

2006/07 PREVENTION SERVICE CLIENT SATISFACTION SURVEY

RESPONSIBLE GAMBLING PROGRAM

Prevention and awareness presentations are a cornerstone of the Responsible Gambling Program. Currently the Province contracts nineteen prevention service providers who work around British Columbia to deliver information sessions that raise the awareness of the Responsible Gambling Program, how to access help, and how to gamble responsibly.

For the past three years the Responsible Gambling Program has developed a range of outcome measures using data collected from client satisfaction surveys. In 2006, the Program expanded the survey program to include prevention presentations. The purpose of this survey was to gain a better understanding of the impact of the Responsible Gambling Program's prevention initiatives and, where possible, identify ways to enhance prevention services.

Surveys were distributed between August 15 and November 31, 2006. A total of 888 surveys were returned to the Responsible Gambling Program. Not all surveys were completed in full. In the first two sections nineteen times out of twenty the figures reported in these tables are accurate to within 3.3%.

Section One of the survey evaluated the quality of the presentations. Participants were asked to rate the following:

- The quality of handout material (brochures, pamphlets, etc.);
- The quality of presentation materials (PowerPoint, videos, slides, etc.);
- The quality of the presenter; and
- The overall quality of the presentation.

Section Two of the survey asked participants to rate their level of knowledge of gambling issues before and after the presentation. The results were used to develop a learning measure that reflects the participant's perceived increase in knowledge of: problem gambling, where to get help for gambling problems, and how to gamble responsibly.

Section Three asked a series of open ended questions that gave participants an opportunity to describe why they attended the presentation, what additional information they would like, what they learned and what can be done to improve the presentation and/or the Responsible Gambling Program. The results from these questions have been coded and are reported in a series of tables.

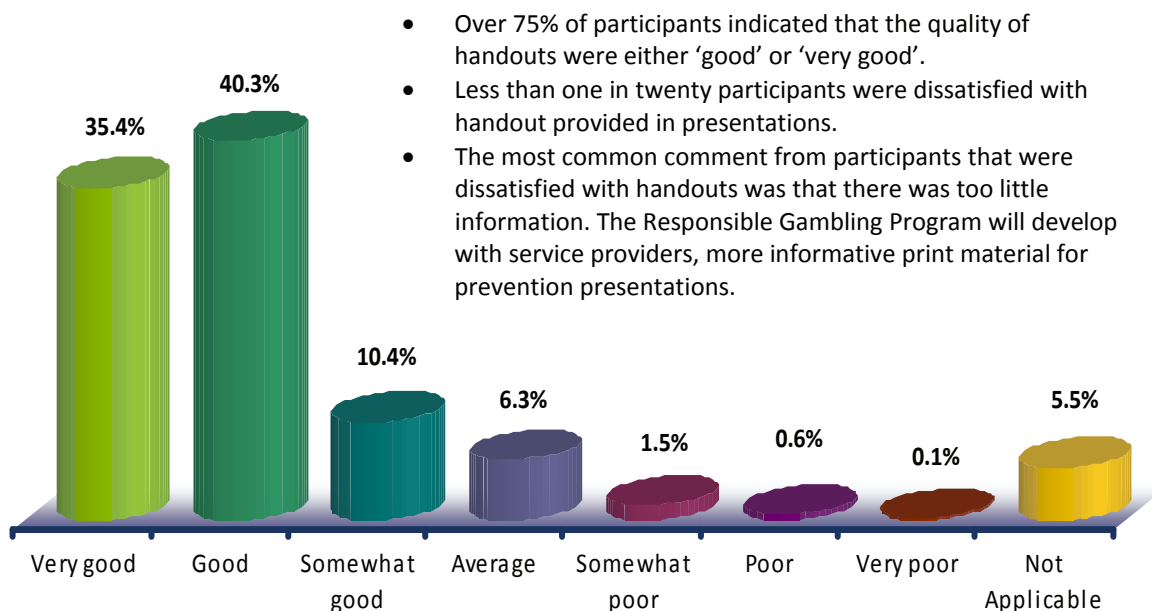
For more information about the Responsible Gambling Program please see our website at: <http://www.bcrestponsiblegambling.ca/>



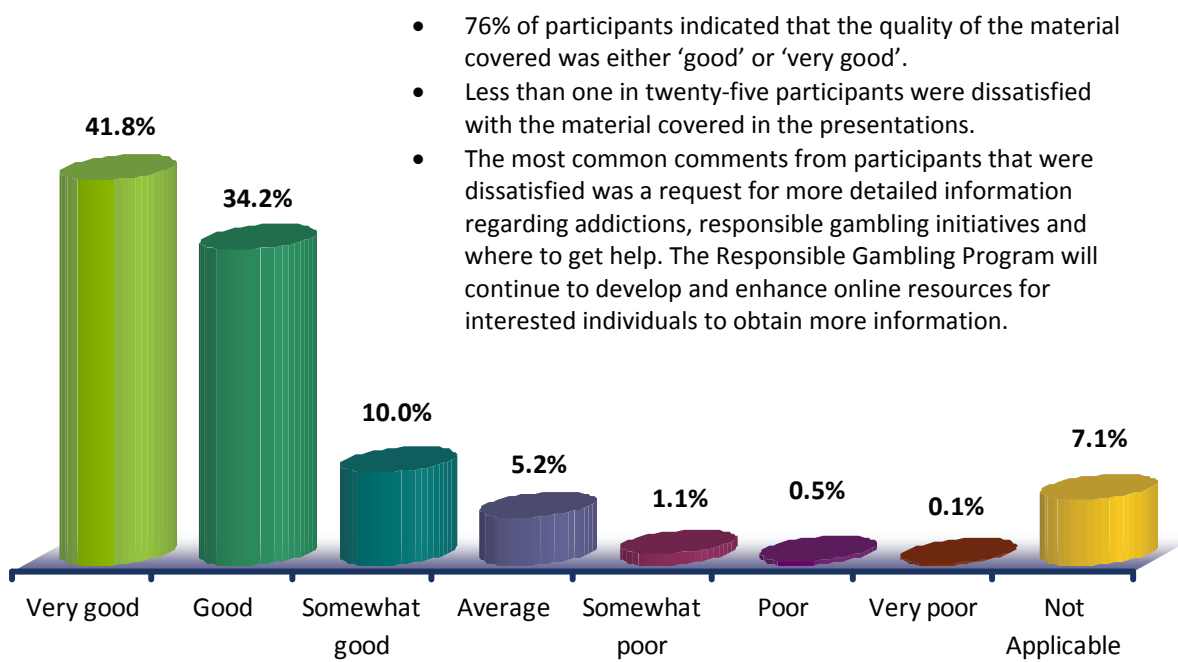
SECTION ONE—QUALITY OF PRESENTATIONS

Participants were asked to rate different elements of problem gambling prevention presentations that they attended. Respondents rated each aspect on a 7 point scale from very good to very poor.

Quality of handouts included in presentations

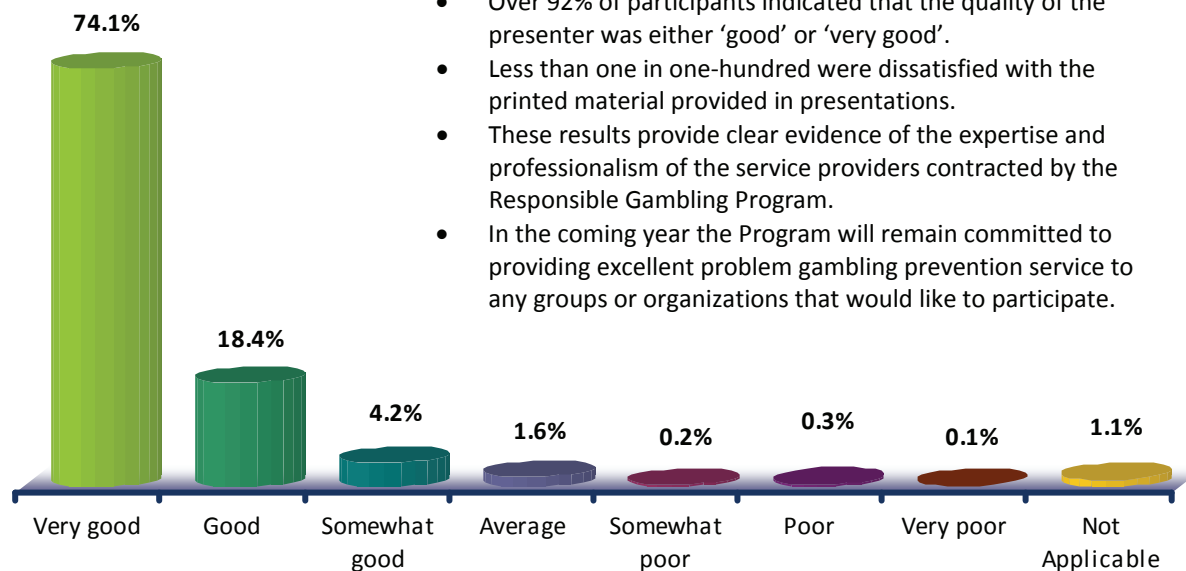


Quality of the material covered in presentations



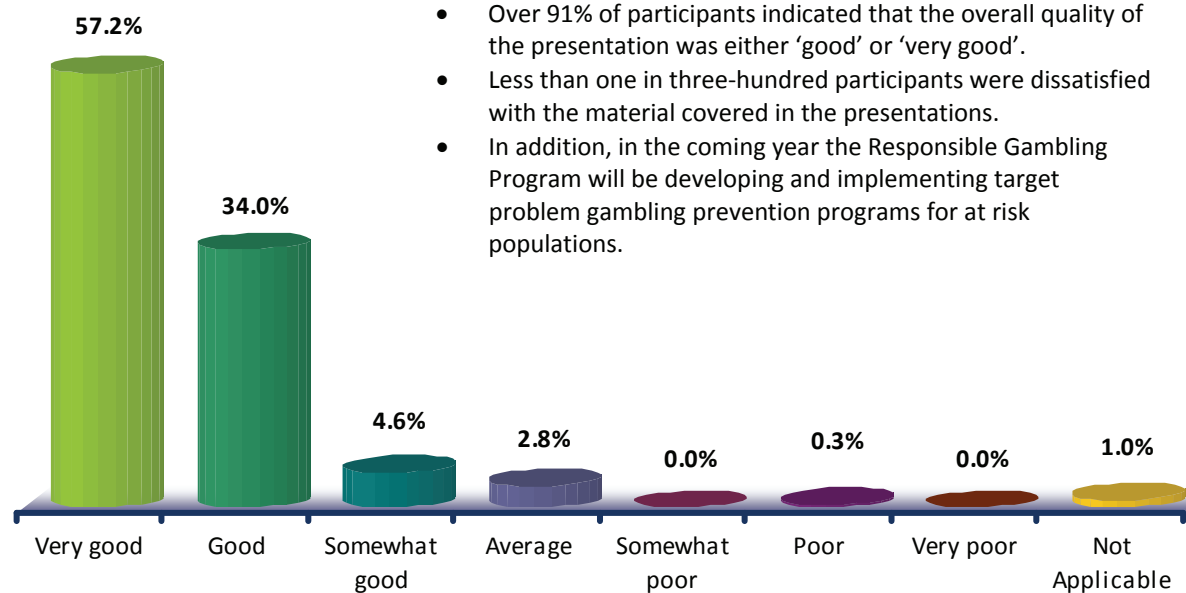
QUALITY OF PREVENTION PRESENTATIONS (CONTINUED)

Quality of the presenter



- Over 92% of participants indicated that the quality of the presenter was either 'good' or 'very good'.
- Less than one in one-hundred were dissatisfied with the printed material provided in presentations.
- These results provide clear evidence of the expertise and professionalism of the service providers contracted by the Responsible Gambling Program.
- In the coming year the Program will remain committed to providing excellent problem gambling prevention service to any groups or organizations that would like to participate.

Overall quality of the presentation

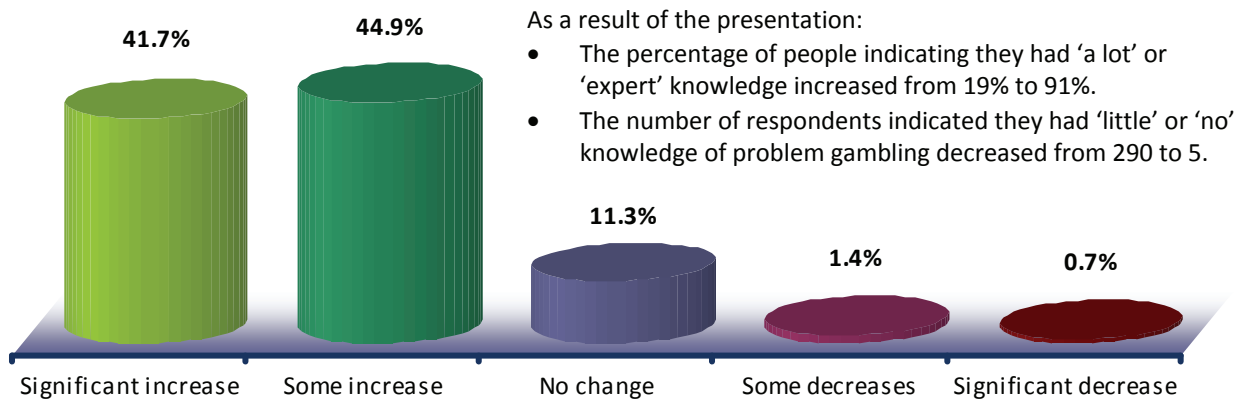


- Over 91% of participants indicated that the overall quality of the presentation was either 'good' or 'very good'.
- Less than one in three-hundred participants were dissatisfied with the material covered in the presentations.
- In addition, in the coming year the Responsible Gambling Program will be developing and implementing target problem gambling prevention programs for at risk populations.

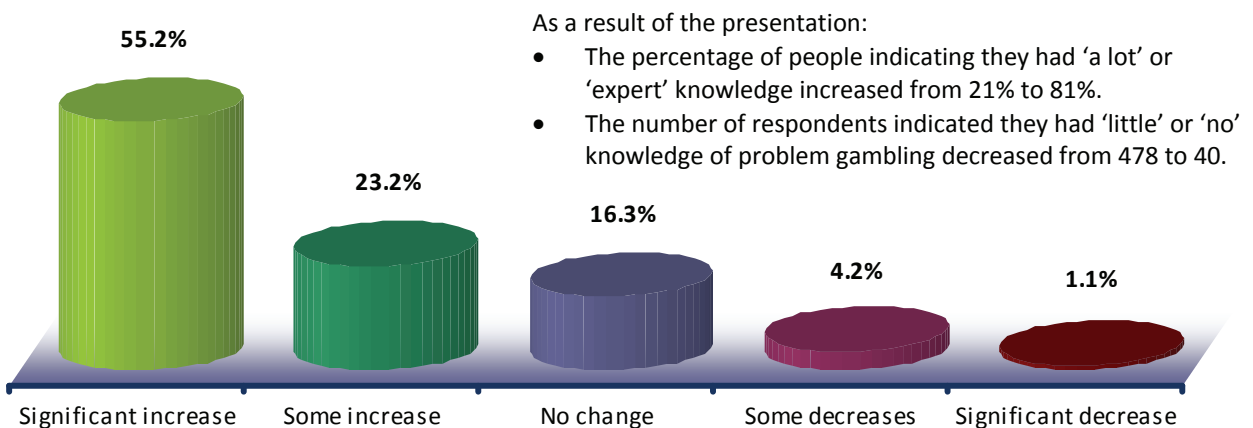
SECTION TWO—SKILLS AND KNOWLEDGE LEARNED

Participants were asked to indicate their level of knowledge of a variety of gambling issues before and after each presentation. The figures below use the responses to these questions to measure changes in knowledge.

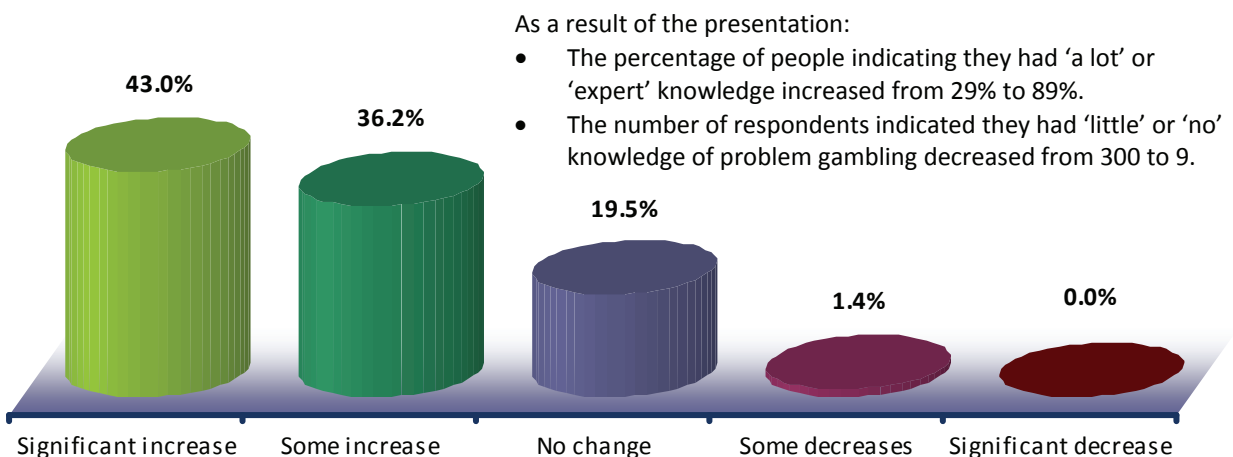
Change in knowledge of problem gambling and related issues



Change in knowledge of where to get help for problem gambling and related issues



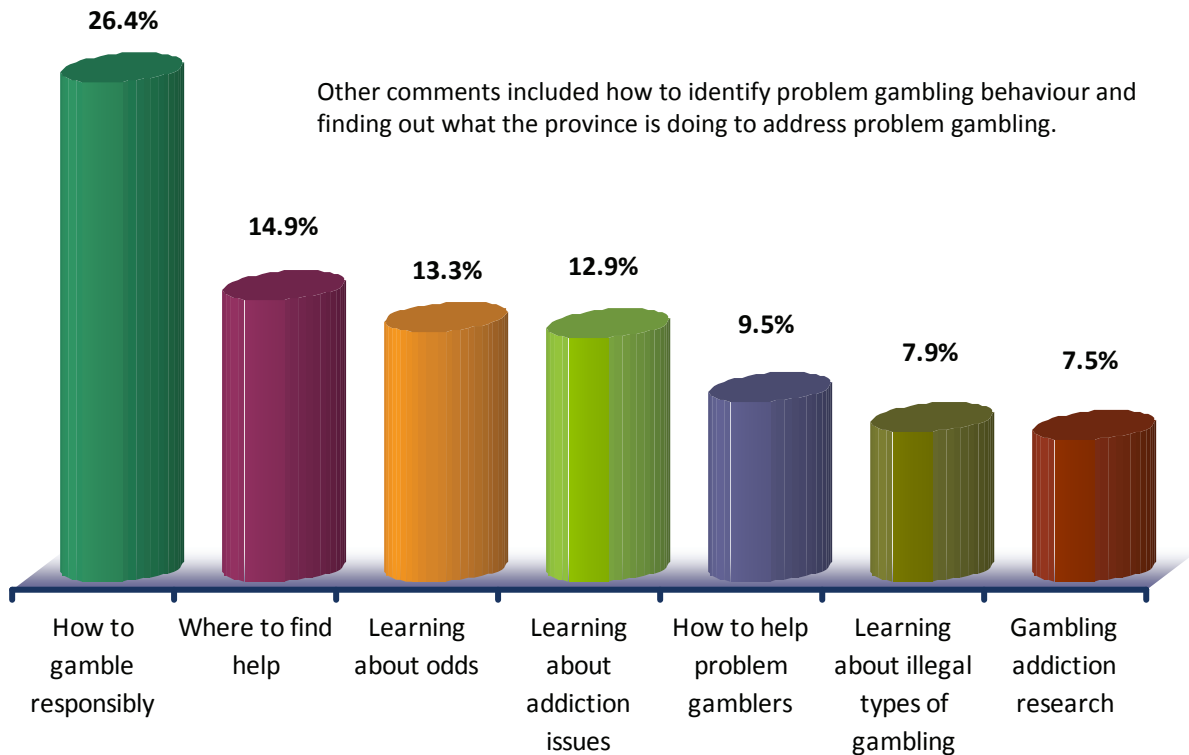
Change in knowledge of responsible gambling practices



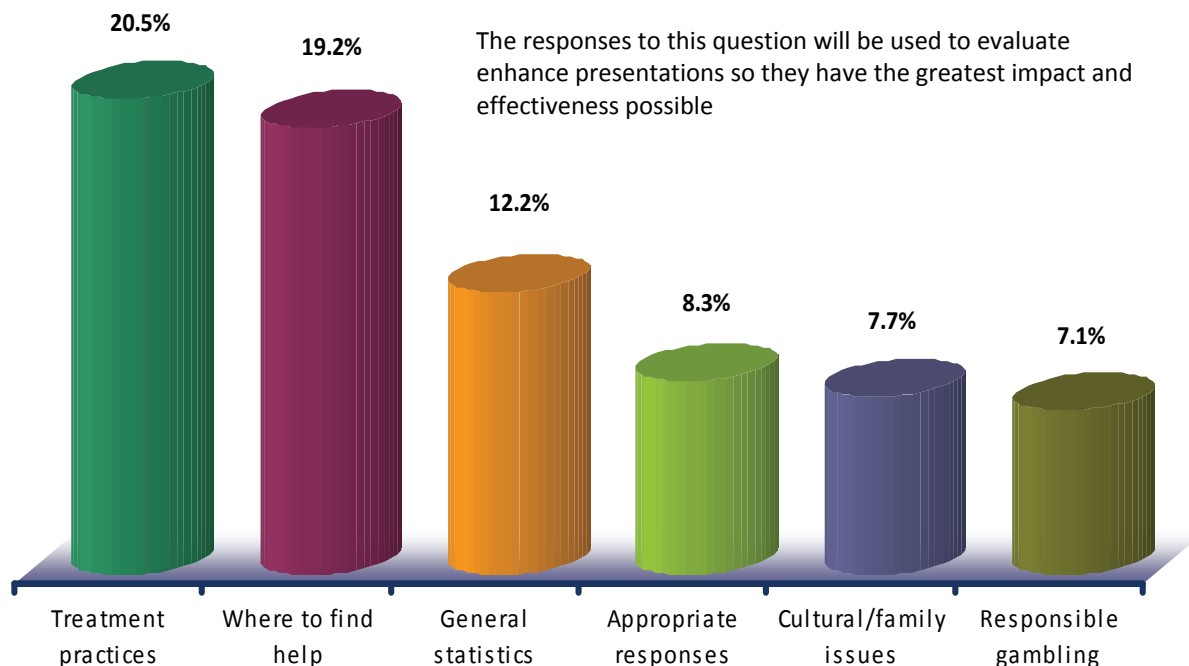
SECTION THREE—PARTICIPANT COMMENTS

Participants were asked a variety of open-ended questions and also asked to share any comments that they had about the presentation. The following figures provide a snapshot of some of the comments provided.

What was the most helpful thing you learned in this presentation?



What additional information would you like to know about?



APPENDIX A—TABLES

Quality of Presentation

Quality of handout material	Response %
Very Good	35.4%
Good	40.3%
Somewhat Good	10.4%
Average	6.3%
Somewhat Poor	1.5%
Poor	0.6%
Very Poor	0.1%
Not applicable	5.5%

Quality of presentation material	Response %
Very Good	41.8%
Good	34.2%
Somewhat Good	10.0%
Average	5.2%
Somewhat Poor	1.1%
Poor	0.5%
Very Poor	0.1%
Not applicable	7.1%

Quality of presenter	Response %
Very Good	74.1%
Good	18.4%
Somewhat Good	4.2%
Average	1.6%
Somewhat Poor	0.2%
Poor	0.3%
Very Poor	0.1%
Not applicable	1.1%

Overall quality of presentation	Response %
Very Good	57.2%
Good	34.0%
Somewhat Good	4.6%
Average	2.8%
Somewhat Poor	0.0%
Poor	0.3%
Very Poor	0.0%
Not applicable	1.0%

Knowledge of ...:

Problem gambling before presentation	Response %
Expert knowledge	3.9%
A lot of knowledge	15.2%
Some knowledge	47.9%
A little knowledge	28.0%
No knowledge	4.6%

Problem gambling after presentation	Response %
Expert knowledge	31.5%
A lot of knowledge	59.1%
Some knowledge	8.2%
A little knowledge	0.6%
No knowledge	0.0%

Where to get help before presentation	Response %
Expert knowledge	6.0%
A lot of knowledge	15.1%
Some knowledge	23.8%
A little knowledge	28.2%
No knowledge	25.7%

Where to get help after presentation	Response %
Expert knowledge	34.5%
A lot of knowledge	46.5%
Some knowledge	13.7%
A little knowledge	2.9%
No knowledge	1.6%

Responsible gambling before presentation	Response %
Expert knowledge	7.4%
A lot of knowledge	21.2%
Some knowledge	36.8%
A little knowledge	25.8%
No knowledge	8.0%

Responsible gambling after presentation	Response %
Expert knowledge	44.6%
A lot of knowledge	43.9%
Some knowledge	8.9%
A little knowledge	0.9%
No knowledge	0.1%