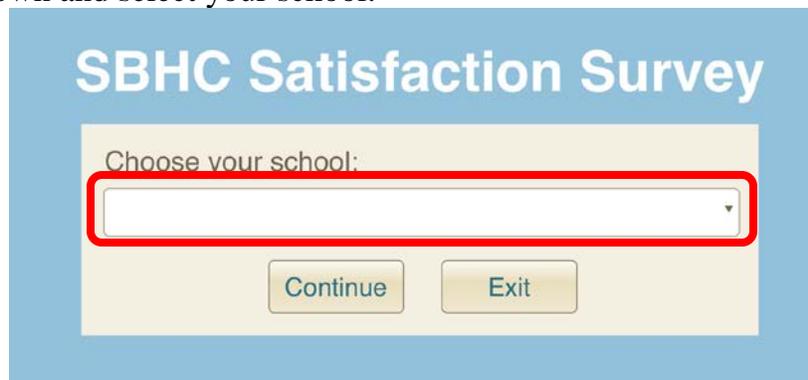
Click on the survey under “Files on Device” to open it and you're ready to go!



## Setup of the Satisfaction Survey

Upon opening the Satisfaction Survey file for the first time, you will be directed to a screen asking you to choose your school. You will only have to enter this once for the file.

1. Tap the drop down and select your school:



2. Once you have selected your school, tap “Continue” and you will be directed to the main SBHC Satisfaction Survey screen.

**Note:** If the school was set incorrectly, and no surveys have been administered, simply delete the file and download a new one.

**Note:** If the school was set incorrectly and surveys *have* been administered, please contact the State Program Office so we can make the appropriate corrections.

## **Instructions for Administering Satisfaction Survey**

1. **ONLY students ages 12 - 19 should complete a survey.** **DO NOT** give the survey to parents/guardians or to patients who are outside of the age range. Do not administer the survey to the same client multiple times.
2. Immediately following a visit with a provider/nurse/mental health counselor, hand the student the iPad and ask them if they'd like to complete the survey. Let the student press the Begin Survey button in either English or Spanish.



3. After pressing the Begin Survey button, a screen will open where staff can choose to enter the name of the Provider. If your SBHC is PCPCH-certified, please review the below information. **\*\*Please note: Non-PCPCH SBHCs can enter in the provider name if they'd like the information collected.**

A screenshot of a form for entering the provider name. The text "Name of the Provider:" is in bold blue font, followed by "(To be entered by the SBHC staff)" in a smaller blue font. Below this is a large white rectangular input field with a thin blue border. Inside the field, the text "ENTER PROVIDER NAME HERE" is written in light blue. At the bottom of the screen, there is a rounded rectangular button with a pink border and the word "NEXT" in bold pink font.

4. Staff should hand the iPad to the client when this screen pops up:



5. If the student wants to participate, then have them press the Yes button.

*If you are a PCPCH-certified site, please know that the PCPCH Program has updated their requirements related to patient surveys. PCPCH-certified sites must now have 30 completed surveys per primary care provider per two years. This is a Must-Pass requirement (6C - Experience of Care) and applies to every primary care provider no matter how often the provider is in the clinic. Even if they are only scheduled for once per month, the PCPCH Office still requires 30 completed surveys for that provider. In order to meet the PCPCH requirement, you may need to do more surveys than the SPO requires for SBHC certification.*

*In order to allow SBHCs to get their results per provider, we have added an optional question to the beginning of the survey where the staff can enter in the provider's name. If you are a PCPCH site using this survey to meet your PCPCH requirement, you must enter a provider's name so that we can give you your results by provider. Other sites are welcome to use this question too, if you'd like to get your results by provider. But it is optional and you can skip it.*

*Any questions about this new requirement should be directed to the Oregon PCPCH office at [PCPCH@state.or.us](mailto:PCPCH@state.or.us)*

## **Sync the Completed Satisfaction Surveys**

You must sync your surveys in order to submit the data to the State Program Office.

We encourage you to create at least one test survey to make sure you're able to properly sync the iPad. Please type the word TEST in the Name of the Provider question and answer a few of the survey questions (or take the entire survey if you'd like). **We expect you to set-up the iPad and sync at least one survey by November 1<sup>st</sup>.**

We recommend you sync the surveys at least once a month. While the surveys are stored on the iPad, it's a good idea to adopt a routine of syncing them so they are submitted to a database that is housed at the State Program Office.

**SBHCs are required to do a midyear check-in with the surveys and you must perform a sync between January 1 and January 15, 2020.**

On the Main Screen of the Survey, there is a button at the bottom right that you will need to press to Sync the surveys. The bottom left corner of the iPad shows when the last survey was completed. The bottom right corner shows how many surveys need to be synced as well as the date when the iPad was last synced. **Make sure you have a wi-fi connection before you press the Sync button.**



Your SBHC can complete more than your required number of surveys. Only SBHCs that complete at least 10 surveys will get a summarized report for their center. The State Program Office will be monitoring your progress, so please continue to administer the survey until you hear from us.

**\*\*Final deadline for completing all surveys is June 30, 2020\*\***