

# 2026 Community Survey

## Data Entry Instructions

Welcome to the Washington State Health Care Authority (HCA) Division of Behavioral Health and Recovery (DBHR) Community Survey!

This document provides instructions for entering paper-based Community Survey responses into ServiceNow (SNOW). These instructions apply to surveys administered in the following languages: **English, Cambodian/Khmer, Chinese, Russian, Somali, Spanish, and Vietnamese.**

### Important paper vs. online difference (Questions 11-12 only)

Paper surveys and the online ServiceNow survey collect the same information, but they appear in a slightly different format. These differences are expected and do not affect data quality when responses are entered correctly. Questions 11 (11a and 11b) and 12 (12a and 12b) are displayed differently:

- On the paper survey, responses for Middle School (6<sup>th</sup>–8<sup>th</sup> grade) and High School (9<sup>th</sup>–12<sup>th</sup> grade) appear side by side.
- In ServiceNow, these same questions are shown one after the other, first for Middle School (6<sup>th</sup>–8<sup>th</sup> grade) followed by the High School (9<sup>th</sup>–12<sup>th</sup> grade). Although they appear as separate questions online, they correspond directly to the side-by-side columns on the paper survey.

### Paper Survey (Question 11): Side-by-side

**11. Which statement BEST describes the conversation you have had with your child about alcohol use in the last 3 months? (Select the one statement that applies for your middle and/or high school aged child/children in the specific grade)**

	11a. Your Middle School youth (6 <sup>th</sup> –8 <sup>th</sup> grade)	11b. Your High School youth (9 <sup>th</sup> –12 <sup>th</sup> grade)
I have not talked with my child about alcohol use in the last three months.	<input type="radio"/>	<input type="radio"/>
I have told my child that alcohol is not OK and they will receive consequences if they drink.	<input type="radio"/>	<input type="radio"/>
I told my child it is OK for him/her to have a few drinks on a special occasion.	<input type="radio"/>	<input type="radio"/>
I told my child about the risks of underage drinking and they should not drink.	<input type="radio"/>	<input type="radio"/>
I told my child that even though they are less than 21, they will have to decide for themselves whether or not to drink alcohol.	<input type="radio"/>	<input type="radio"/>

### ServiceNow Survey (Question 11): Side-by-side

11. Which statement BEST describes the conversation you have had with your child about alcohol use in the last 3 months? (Select the one statement that applies for your middle and/or high school aged child/children in the specific grade)

11a. Your Middle School youth (6th–8th grade)

- I have not talked with my child about alcohol use in the last three months.
- I have told my child that alcohol is not OK and they will receive consequences if they drink.
- I told my child it is OK for him/her to have a few drinks on a special occasion.
- I told my child about the risks of underage drinking and they should not drink.
- I told my child that even though they are less than 21, they will have to decide for themselves whether or not to drink alcohol.

11b. Your High School youth (9th–12th grade)

- I have not talked with my child about alcohol use in the last three months.
- I have told my child that alcohol is not OK and they will receive consequences if they drink.
- I told my child it is OK for him/her to have a few drinks on a special occasion.
- I told my child about the risks of underage drinking and they should not drink.
- I told my child that even though they are less than 21, they will have to decide for themselves whether or not to drink alcohol.

Enter responses into the question labeled for the correct grade level. If the respondent answered for only one grade level, enter data only for that grade and leave the other blank. Do not duplicate responses across grade levels unless both are selected on the paper survey.

## How to enter data from paper into ServiceNow

Follow the steps below for each paper survey:

### Step 1: Open

Access the participant-facing or public survey link

### Step 2: Enter Survey Responses

- Enter responses exactly as marked on the paper survey.
- Select the ServiceNow response option that exactly matches the participant’s selection.
- If a question was left blank on the paper survey, leave it blank in ServiceNow.
- Do not infer or guess responses.

**Surveys in languages other than English:** All paper survey versions share the same layout. If you are entering data from a non-English survey and are unsure of the response order, refer to the English paper survey to confirm the correct response option sequence.

### Step 3: Submit

Select the “Submit” button to record the responses.

Each paper survey should be entered once. It is recommended to enter data as soon as possible after collection to reduce errors. If you are unsure whether a survey has already been entered, pause and verify before proceeding.

### Questions

If you have questions about data entry or encounter issues, contact your HCA Prevention Manager.