

United Samaritans Foundation: Digitizing Community Development Block Grant Program Surveys

Karanjit Gill, Emma Van Hoogmoed

California State University-Stanislaus, Turlock, CA

{kgill15,evanhoogmoed}@csustan.edu

Abstract - The United Samaritan Foundation administers surveys to gather information on the people that use their services. With the COVID-19 pandemic, they needed a new way to ensure safety while still gaining the information they need. They decided to digitize their surveys. By digitizing the surveys, it not only helps keep everyone safe but it also helps with organization and with making alterations to the surveys easy. To accomplish this, we added an additional page to their website to hold links to google forms. These google forms are used in place of the survey and are separated based on which truck they received food from. With our additions to their website, they can now give the surveys with confidence that the information is kept safe and organized.

I. MOTIVATION

The United Samaritan Foundation (USF) is a non-profit organization that assists hundreds of people from Turlock, Ceres, Keyes, Modesto, Westside, and Hughson Counties. They offer a variety of services, one of which is food trucks. These trucks travel all around the counties and deliver free food for those suffering from food scarcity. To keep track of demographic information and the number of people who use these trucks, volunteers administer surveys. Due to the COVID-19 pandemic, it was no longer safe for volunteers to hand out these surveys on paper. Instead, USF wanted the surveys in a digital format to keep everyone safe while still being able to gather useful information. For our project, we worked with Mr. Scott Quale and Dr. Dae Hee Kim to construct the surveys and to add them to their pre-existing website.

II. RELATED WORK

When researching how to implement the survey, we looked to other online surveys and charity organizations. These included SurveyMonkey, Google Forms, and SF Marin Food Bank.

A. SurveyMonkey [1]

SurveyMonkey is one of the most widely used survey makers. Many of CSU Stanislaus's organizations use SurveyMonkey to administer surveys. We looked at how they used a simple design to implement surveys. They also had different templates to try out for various types of surveys.

B. Google Form [2]

Google Form is also a very popular way to administer surveys. It is very easy to customize and plug-ins can be added to include features such as inputting signatures. All the results are stored into a Google Sheet file and are easy to access.

C. SF Marin Food Bank [3]

On the SF Marin Food Bank website, they have a section to sign up for volunteers that asks a series of questions. These questions include multiple choice and free response questions. It was embedded in their website so they didn't need to click on an external link.

III. METHOD

We met bi-weekly with Mr. Qualle and Dr. Kim to discuss the current status of the project as well as what to work on next. During these meetings, we concluded the best course of action was to use Google Forms in order to digitize the surveys. It was important for the website to be responsive, as the surveys would be administered using an iPad. So Google Forms was a better option than embedding the surveys into the site. We also decided to make a new page on the website. This page is entitled "Surveys". Here there are several buttons that separate the surveys based on trucks. When you click on a button, it sends you directly to the google form corresponding to the name on the button. The surveys and answers are stored into Mr. Qualle's USF account and can be printed to pdfs. Below is an image of the new page we created containing the buttons.



IV. RESULTS

The criteria we used to measure our success was appearance, ease of use, and responsiveness.

A. Appearance

Since we were adding to a pre existing website, it was important that our design choices matched those of the previous developers. Here we maintained the same color scheme and font styles. We also checked to make sure our additions didn't affect the current layout. If it did, we made sure it was still pleasing to look at. Lastly, for the page we created ourselves, we made sure the buttons held a

minimalistic design. Based on the final product, we believe that we succeeded at making a pleasing visual design.

B. Ease of Use

We kept ease of use at the forefront of our minds when making design decisions for the site. This is because the staff at USF would be taking over the site when we are done. We wanted to make sure our additions would be easy to edit for someone who didn't have extensive experience with web design. Therefore we used google forms, a google plug in, and the standard tools provided in squarespace. All of these items are easy to learn for someone who has never used them before and still provides all the necessary functionality.

C. Responsiveness

Since these surveys are going to be administered on I-pads, it was important that the previous qualities were replicated in all window sizes. In addition to making sure the desktop version was appealing to the eye and easy to use. We made sure that the I-pad view was the same. This required us changing the layout for various window sizes and multiple stages of testing. Looking at the final result, we believe that we accomplished this as well.

V. CONCLUSION

We learned many new skills throughout the course of this project. It gave us experience in many facets of web design including utilizing responsive design and finding solutions to design related problems. Additionally, it gave us professional experience by showing us how to meet a client's demands and keep a clear open line of communication throughout all stages of the project. We are proud of the work we put into the project and are happy to say we accomplished the goal of digitizing the surveys. Now USF has a safe way to get the information they need. Additionally, due to the implementation, they can make changes and additions with ease. For our future projects, we can take the skills and tools we have learned and apply them to other web pages.

REFERENCES

[1] Survey Monkey. (n.d) Retrieved November 29, 2020 from https://www.surveymonkey.com/welcome/sem/?program=7013A000000mweBQAQ&utm_bu=CR&utm_campaign=71700000059189106&utm_adgroup=58700005410205670&utm_content=43700049188971269&utm_medium=cpc&utm_source=adwords&utm_term=p49188971269&utm_kxconfid=s4bvpi0ju&language=&test=&gclid=Cj0KCOiAzZL-BRDnARIsAPCJs71O4R3qKHWbtvViwfnGry3Hse6nUgqLqIWRX5dUhv3D-aSNfCCh8nIaAs5nEALw_wcB&gclsrc=aw.ds.

[2] Google Forms. (n.d) Retrieved November 29, 2020 from <https://www.google.com/forms/about/>

[3] SF Marin Food Bank. (n.d) Retrieved November 30, 2020 from <https://www.sfmfoodbank.org/>