





# MADDIE'S<sup>®</sup> Pet Assistant


## Reviewing Survey Submissions - In this Document:

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### 1. Viewing Surveys on the Survey Tab

On the **Survey Tab**, shown below, you will find each individual survey submitted.



- In the **Review** column, you can click the **Survey Review** icon  to open a survey to see the responses.
- Tip: You can click on the **Pet Notes** icon  in the review column if you'd like to make a note about the survey or pet (that only your organization's survey reviewers can see).

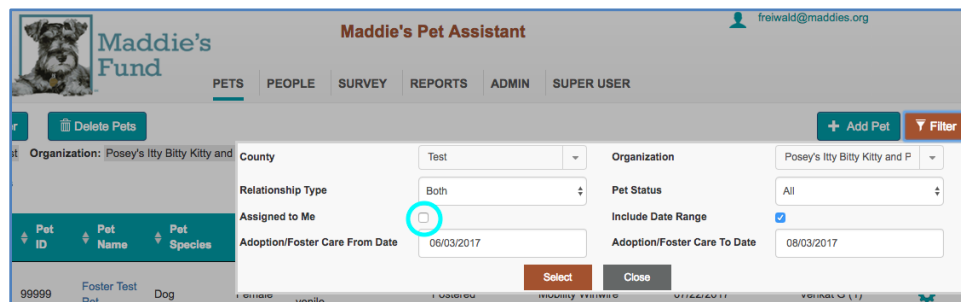


Adopter/Foster Caregiver Name	Adopter/Foster Caregiver Email	Pet Name	Survey Title	Survey Reviewer	Relationship Type	Submitted on	Status	Color Code	Review
Jessica Wienke	jessicawienke@gmail.com	TEST KITTEN A	Introductory Survey - Kitten	Jessica Wienke (1)	Fostered	12/05/2017	Reviewed		
Jessica Wienke	jessicawienke@gmail.com	TEST KITTEN A	Your Third Day - Kitten	Jessica Wienke (1)	Fostered	12/11/2017	Not Reviewed		
Jessica Wienke	jessicawienke@gmail.com	Goose	One Week Check-In	Jessica Wienke (1)	Fostered	12/12/2017	Reviewed		
Jessica Wienke	jessicawienke@gmail.com	Gandolf (TEST Dog)	Your Third Day Together	Jessica Wienke (1)	Adopted	12/10/2017	Not Reviewed		
Jessica Wienke	jessicawienke@gmail.com	TEST KITTEN A	Media/Comments	Jessica Wienke (1)	Fostered	12/11/2017	Not Reviewed		

### 2. Filtering With the 'Assigned to Me' Checkbox

By checking or unchecking the **Assigned to Me** checkbox on the **Filter** screen shown below, you see either:

- All data on the MPA Website for your organization [**Assigned to Me** is unchecked] (default view)
  - Only data for pets you are assigned to as either the primary or secondary survey reviewer [**Assigned to Me** is checked].
- Click the **Filter** button  when you are on the **Survey Tab** (also works on the **Pets Tab**).
  - Check or uncheck the box where it says "**Assigned to Me**" and then click **Select** .



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PETS PEOPLE SURVEY REPORTS ADMIN SUPER USER

Organization: Posey's Itty Bitty Kitty and County: Test

Relationship Type: Both

Assigned to Me: ☒

Adoption/Foster Care From Date: 06/03/2017

Organization: Posey's Itty Bitty Kitty and P Pet Status: All

Include Date Range: ☒

Adoption/Foster Care To Date: 08/03/2017

Select Close



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## 3. Marking Surveys as 'Reviewed' in the MPA Website

Marking surveys as reviewed is very important step in tracking actions with caregivers! It ensures that surveys aren't being missed or overlooked, so your organization can provide excellent care and support, in a timely manner.

- You can mark a survey as reviewed in two ways: individually or multiple/all at once.

### Individually:

You can mark any survey as reviewed by scrolling to the bottom of that survey's screen.

- Click the **Yes** bubble next to Reviewed, and click the **Submit** button, as shown below.

12. Check all that apply. Does Goose exhibit any of the following behaviors to the extent that they could be bothersome to an adopter?

A. Taking items off counters or tables
B. Excessive barking or vocalizing
C. Play biting or being "mouthy"
D. Jumping up on people
E. None of the above have been exhibited.

Reviewed ☒ Yes ☐ No

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### Multiple/All at once:

With the blue **Mark as Reviewed** button shown below, reviewers can mark several surveys, or all of their surveys, at once.

- First, simply click the checkbox in the first column to select all or specific rows of data.
- Then, click the **Mark as Reviewed** button.

Maddie's Fund Maddie's Pet Assistant freiwald@maddies.org

PETS PEOPLE SURVEY REPORTS ADMIN SUPER USER

**Mark as Reviewed** Filter

Filters: County: Organization: Color Code: Status: Relationship Type: Pet Category: From Date: To Date: Assigned to Me:  
Test Posey's Itty Bitty Kitty and Puppy Rescue All All Both Pet Check-in 05/01/2016 08/03/2017 No

Show 100 entries Search: Enter search terms here

	Adopter/Foster Caregiver Name	Adopter/Foster Caregiver Email	Pet Name	Survey Title	Survey Reviewer	Submitted on	Status	Review
<input type="checkbox"/>	Kim Domerofski	domerofski@maddiesfund.org	Bandit	Two Week Update	Kim Domerofski (1)	04/17/2017	Not Reviewed	
<input type="checkbox"/>	Kim Domerofski	domerofski@maddiesfund.org	Fab	It's Been Two Weeks	Kim Domerofski (1) Amber Freiwald (2)	04/14/2017	Not Reviewed	
<input type="checkbox"/>	Kim Domerofski	domerofski@maddiesfund.org	Bandit	Thoughts About the App	Kim Domerofski (1)	04/14/2017	Not Reviewed	





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## 4. Flags: Color-Coding Meaning

Survey responses in Maddie's Pet Assistant are color-coded to help you see what is most urgent, allowing your staff or volunteers to quickly prioritize or de-prioritize items that may need more or less attention. Color-coding appears: 1) on the MPA Website's Survey screen, and 2) in emails to primary and secondary survey reviewers.

### Legend:

A flag means something needs attention and review. The color indicates the level of urgency.

**Red:** Indicates a seriously concerning answer which requires immediate attention.



- High urgency; emergency. Examples:
  - Biting
  - 'Extremely concerned' selected on any question
  - 'Terrified' selected on shyness questions
  - Difficulty breathing
  - Straining to urinate

**Yellow:** Indicates a mild to moderately concerning answer.



- Intermediate urgency. Examples:
  - Elimination in an inappropriate location
  - 'Somewhat scared' or 'Scared' selected on shyness questions
  - 'Somewhat concerned' or 'Concerned' selected on any question
  - Infrequent vomiting
  - Slight lethargy

**Blue:** Indicates a submission should be reviewed; response may or may not contain a concern.



- Occurs when:
  - Comment(s) in a survey (e.g., any free text)
  - Comment(s) through 'comment' icon function
  - Picture(s) and/or video(s) in a survey or via the 'camera' icon function

**No color:** Indicates submission is not likely to cause concern

- No moderately or severely concerning answers
- No "free-text" comments submitted within the survey

**Note:** As a best practice, we suggest you personally respond to a caregiver's first survey or comment submission, regardless of flag or color-code. You can thank them for their participation and let them know they're doing a great job!





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## 5. The 'Adoption Experience' Survey on the Reports Tab

The **Survey Tab** will show you responses to health and behavior based surveys. To see responses to the Adoption Experience survey, you'll need to go to the **Reports Tab**. (This way you can pull a monthly or quarterly report on adoption-related *customer service*.)

- From the **Reports Tab** dropdown, select **Survey Response** as shown below.

The screenshot shows the 'Maddie's Pet Assistant' interface. The 'REPORTS' tab is selected in the top navigation bar. A dropdown menu is open, showing options: Subscriptions, App Usage, Survey Submissions, People Details, Survey Review, Survey Response (highlighted), Survey Summary, and Report Dashboard. The background shows the 'Reports >> Survey Response' path and various filter options like County, Organization, Relationship Type, etc.

- The Filter Screen should appear. (If not, you can select the **Filter** button at any time.)
- Use the **Survey Title** dropdown to select the survey title for which you'd like to see data (e.g., Your Adoption Experience).
- You can also filter by other variables, such as species, pet age or dates of survey submission.

The screenshot shows the 'Filter' screen for the 'Your Adoption Experience' survey. The 'Survey Title' dropdown is circled in blue. Other filters include County, Organization, Relationship Type, Pet Category, Pet Species, and Pet Age. There are also date range filters for 'From Date' and 'To Date'. The 'Export' and 'Filter' buttons are visible in the top right.

- To export data as an Excel file, click on the **Export** button  next to the **Filter** button.

The screenshot shows the survey results table. The 'Export' button is circled in blue. The table has columns for Adopter Name, Pet ID, Survey Date, and various survey questions. The first row of data is for Kim Domerofski.

Adopter Name	Pet ID	Survey Date	Which best describes where you adopted your new pet(s)?	Is this the first time you have adopted from this shelter or rescue organization?	Is this your first cat?	Is this your first dog?	I was able to view available pet(s) easily.	I spent adequate time with the available pet(s).	The organization's representative(s) tried to match me with a pet who was right for me.	I was able to ask questions and receive adequate answers regarding available pet(s).	I received excellent customer service.	The amount of time it took to complete the adoption process was acceptable.
Kim Domerofski	650	3/28/2017 8:04:48 PM	At the animal shelter/rescue facility	Yes	Yes		Agree	Agree	Agree	Agree	Strongly agree	Agree

