



# Community-based Empowerment

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**slido.com**  
**#ucla**

Albert S. Kochaphum  
Week 4 | April 20<sup>th</sup>, 2021

# Today's Agenda

**Logistics**

**Lecture**

**Lab**

**Group Exercise**



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**lab 4**

① Start presenting to display the poll results on this slide.

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**Join at [slido.com](https://slido.com)  
#ucla**

① Start presenting to display the joining instructions on this slide.

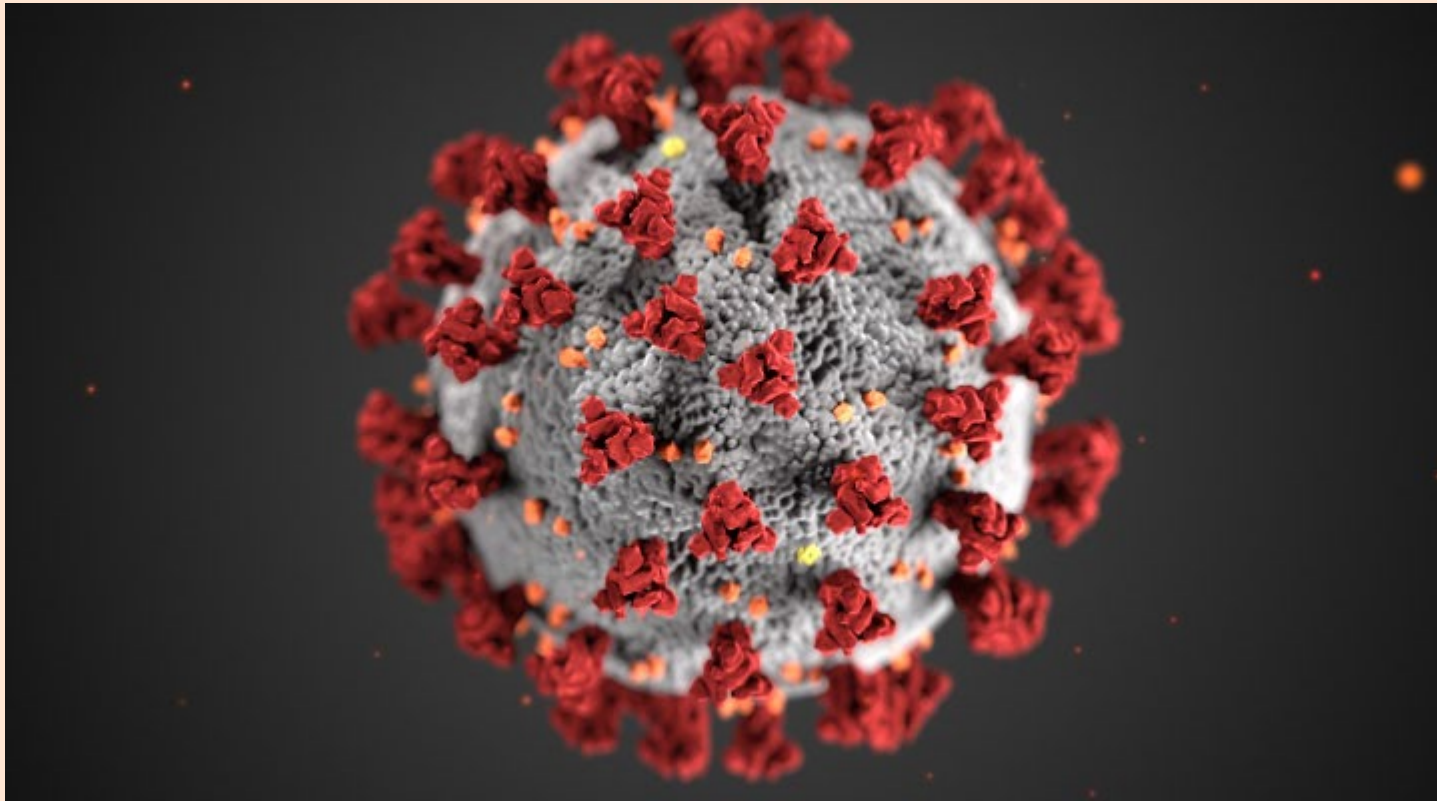
# Logistics

**Group Assignment #3 “Survey” due Wednesday 4/27**

# **Principles of Survey Design**

# Why are we doing surveys?

- **Ideally, we'd be in the field but...**



# Why are we doing online surveys?



## Albert Passes Stopgap Measure to Find Group Projects, Avert Shutdown

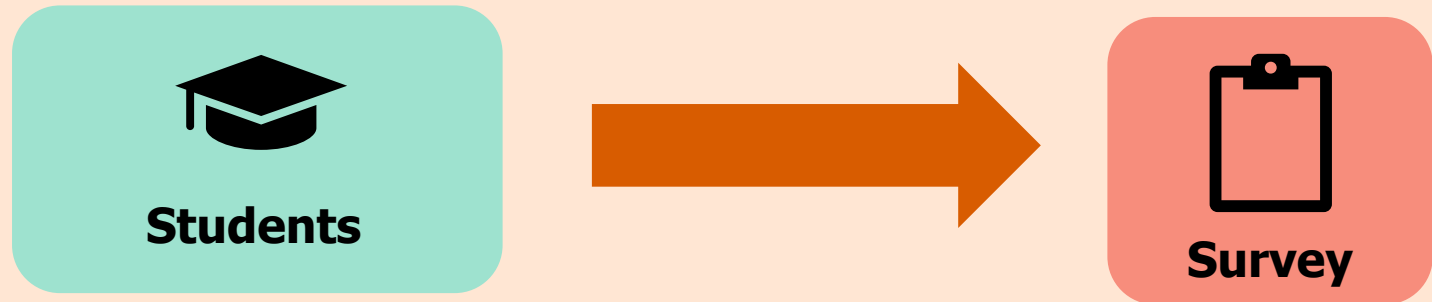
Lisa Hagen · 12/11/2020



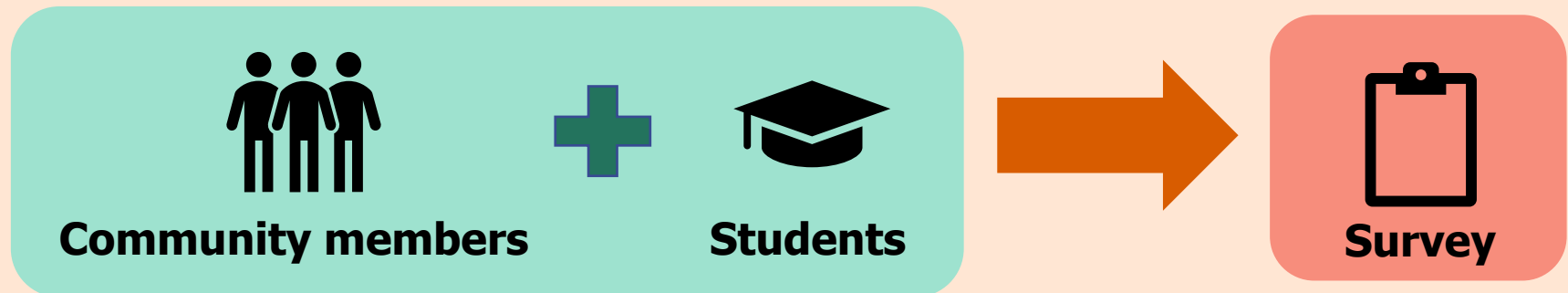


# Reaffirming the group options

## Option 1: Application Prototyping



## Option 2: Application Deploying



# Group Assignment #3 Submission

# Survey



# AA191A Survey Submission

Please submit this form to complete group assignment #3 by 4/27 before lab.

[Sign in to Google](#) to save your progress. [Learn more](#)

\* Required

Group Name \*

Your answer

Survey Form Link \*

Please put the link to your survey here. Make sure you have sharing enabled.

Your answer

# Survey + Final Scheduling

Does a final on Wednesday, June 8th from 1pm - 4pm work for your group? \*

Final presentations are 30 minutes per group. If your group has a preference in order, please let me know via email or Discord.

- ☐ Yes
- ☐ No
- ☐ Partially

# Survey + Final Scheduling

## Post Finals



Would anyone like to join in to celebrating your hard work this quarter after finals in KTown?

Does anyone in your group want to celebrate with the class after finals? \*

☐ Yes

☐ No

List group members who would like to meet after finals to celebrate. \*

An RSVP will be sent to these group members with more details closer to finals week.

Short answer text

**I GET A SURVEY**

**YOU GET A SURVEY  
EVERYBODY GETS A SURVEY**

# **Community Focused Surveys**



**Let the community speak for itself.**

**We should not be making any “conclusions”**

# Important points

1. Test your survey!
2. We are here to listen and empower **NOT** take information and leave.
3. Acknowledge and try to avoid as much bias as possible
4. Keep it short.

**#1 Reason why you should test your survey...**

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# **#1 Reason why you should test your survey.**

① Start presenting to display the poll results on this slide.

**Respecting the community.**

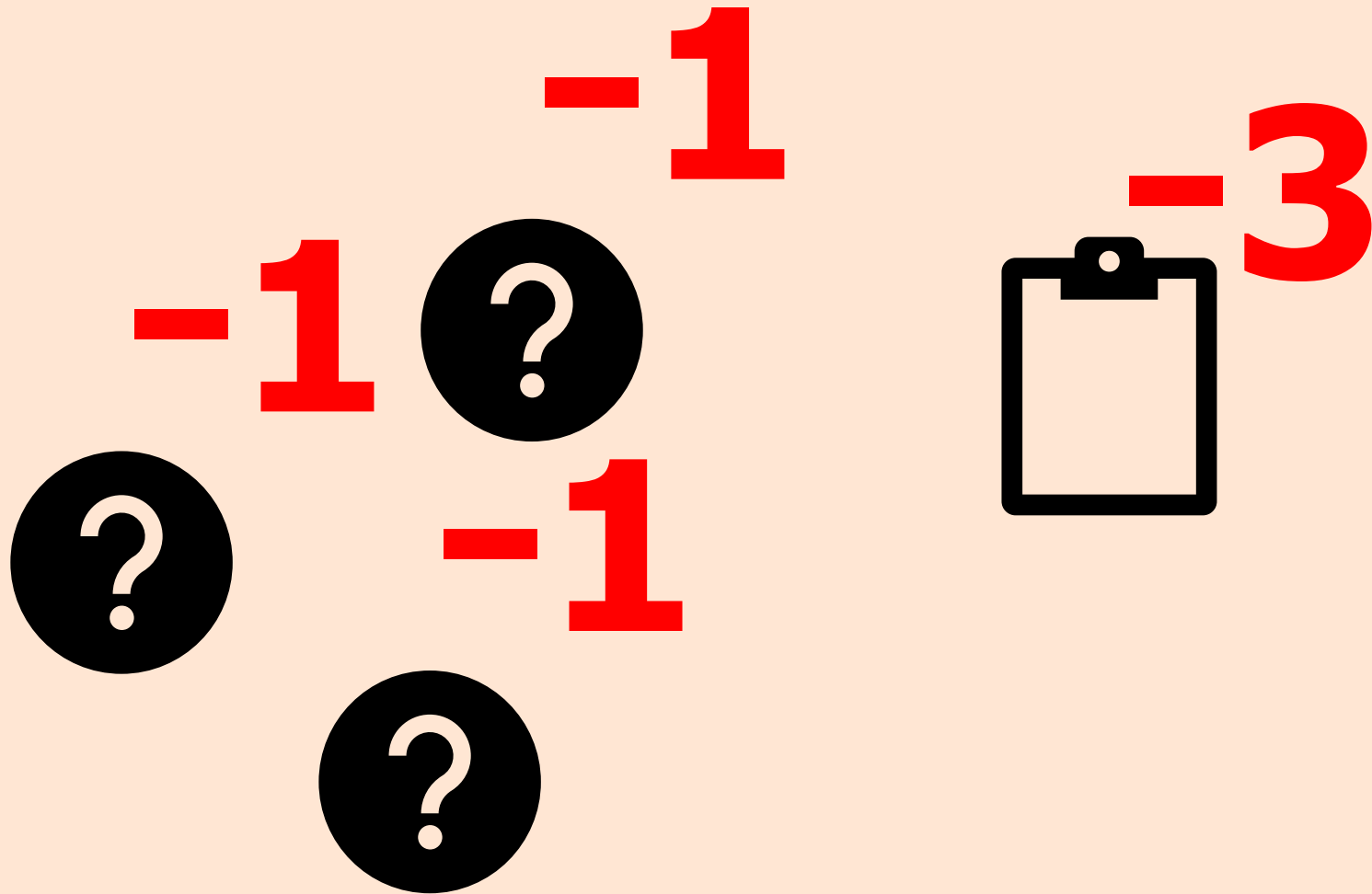
# Checking for respect

- Each question **MUST** have an important purpose
- If a question is not necessary, **DO NOT** ask it because it would be “nice to know”.
- Less is more.
- Each question takes someone’s time
- Each survey to contributes to survey fatigue

# WHAT IS SURVEY FATIGUE?



# A note about survey fatigue





# A note about survey fatigue

The UCLA logo, consisting of the letters "UCLA" in white, bold, sans-serif font, centered within a blue rectangular box.

## UCLA COVID-19 Symptom Monitoring and Vaccination Verification System

**For the COVID-19 daily symptom monitor, select which form you need to access, and then click the arrow button to continue.**

UCLA Staff or UCLA Faculty

UCLA Student or UCLA Student Employee

UCLA Extension Student

# A note about survey fatigue

English ▼

You have indicated you are working at a UCLA site in a full time or hybrid fashion.

Do you need to update your status?

Yes

No



# A note about survey fatigue

English



The system confirmed that you are Up-to-date with COVID-19 vaccines.

Would you like to complete the daily Symptom Monitor questions today?

Yes - I need to gain clearance to enter a UCLA site today.

No - I am done and do not need to enter a UCLA site today.



# A note about survey fatigue

Please click **ALL REGIONS** that you will visit today:

(If you are unsure where your building is located, click all of the regions where you think it is located.  
Otherwise, your building will not show in the lists on the next page.)

If your location is **OUTSIDE** of this map, but you still will be at a UCLA site, select **REGION M**.



# A note about survey fatigue

Every time a survey that goes out it reduces the chance of future surveying in that same community or group.

So... make it pleasant and meaningful, another chance may not come.

**#2 – We are hear 2 listen**

# How we listen is important

- Access to internet may be limited
- Language barriers
- Dependent on social networking
- All the above could create biased responses

# How we listen is important

- Focus on open-ended questions.
- Do not “lead” (i.e. try to get a specific answer) in questions both open-ended and closed.
- If you must include closed-ended, do not have:
  - Tons of options
  - Long options



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**Why do you think too many options  
is bad?**

ⓘ Start presenting to display the poll results on this slide.

**Example about language barriers**

## The COVID-19 vaccine is here. And everyone in California will get a turn.

Safe, free, and effective COVID-19 vaccines are now available to everyone age 16 and up. Let's end this pandemic. Check for available appointments and book your vaccination as soon as you can.

### Just follow these easy steps:

Answer a few questions, choose a location, then select a date & time.

If no appointments are available in your area, register and we'll notify you when more appointments open up.

Select language

English

Find an appointment

# Exhibit A.



City of Los  
Angeles

English ▾

## Los Angeles COVID-19 Vaccine Registration

Pick your group and book an appointment



Choose your group



Book Appointment

Frequently Asked Questions



**Need assistance booking an appointment?**  
¿Necesita ayuda para reservar una cita?

[Learn More](#)  
[Aprende más](#)

PHASES WE'RE CURRENTLY VACCINATING

• Phase 1A ⓘ

• Phase 1B ⓘ

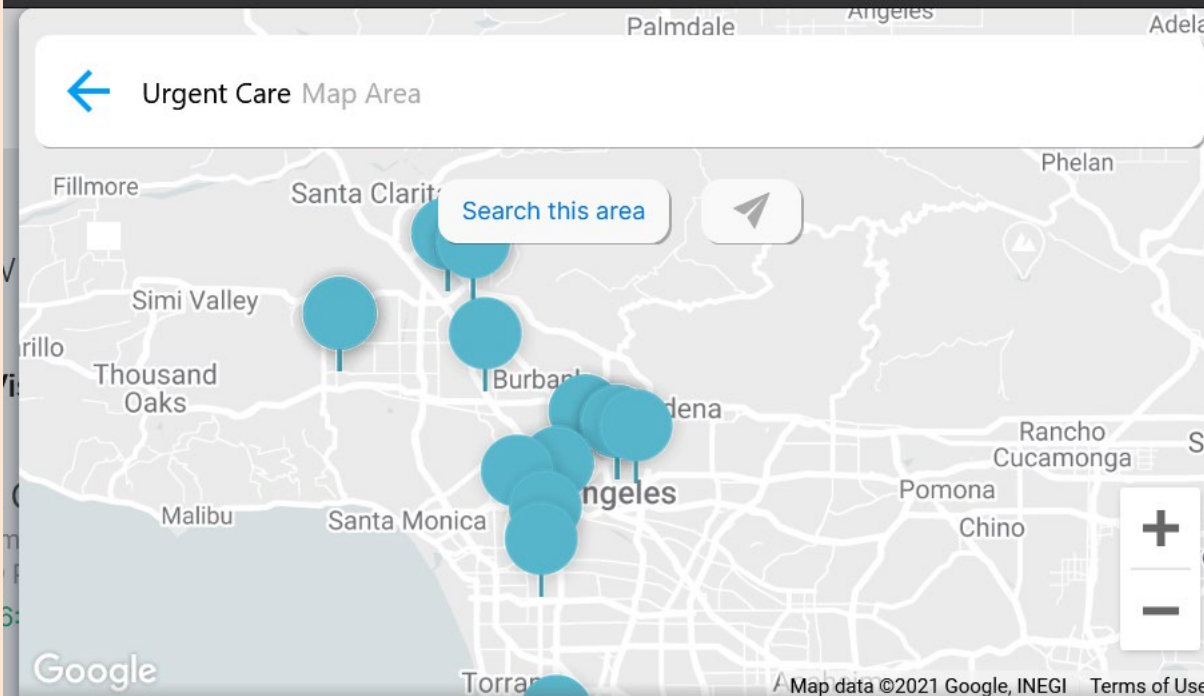
• Health condition or disability ⓘ

Need more information on current vaccine eligibility? [Learn More](#).

# Exhibit B.


← Urgent Care Map Area

Search this area



Google


Map data ©2021 Google, INEGI Terms of Use



1. Cal State LA - Pfizer - Park & Walk - LAFD

5151 State University Dr  
Los Angeles, CA 90032

Next: [Tomorrow at 8:30 am](#)



2. Hansen - Janssen J&J (Age 18+) - Drive-Thru - LAFD

10965 Dronfield Ave  
Los Angeles, CA 91331



## COVID-19 vaccine sites

Find out where to get a vaccine if you're eligible. Keep checking for appointments. New locations will be added as they're available. If you need a second dose, contact the location where you got your first dose. [Learn more.](#)

You must be eligible in order to get vaccinated. [See eligibility criteria](#)

Showing 71 results

### CVS Store #05131

This site often has Pfizer, the only vaccine available for people age 16 and 17. People under 18 need to be accompanied by a parent or guardian to be vaccinated. Please confirm that they will have Pfizer when you book.

[1900 19th Avenue, San Francisco](#)

Languages spoken  
English

Access  
Walk-thru

Appointments available as of April 19, 2021, 3:56 am

[Book an appointment](#)

Or call [800-746-7287](#)

### Filters



- ☒ Only show sites open to the general public
- ☐ Only show sites with confirmed availability
- ☐ Wheelchair accessible

Any language

Drive-thru or walk-thru

[Apply](#)

# Exhibit C.



## The COVID-19 vaccine is here. And everyone in California will get a turn.

Safe, free, and effective COVID-19 vaccines are now available to everyone age 16 and up. Let's end this pandemic. Check for available appointments and book your vaccination as soon as you can.

### Just follow these easy steps:


Answer a few questions, choose a location, then select a date & time.

If no appointments are available in your area, register and we'll notify you when more appointments open up.

Select language

English

Find an appointment



Services Departments Search

## COVID-19 vaccine sites

Find out where to get a vaccine if you're eligible. Keep checking for appointments. New locations will be added as they're available. If you need a second dose, contact the location where you got your first dose. [Learn more.](#)

You must be eligible in order to get vaccinated. [See eligibility criteria](#)

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Any language

Drive-thru or walk-thru

Apply



City of Los Angeles

English

## Los Angeles COVID-19 Vaccine Registration

Pick your group and book an appointment

Choose your group

Book Appointment

Frequently Asked Questions

Need assistance booking an appointment?  
¿Necesita ayuda para reservar una cita?

[Learn More](#)  
[Aprende más](#)

PHASES WE'RE CURRENTLY VACCINATING

Phase 1A

Phase 1B

Health condition or disability

Need more information on current vaccine eligibility? [Learn More.](#)

# COVID-19 Vaccination Sites

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**Which do you think is most accessible to Non-English speakers?**


① Start presenting to display the poll results on this slide.



**Doing better**




# STOP AAPI HATE



Our communities stand united against racism. Hate against Asian American Pacific Islander communities has risen during the COVID-19 pandemic.

**Together, we can stop it.**

**ACT NOW**



**Report a hate incident in:**

Select language

**Note: Google Forms vs. Microsoft Forms**

## 아시아계 미국인 증오 범죄 보고서

\* Required

사건은 어디 있었습니까 \*

Your answer

당신은 아시아입니까? \*

☐ 아시아 사람

☐ 아시아 아님

☐ Other:

언제 발생 했습니까

MM DD YYYY

/ /

## 아시아계 미국인 증오 범죄 보고서

\* 필수

1. 사건은 어디 있었습니까

답변을 입력하세요.

2. 당신은 아시아입니까? \*

☐ 아시아 사람

☐ 아시아 아님

☐ 기타

3. 언제 발생 했습니까

M/d/yyyy 형식으로 날짜를 입력하세요.



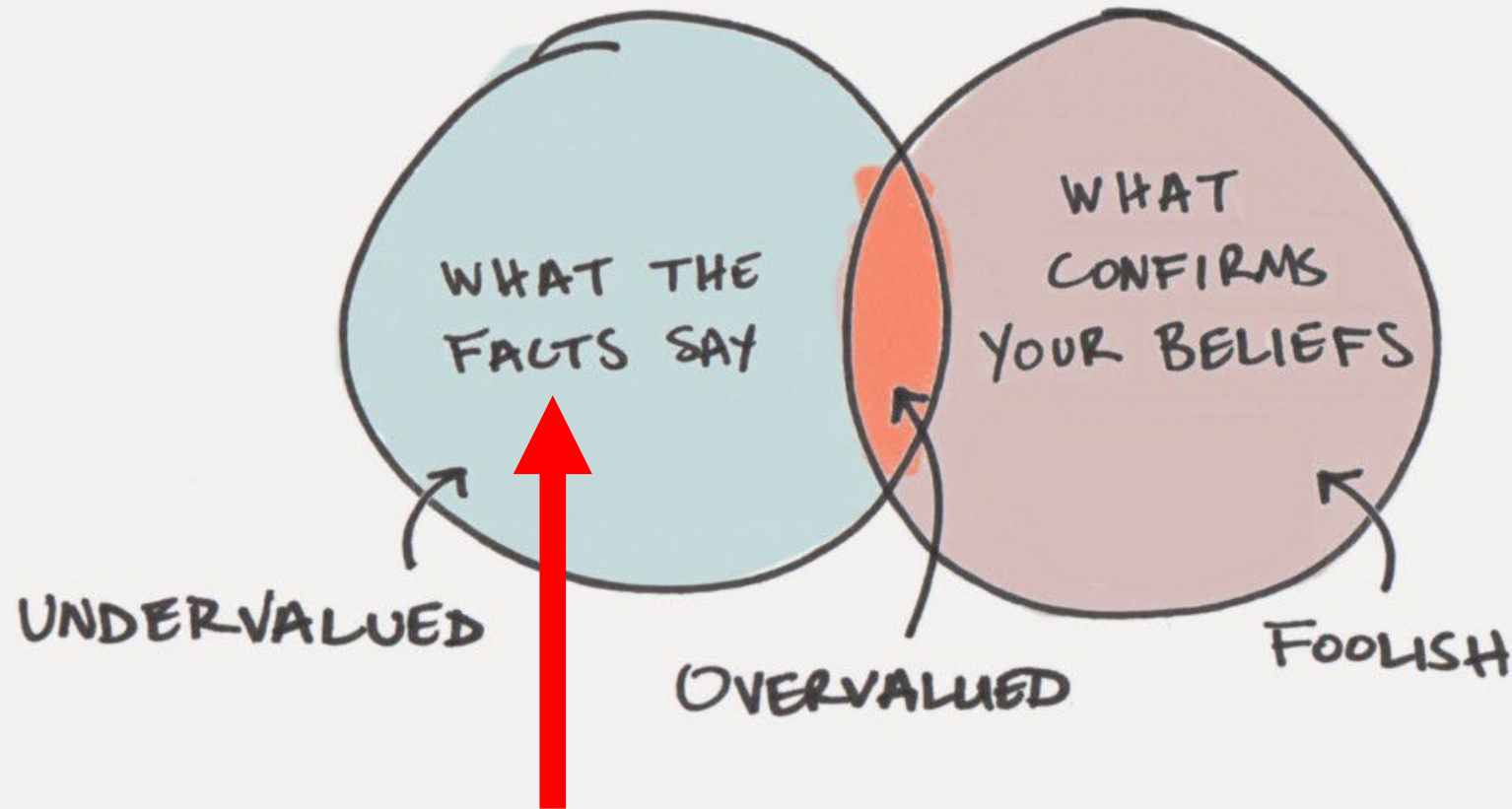
<https://forms.gle/JdNNm5vRYWuieaGLA>

<https://tinyurl.com/5xe5t7h3>

**Recommend: Microsoft Forms, but way more complicated to set up.**

# **#3 Minimizing Bias**

# THE CONFIRMATION BIAS



**Warning: Who determines what is factual?**

# **What is bias?**

- **Preset notions and values**
- **As humans we are all biased, but we can learn more from people and ourselves when we set aside our own bias and listen.**



**Why?**

# **We should challenge our biases because...**

- **Well, most social problems we are facing come from people assuming (wrong) things.**
- **As facilitators for social change our job is to break down those barriers.**

**How?**

**By minimizing our bias when listening!**

# Minimizing bias

- **Ask simple questions with simple wording**
- **Never assume people know what you are talking about,**
- **Define terms if you must use them**

## **#4 Keep it Short**

**Keep it short 4 you and 4 them**

# Keeping it short

- **A shorter survey means more space to share their stories as people**
- **Tie each question to who you are looking to empower**
- **If community members can take time to respond, open-ended allow for that.**



# **Final Takeaway of Survey Design**

**Be respectful.**

# Lab Time

# **Google FORMulating Community-Based Empowerment**

# **Group Exercise**

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## Group Exercise

① Start presenting to display the poll results on this slide.

# Group Peer Review Exercise

**1. Make a copy of this Google Doc:**

**<https://tinyurl.com/aa191-420>**

**2. The doc has “potential questions” and “user stories” from all groups.**

**3. Fill out the table, deducing who or what community is being empowered and why you think so.**

**4. Share back to the group using Slido word cloud**

# **Assignments**

**Due Wednesday 4/27:**

**Group Assignment #3**



# Group Assignment #3

## Survey

**Due Wednesday 4/27**

Design a survey that will focus on the community voices for your project.

You may also revise your memo to ensure that you focus on specific community members or group.

**Submission:**

Submit your survey using this Google  
<https://forms.gle/B4DnEhJNDqWWaYUA9>