



OFFERING THE TOOL TO PERSONS RECEIVING SERVICES

QUICK START GUIDE

improve-tool.org

OFFERING THE TOOL TO PERSONS RECEIVING SERVICES

1 Go to www.improve-tool.org.



As a reminder, someone from your agency will need to be logged into the platform to access the survey link for the first time.

2a

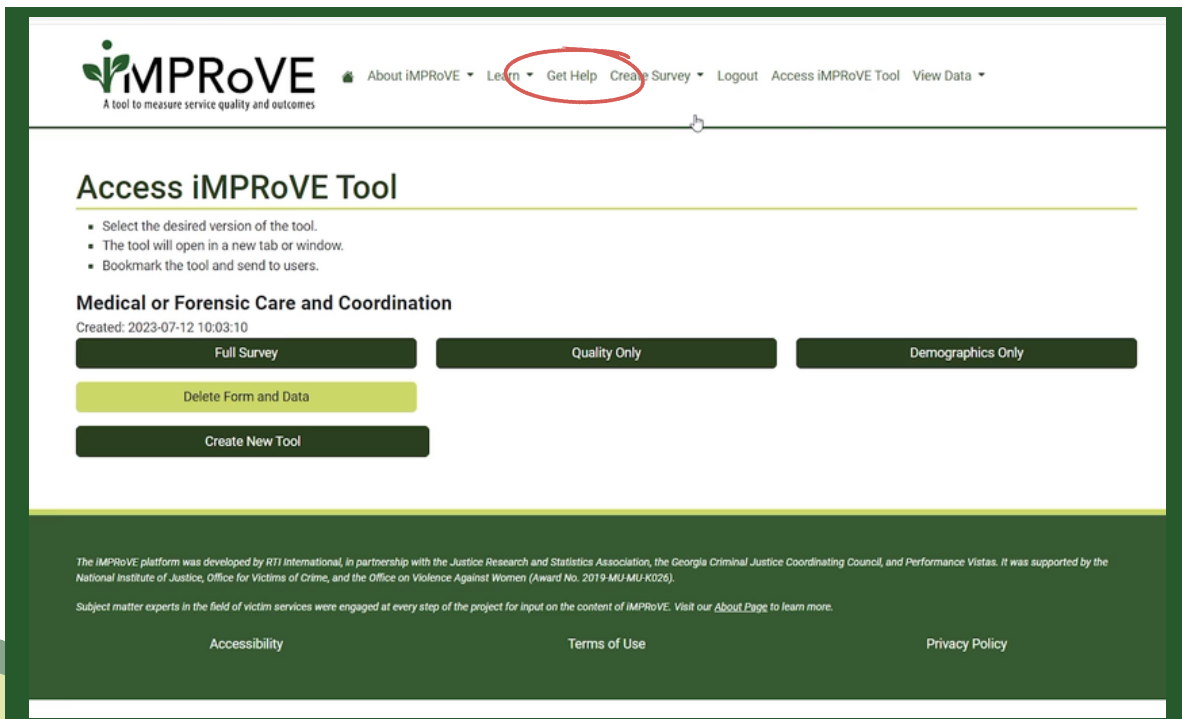
For in-person completion, your staff should pull up the survey link on a tablet or computer and ask the survivor if they would like to complete a brief feedback survey.

2b

For completion via a text or email link, your staff should ask the participant if they would be comfortable receiving a text message or email with a link to a feedback survey.

2c

If an individual cannot complete the tool online, you can request a paper version through the iMPRoVE helpdesk and we will send your customized survey that you can print and give to participants.



iMPRoVE A tool to measure service quality and outcomes

About iMPRoVE Learn Get Help **Create Survey** Logout Access iMPRoVE Tool View Data

Access iMPRoVE Tool

- Select the desired version of the tool.
- The tool will open in a new tab or window.
- Bookmark the tool and send to users.

Medical or Forensic Care and Coordination

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Full Survey Quality Only Demographics Only

Delete Form and Data

Create New Tool

The iMPRoVE platform was developed by RTI International, in partnership with the Justice Research and Statistics Association, the Georgia Criminal Justice Coordinating Council, and Performance Vistas. It was supported by the National Institute of Justice, Office for Victims of Crime, and the Office on Violence Against Women (Award No. 2019-MJ-MU-K026). Subject matter experts in the field of victim services were engaged at every step of the project for input on the content of iMPRoVE. Visit our [About Page](#) to learn more.

[Accessibility](#) [Terms of Use](#) [Privacy Policy](#)

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The tool is available in English, Spanish, Vietnamese, and Mandarin. Participants can click the globe icon in the top right corner to change languages.

Feedback on Your Service Experience

This survey asks you to think about the services from RTI, including whether they were helpful, and how you felt about them. Your answers will be used to help us, and other service providers, improve our services in the future.

The survey is anonymous. It does not ask you to share any identifying information

The survey is voluntary and will take no more than 5 - 10 minutes to complete. You can skip any questions that you do not want to answer or that make you uncomfortable.

If you have questions about this study, email improve_helpdesk@rti.org.

If you understand the study, please check the box to complete the survey.

Yes - I agree to take the survey

No - I do not agree to take the survey(survey ends)

Next →

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The first thing participants see when they open the tool is information about the survey. Then they are asked:

- to indicate if they consent to complete the tool and
- whether they were the one who received services or if the services were for a child or dependent.

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Yes - I agree to take the survey

No - I do not agree to take the survey(survey ends)

Which of the following best describes who received services from from RTI?

You

Your child, children, or other dependent(s)

Next →

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After the participant completes all questions, they click the "Submit" button, and the data are securely transmitted to the iMPROVE platform.