

Mirror Questionnaire



Brief description of the activity

The Mirror Questionnaire is a research instrument consisting of a series of questions with the purpose of gathering information from new components of a community. The questionnaire can be used and accessed freely by the local community.

Mirror Questionnaire

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Topics, objectives and methodology:

The Mirror Questionnaire (MQ) provides a relatively cheap, quick and efficient way of obtaining large amounts of information from a large sample of people. The MQ intent is mostly to collect information from newcomers of a local community in order to provide them the better practical information related with their interests and expectations about their new reality.

The maintenance of the MQ will be mainly carried out by the workers and volunteers of the youth center in collaboration with social and youth institutions and organizations, able to signal new groups of people in a given location. The MQ itself consists of a series of questions (open and not) in which the responder can give feedback on what type of information he/she wants to get. For example, just think of a group of refugee people who do not know where to go to get information about their new city (Shopping centers, theatres, etc.) or do not know what types of leisure activities exist for their children. Through the answers they give, the

managers of the MQ will be able to contact the person and provide him/her with the desired information. The MQ tries to facilitate the best integration in a person's daily life in the new local community.

Duration:

It can have a start time and, from then on, be active without having a specific end date. The main aspect of the MQ is the accessibility of people to the questionnaire.

Costs:

Free of charge for the responders

It could have a maintenance cost for the human resources involved in the analysis of the questionnaires. It is also possible to avoid this cost by involving volunteers of a specific organization.

Location and Materials:

Printed version: the questionnaire in this version could be left available in the youth center in a place that is easy for users

to access. It should be a place That has at least a chair, a table and material suitable for its compilation. The managers of the questionnaire could also decide to dedicate a specific time of the day and week in The compilation of the questionnaire is available, so that they can be present during its compilation. If this is not possible, there should be a box or folder capable of collecting the completed questionnaires.

On-line version: the online version of MQ could be the fastest, most efficient and environmentally Friendly way to do it. For this reason, it should be considered as the main option because:

- Allows a rapid analysis of the information collected;
- There is no need to collect the form, but it can be easily completed from home.

The managers of the questionnaire could also decide to dedicate a specific time of the day and week in which they can offer assistance for the compilation.

Staff needed and eventual specific skills required:

The maintenance of the MQ will be mainly carried out by the workers and volunteers of the youth center in collaboration with social and youth institutions and organizations, able to signal new groups of people in a given location.

Participants involved:

Newcomers in a local community

Steps:

Before

Before creating the questionnaire, try to identify the organizations, bodies and institutes that can report new groups of people who are setting in the community. You will need them to have contact with people taken into consideration. example: ESN (Erasmus student network) association, social services office, schools, kindergartens, etc.

Create the questionnaire:

Often a questionnaire uses both open and closed questions to collect data. This is beneficial as it means both quantitative and qualitative data can be obtained.

Closed questions structure the answer by only allowing responses which fit into pre-decided categories.

Data that can be placed into a category is called nominal data. The category can be restricted to as few as

two options, i.e., dichotomous (e.g., 'yes' or 'no,' 'male' or 'female'), or include quite complex lists of alternatives from which the respondent can choose (e.g., polytomous).

Closed questions can also provide ordinal data (which can be ranked). This often involves using a continuous rating scale to measure the strength of attitudes or emotions. For example, strongly agree/agree/neutral/disagree/strongly disagree/unable to answer.

Open questions allow people to express what they think in their own words. Open-ended questions enable the respondent to answer in as much detail as they like in their own words. For example: "can you tell us what service you need?"

If you want to gather more in-depth answers from your respondents, then open questions will work better. These give no pre-set answer options and instead allow the respondents to put down exactly what they

like in their own words.

Open questions are often used for complex questions that cannot be answered in a few simple categories but require more detail and discussion.

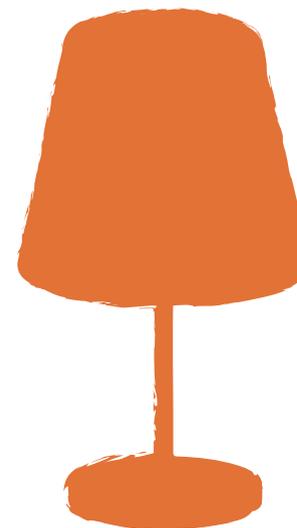
During

The youth center and the questionnaire managers, undertake a continuous work to promote the questionnaire. It must be ensured that at this stage there are managers who are able to promote the questionnaire in the institutions, bodies and organizations and directly with the people concerned.

After

Whenever a questionnaire is received, the people in charge of analyzing the questionnaire will identify the person's interests and then put him/her in contact or give information on the service, structure, organization that could meet his/her needs.

Obviously, this is also an optimal way to promote the activities of the youth center, so you will never try to miss the opportunity to promote your center.



Do's and don'ts

There are a lot of factors to take into account when designing a questionnaire.

Aims

Make sure that all questions asked address the aims of the research. However, make sure that each question explores only one issue.

Length

The longer the questionnaire, the less likely people will complete it. Questions should be short, clear, and to the point. Any unnecessary questions/items should be omitted.

Pilot Study

Run a small-scale practice study to ensure people understand the questions. People will also be able to give detailed honest feedback on the questionnaire design.

Question Order

Questions should progress logically from the least sensitive to the most sensitive, from the factual and behavioral to the cognitive, and from the more general to the more specific.

The researcher should ensure that the answer to a question is not influenced by previous questions.

Terminology

There should be a minimum of technical jargon. Questions should be simple, to the point and easy to understand.

The language of a questionnaire should be appropriate to the vocabulary of the group of people being studied. Use statements which are interpreted in the same way by members of different subpopulations of the population of interest.

For example, the researcher must change the language of questions to match the social background of re-

spondents' age/educational level/social class/ethnicity etc. You can also translate the questionnaire according to the language that the target group speaks.

Presentation

Make sure it looks professional, include clear and concise instructions. If sent through e-mail, make sure it does not go to “junk mail”

Personal data of the responder:

Make sure you get the personal data of the responder, at least the email or telephone number and attach the personal data authorization.

Follow-up or linked activity:

MQ is a useful tool to implement before or during the following activities proposed in this toolkit:

- GUIDED TOUR
- INTERCULTURAL WALK

Innovative aspects for the promotion of interculture

The MQ can be an effective means of measuring the behavior, attitudes, preferences, opinions and, intentions of a numbers of subjects more cheaply and quickly than other methods.

The MQ aims to strive to open up opportunities for groups of people who may have difficulty integrating into a new community. In a time and place where everything seems to be within reach, many times we forget the sense of integration and acceptance of the other, excluding the intercultural value of a community. With the MQ we try to promote interculturality by welcoming newcomers and offering them our support, which inevitably leads to a relationship between the two sides.

