

**The Relationship Quality Survey
Online Data Collection System
Mentoring Children of Prisoners Program**

Why is the RQI conducted?

The RQI is an annual survey that measures the quality of program services from the vantage point of the mentees; it is used to ensure that mentoring is a positive experience for the youth participants. The survey is **not** done as a report card on mentors or programs. Notably, unlike the quarterly data reports which show quantitative progress towards goals, the RQI has the express purpose of being a research and evaluation, rather than management, tool.

How can grantees use data from the RQI to improve their mentoring services?

Grantees may find the following calculation helpful:

Find the average score for program (section 2 of the instrument). Do this by:

- Removing the following questions' responses altogether: #6, 9, 13, 16, and 18 (these are dummy questions inserted by the instrument designer)
- Reverse the scores (1 becomes a 4, 2 becomes a 3, 3 becomes a 2, and 4 becomes a 1) for the following questions: #2, 4, 5, 7, 8, 10, 11, 12, 14, 15, 17, and 19.
- Calculate each respondent's average by adding up their scores and dividing by 15.
- Calculate the program's average by summing up the averages for all respondents and then dividing by the total number of respondents.

Grantees should **not** do the following calculations:

- Find the average for a given question: the questions in the survey are not meant to determine if a mentor is trustworthy, or gives good advice. Together, the questions capture an overall score of service delivery quality. Other evaluative tools would need to be used in order to measure specific traits of quality (i.e.: trustworthiness).
- Find the average response of a child: think of responses coming from respondents in a study, not children in your program. **Never think of the survey as a case management tool or report card.**
- Find the average, or do any calculations, using the dummy questions: #6, 9, 13, 16 and 18.

How do I get help with my calculations?

You should feel free to contact the analyst for the MCP program, Telisa Burt. She is reachable at telisa.burt@acf.hhs.gov and 202-205-9515.