Request for Housing Navigator MA Search Tool Feedback

With our search tool, Housing Navigator MA seeks not only to provide a comprehensive search portal for all of the affordable housing opportunities in our state, but also to help alleviate the exhaustion and bewilderment of the search process. Feedback from those who use the search tool the most is *vital* to improving and clarifying this process. As part of our research for this improvement, we are getting feedback in the form of surveys and interviews with a range of individuals. Specifically, our team is seeking feedback from renters and their friends/family who help with the housing search process, service providers across community organizations, and housing search staff about their experiences with housing search and some ideas we have for improving the process.

The feedback surveys will take at most 15 minutes to complete. The interviews will be 30 minutes (or roughly 1 hour focus groups), and held either in-person (at a community partner space) or virtually on Zoom. Participants will receive $25 gift cards as survey compensation and $50 gift cards as interview compensation for your time and expertise.

We will be gathering this initial feedback through fall 2024.
If you're interested in completing a survey or being interviewed, please first fill out this screener survey.
Link to screener survey URL: https://www.surveymonkey.com/r/Q6RVZLK

Reach out directly to Victoria Decker (Community Manager), with any questions, at victoriadecker@housingnavigatorma.org

What to expect:

- We'll find a time slot that works best for you to conduct the interview.
- We'll ask you questions about your experience with searching for and accessing housing, points of confusion, and if you may find our new information and website layout useful. We want to make this resource as clarifying as possible about the affordable housing search and access process, and improve it alongside those who use the tool the most.
- There are no right or wrong answers, we just want you to hear your thoughts!
- After the interview, you'll receive a $25 gift card for survey completion or a $50 gift card for interview completion, via email or postal mail.

We'll use what we learn from our surveys and interviews to:

- Inform recommendations for changes and/or improvements to our current search tool layout

- Inform decisions about new and additional features within the search tool to make it easier to understand the information about different housing opportunities and if you qualify for them.

Being surveyed or interviewed is completely voluntary and up to you:

- You don't have to answer any questions that may feel uncomfortable for any reason.
- You can ask to stop the interview at any time.
- You can request that we don't use portions or any of your surveys or your interview, even after we're done.

We'll keep your information secure:

- What you share will remain private to the Housing Navigator MA research team. Only we have access to raw notes and video/audio recordings that you consent to.
- We will never use your name or other personally identifiable information in summarized findings or reports.
- If we ever would like to publicly share a photo or recording from your interview, we'll always ask you first. If you say no, we won't share it.