



## Community Disaster Education

The American Red Cross is interested in learning about your experience with Community Disaster Education training. Please help us by answering the following questions.

Questions marked with an asterisk (\*) are required.

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1. \*Please enter the survey code (chapter code) given when you were invited to complete this survey: \_\_\_\_\_
  2. Facilitator's name: \_\_\_\_\_

### **SERVICE QUALITY QUESTIONNAIRE** **GENERAL INFORMATION**

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3. Which of the following sessions did you participate in today? (SELECT ALL THAT MAY APPLY):
  - General Disaster Preparedness
  - Focused on a specific type of disaster
  - "Be Red Cross Ready" session
  - Other: \_\_\_\_\_
4. **If you selected the second choice in Question 3**, please specify which type of disaster:  
\_\_\_\_\_
5. How did you learn about this Red Cross community disaster education session?
  - Red Cross ad on TV/radio
  - Browsing the Red Cross Web Site
  - From a friend/family member
  - At work
  - At school
  - From a Red Cross worker
  - Printer material
  - From a social service organization
  - From the Federal Government
  - From the Local Government
  - Other, please specify: \_\_\_\_\_
6. What motivated you to participate in this CDE session?
  - A school or job requirement
  - The subject matter caught my attention
  - I have recently experienced a disaster
  - Other, please specify: \_\_\_\_\_

7. The length of this session is:  
 Just right  
 Too short  
 Too long

**ABOUT THE SERVICE YOU RECEIVED**

8. Thinking about your experience with this Red Cross course, on a scale from 1 to 6 (with 1 being poor and 6 being excellent), please rate each of the following by selecting the number that best represents your opinion.

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Does Not Apply</b>
Excellent	Good	Above Average	Below Average	Poor	Extremely Poor	
Facilitator's knowledge and ability to answer questions.						
6	5	4	3	2	1	Does Not Apply
Facilitator's ability to communicate information clearly.						
6	5	4	3	2	1	Does Not Apply
Information included in the session.						
6	5	4	3	2	1	Does Not Apply
Quality of any brochures, videos, handouts and other materials.						
6	5	4	3	2	1	Does Not Apply
Overall satisfaction with this Red Cross session.						
6	5	4	3	2	1	Does Not Apply

9. Thinking about the skills you learned today, please select the number that best represents how you feel about each of the following statements.

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Does Not Apply</b>
Describes Me Completely					Does Not Describe Me at All	
I feel prepared to face unexpected disasters at home, work and in my neighborhood.						
6	5	4	3	2	1	Does Not Apply
I am confident that I know what to do during a disaster.						
6	5	4	3	2	1	Does Not Apply
I believe that in case of a disaster it is important to be connected to my neighbors, my coworkers and my community as a whole.						
6	5	4	3	2	1	Does Not Apply
I am going to discuss and practice a disaster plan with my family.						
6	5	4	3	2	1	Does Not Apply
I am going to prepare a disaster supplies kit.						
6	5	4	3	2	1	Does Not Apply
I am going to get additional disaster preparedness information.						
6	5	4	3	2	1	Does Not Apply
I am going to recommend this Red cross session to a friend.						
6	5	4	3	2	1	Does Not Apply

10. Please comment on how the Red Cross could best help your community to prepare for a disaster:

11. **ABOUT YOURSELF**

You are:

- Male
- Female

12. Your age group:

- 12 or younger
- 13 to 18
- 19 to 25
- 26 to 40
- 41 to 55
- 56 or older

13. You consider yourself to be:

- Hispanic or Latino (of any race)
- White (Not Hispanic or Latino)
- Black or African American (Not Hispanic or Latino)
- Asian (Not Hispanic or Latino)
- Native Hawaiian or other Pacific Islander (Not Hispanic or Latino)
- American Indian or Alaska Native (Not Hispanic or Latino)
- Two or more races (Not Hispanic or Latino)
- Other, please specify: \_\_\_\_\_

14. Would you like to know more about the Red Cross and Community Disaster Education and Preparedness?

- Definitely would
- Probably would
- Not sure
- Probably would not
- Definitely not

15. Your home zip code: \_\_\_\_\_

16. For local chapter questions from your survey invitation: