MADDIE'S®
Pet Assistant

Reviewing Survey Submissions - In this Document:

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).
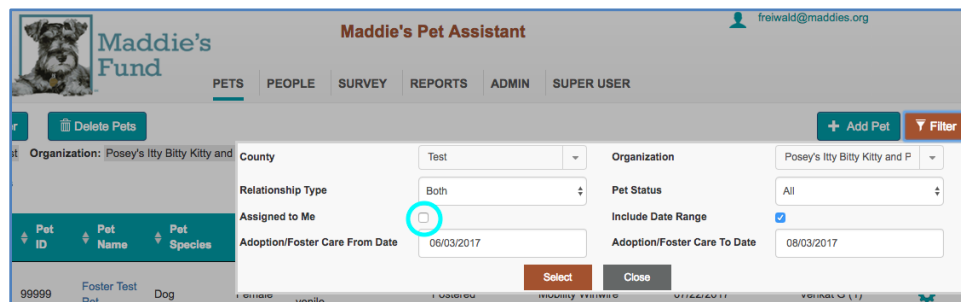

2. Filtering With the 'Assigned to Me' Checkbox

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

1. All data on the MPA Website for your organization [**Assigned to Me** is unchecked] (default view)
2. 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**.

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.

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.

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!

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 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.

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