Responsible Beverage Server Training survey:

Data entry instructions for coalition members

Accessing and managing data

■ Once Responsible Beverage Server Training surveys are collected, they should be delivered directly to you in the manila envelope(s) in which they were collected.

■ Because these surveys contain potentially identifying information (respondent's place of business), be sure to keep the surveys **in a locked place** when not using them. Never leave them laying around, even if you get up for only a moment.

■ Be sure to save the electronic spreadsheet in a secure location on your computer. This should be on a **password protected network or drive**.

■ If you are sending these data or the completed spreadsheet by fax or email, make sure to take the necessary precautions before sending it, such as encryption.

■ Once you are finished entering the data, you should send a copy of the **completed spreadsheet** and all of the **hard copy forms** to Kristin Dillon at Wilder Research at Kristin.dillon@wilder.org and 451 Lexington Parkway North in St Paul, MN 55108. If you would like Kristin to initiate an encrypted email message so you can send the spreadsheet securely via email, please let her know.

■ Please **do not** send the completed spreadsheet directly to your P&I. Wilder Research will remove the raw data in the spreadsheet information before sharing the results with the P&I.

Entering data

Layout of spreadsheets

Wilder has created a Microsoft Excel spreadsheet for you to use for the data entry tasks necessary for this part of the evaluation. When first opening the Excel spreadsheets, they may appear overwhelming but the structure is actually fairly simple. There are two main components to these spreadsheets:

1. **Data entry sheet**. This is the first worksheet in the spreadsheet. This is where all of the information from the surveys will be entered from left to right.

2. **Data analysis sheet.** This is where data are automatically analyzed as they are entered. This sheet will automatically populate the cells in the table. The cells in this section are "locked" and no data should be entered in this sheet, unless specifically noted.

Preparation for data entry

Data entry is often thought of as a time-consuming process, but there are steps you can take to make the process more efficient. You will save time in the long run if you take time up front to prepare for data entry. Below are some general steps to help you get started:

- Schedule a large enough block of time to enter an entire batch of data at once. The time needed for this will likely range from three to five minute per survey, depending on the speed of your data entry and the number of participants, but it is best to enter all of the information at the same time if possible. This will minimize the chance that you enter the same survey twice, or forget to enter any remaining surveys.

- Assign an ID number to each form or survey to be entered, and write the number at the top of each survey. These can be numbers such as 1, 2, 3, 4, but each number should be used only once, even across different batches of surveys. This will make it much easier to go back and re-enter data if you realize you have made a mistake.

- Take time to go through each completed survey and identify questionable responses before you begin entering the data. See the section of this document entitled *"Making data entry decisions"* to identify some common unexpected responses that survey respondents make, and take note of the tips for working with difficult or confusing surveys. By taking time up front to identify potential problem areas, you can make consistent decisions about what you plan to enter in each situation, and you will save time once you begin entering the data.

- You or someone else should double-check the data that has been entered. Be sure to check at least every 5 cases. If there are many discrepancies, you may need to check every case.

Step-by-step data entry instructions

Because these surveys are intended to measure satisfaction with each individual training, you will need to **save a separate spreadsheet for each training** and only enter the data from that particular training into the spreadsheet. If you would like to look at the trainings in aggregate, please contact your Wilder consultant for assistance.

The following provides a step-by-step process for completing the data entry into Excel:

1. The first time you open the spreadsheet, be sure you save it in a **secure location** on your computer. This should be on a **password protected network or drive**. It may be easiest for you to save all of the data files in the same location. Add the current date to the name of the file and click "Save." Adding the date will help you keep track of updates and versions of the spreadsheet in the future. After saving the file, you are ready to begin entering your data.

2. For the first survey, type in the ID number that you assigned and date completed, listed at the top of the survey. You can type dates in with abbreviations or numbers – they will automatically format to "mo/day/yr" style.

3. Each survey question is identified in the spreadsheet by the question number (Question 1 = Q1) and a key word or phrase from that question. The key words are to help you keep track of what question you are on as you complete your data entry. They do not represent the full meaning of the question.

4. Click on the cell under column C ("Q1. First time") to record the data for Question 1. A gray arrow will appear to the right of the cell – click on this arrow to access a drop-down menu of responses. Select the response that corresponds with the survey answer. *Note: be sure to select the response carefully and check your answers. It is easy to make errors at this step in the process.*

5. Repeat step 3 for Q2 – Q18. Only fill in the Q2b box if the respondent wrote in something under "Other" for Q2. Otherwise you can leave it blank.

6. Questions 19 through 21 are write-in questions. No gray arrow will appear when you click on the cell. Instead, type the answer directly into the box.

7. Enter all responses from a single survey before entering data from another survey. If a respondent left any questions blank, you should leave those cells blank on the spreadsheet.

8. Repeat steps for all surveys.

9. Be sure to <u>save your data often</u> during the data entry process!

10. Finally, in the yellow highlighted boxes at the top of the "Data Summary" tab, enter the date of the training and the name of the trainer (found at the top of each survey). This will help you track the results for each training.

11. Send a copy of the **completed spreadsheet** and all of the **hard copy forms** to Kristin Dillon at Wilder Research at Kristin.dillon@wilder.org and 451 Lexington Parkway North in St Paul, MN 55108.

Making data entry decisions

No matter how clearly a survey is written, there will be some survey respondents who do unexpected things. For example, respondents may choose multiple answers even when asked to choose only one, they may skip questions, or it may just be difficult to understand their intended response. The following are some common issues that you may discover and some ideas for navigating those difficult surveys. Once you have made a decision about how to treat a particular issue, make note of it in a separate document, or even in the margin of these instructions, to reference later and help ensure consistency in your decision-making process.

■ If data are missing or unintelligible, just leave the space blank in the spreadsheet. You should not try to guess what the respondent might have been thinking.

■ A participant may respond to a numerical question with a range of numbers (e.g., "1 or 2" or "5-7") or a vague reference (e.g., "a couple" or "several") instead of a single number. In these cases, the response is too vague to translate into a single representative number, so you will simply leave this cell blank.

■ Sometimes respondents will be unable to choose between two options such as 'agree' and 'strongly agree', and will select both! Again, you'll have to decide what to do in this situation. Unless it is clear that one of the responses was the intended response (e.g., the other is crossed out or one is especially obviously indicated), you are safer to just leave that space blank in the spreadsheet. We do not want to try to guess participants' intentions.

■ For questions in which an 'other' category is possible, you will have to decide how to treat these answers. You may enter them into the spreadsheet as described above in Step 5. However, sometimes respondents choose 'other', but then provide an answer that closely aligns with one of your response categories. See the example below:

> In what capacity did you attend this training?
>
> ☐^{1} Server   X^7 Other: <u>Waiter</u>
>
> ☐^{2} Bartender

In this situation, you would probably choose to categorize the response 'other' as 'server', as waiters and servers serve similar functions.