



CONNECT Survey - Navigator Instructions

Instructions for telling clients about the CONNECT survey

Purpose

UNM is helping **Santa Fe CONNECT** conduct a survey of new clients about **their experiences** with CONNECT.

Eligibility

Only **first-time clients** are eligible for the survey. You will know that a person is eligible if you need to create a new client profile in Unite Us.

Survey Steps

1. After creating a profile for a new client and conducting regular navigation, read the individual the [Offer Script](#).
2. If the individual agrees to take the survey, read them the [Survey Script](#).
3. Record information about whether the individual agreed to take the survey, and (if so) their contact information [in the Navigator Log](#). If you enter this information, you will receive gift cards as detailed below.
4. If the individual chose to take a paper survey, give the individual a paper survey. They can complete the survey at your location and you can mail it, or they can complete the survey within a week of their intake navigation. They can mail the survey at any mailbox.

Questions or need help? Contact the UNM team at email@connectsurvey.org or 505-398-7743.