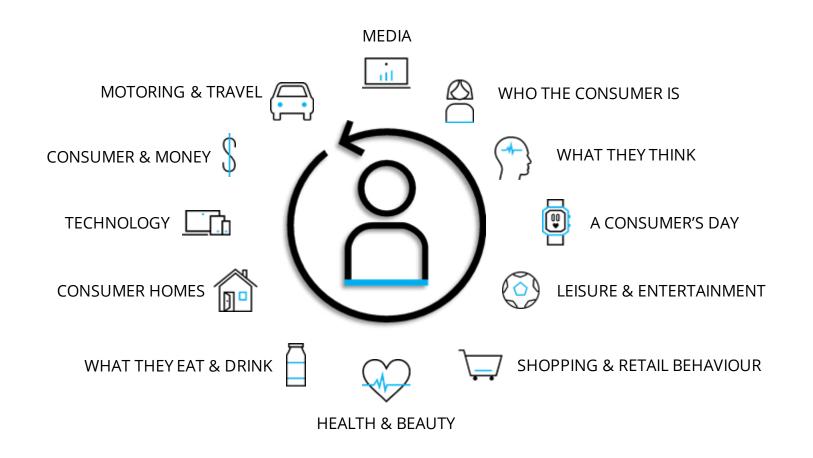
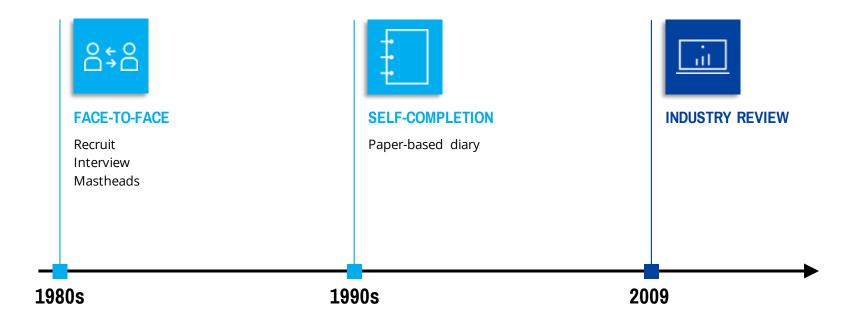
NEW ZEALAND PRINT MEASUREMENT

THE 3 LESSONS OF EVOLVING A CURRENCY

Caroline Atford August, 2019





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LESSON ONE:
RESPONDENT
EXPERIENCE FIRST









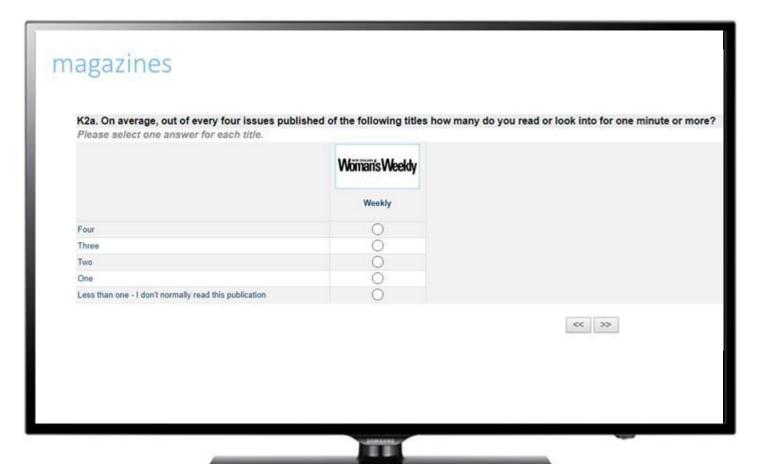
TRANSLATED SURVEY

REDESIGNED SURVEY

Bad experience Low completion rates Visually appealing Easier to follow



THE SURVEY



RESPONDENT FEEDBACK

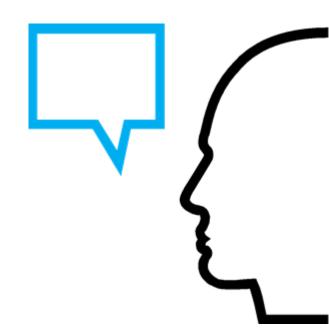
"Good survey. Easy to follow and complete"

"It was awesome"

"I enjoyed this – good, appropriate reward too – Thank you"

"This was one of the best surveys I've ever done as the questions were clear and precise"

"Interesting survey as media trends change"





LESSON TWO:
ENHANCE
ONLINE SAMPLE
WITH PHONE
RECRUITMENT





ONLINE SURVEY LINK FIRST



FOLLOW-UP WITH PHONE RECRUITMENT



QUOTAS MET



LESSON THREE: ACCOUNT FOR BIASES





RESPONDENT EXPERIENCE FIRST



ENHANCE ONLINE SAMPLE WITH PHONE RECRUITMENT



ACCOUNT FOR BIASES



ESTABLISH A NEW MIX

Bring together the best of all sample groups to best represent the population in the most cost-efficient manner

