Survey Etiquette

When you ask people to take a survey for you, you are asking them to give up their time to help you with your project. You are asking a big favor. So you need to be extra polite and respectful to thank them for their help! Here is how you can do this:

1. Be friendly. Make eye contact, smile, and step towards them. Say something friendly, like “Hi!” or “Excuse me . . .” But don’t walk too quickly towards them or speak too loudly, or they might get scared and run away! If people avoid your eye contact or walk away, it probably means they are in a hurry and don’t have time to talk with you. Don’t be offended; just let them go.

2. Be clear. Explain that you are doing a survey for a class and tell them the topic. Don’t give too many details; be short and to the point.

3. Give them a chance to say “no.” Don’t just start asking questions. Ask them first, “Do you have a few minutes?” or “Do you have time to help me? It’ll only take a minute.” If they say, “No,” or “I’m sorry,” say, “That’s okay! Thanks anyway!”

4. Keep it short. Make sure that your questions are short and clear, and don’t ask too many (absolutely no more than ten! Somewhere around five is probably better.)

5. Protect their privacy. Never ask for their name or private information.

6. Thank them for their time. This is important! Show genuine gratitude. Smile, say a friendly goodbye, and let them go on their way feeling good about themselves for helping you on your project. : )

Now it’s your turn!!! Practice asking your survey questions with one of your classmates.