

Team TMO Preliminary Citizens' Academy Survey Draft
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Survey Title: WPI Nantucket Citizens' Academy Project Survey

Survey Link

Original short- <https://forms.gle/r22113vXjLo6SPgw8>

Tiny URL: <https://tinyurl.com/89npxkys>

(click either link to view the survey in its final format).

Preamble/Intro

Welcome to the WPI Nantucket Citizens' Academy Project Survey on behalf of the Town of Nantucket! We are a group of four students from the [Worcester Polytechnic Institute Nantucket Project Center](#) conducting a research project in collaboration with the Nantucket Town Manager's Office to develop a model of a citizens' academy curriculum. The goal of this academy is to offer the residents of Nantucket an opportunity to learn about their local government's operations, the services they offer, and the challenges they face, as well as how citizens can become more engaged with them.

We would be delighted if you could take 5 minutes to answer some questions about Town government and your thoughts about a citizens' academy. Your participation in this survey is completely voluntary and you may exit the survey at any time. All questions are optional and your responses to them will remain anonymous.

If you have any questions, or if you would like a copy of our final report once it is complete, please feel free to contact us at gr-ack21-tmo@wpi.edu. Thank you for supporting this research!

Section 1: General Civic Engagement in Municipal Government

1. Have you ever held a position in town government and/or on a town board, commission, or committee?
 - a. Yes → <continues to section 3>
 - b. No → <continues to next section>
 - c. Prefer not to disclose → <continues to next section>

Section 2: Answers no/no answer to previous question

2. Please indicate how strongly you agree/disagree with the following statements.(all rate strongly agree to strongly disagree) [is own section in google forms due to formatting]
 - a. I am interested in engaging more with Nantucket's local government.
 - i. Strongly disagree

- ii. Disagree
 - iii. Neither agree nor disagree
 - iv. Agree
 - v. Strongly agree
 - vi. Unsure
 - b. I am confident in my abilities to identify and contact the correct department, board, committee, or commission when trying to solve a problem.
 - i. Strongly disagree
 - ii. Disagree
 - iii. Neither agree nor disagree
 - iv. Agree
 - v. Strongly agree
 - vi. Unsure
 - c. I believe the town of Nantucket needs to increase citizens' knowledge in local government affairs.
 - i. Strongly disagree
 - ii. Disagree
 - iii. Neither agree nor disagree
 - iv. Agree
 - v. Strongly agree
 - vi. Unsure
 - d. I believe the town of Nantucket needs to increase citizens' participation in local government affairs.
 - i. Strongly disagree
 - ii. Disagree
 - iii. Neither agree nor disagree
 - iv. Agree
 - v. Strongly agree
 - vi. Unsure
3. How often do you participate in/attend the following municipal programs/events/groups on Nantucket? (scale: never, rarely, occasionally, moderately often, regularly, prefer not to disclose)
- a. Town Meetings
 - i. Never
 - ii. Rarely
 - iii. Occasionally
 - iv. Moderately often
 - v. Regularly
 - vi. Prefer not to disclose

- b. Weekly Select Board Meetings
 - c. Town Voting/Polls
 - d. Town Boards, Committees, Councils, Commissions, and/or Work Groups
4. Are there any other municipal programs/events/groups on Nantucket that you participate in/attend?
- a. Open Response (200 character limit)
5. How useful do you find each of the following public outreach methods when learning about current town activities and functions? (scale: Not at all useful, slightly useful, somewhat useful, very useful, extremely useful, unsure)
- a. Word of Mouth
 - b. Board/Committee/Commission Meetings
 - c. Weekly Select Board Meetings
 - d. Town Meeting
 - e. Town Meeting Voter's Guide
 - f. Town Website
 - g. Social Media, Electronic News, and Newsletters
 - h. Newspapers and Magazines
 - i. Public Events
 - j. Public Information Boards
6. If applicable, which board, committee, or commission meetings do you find most useful and why?
- a. Open Response (500 character limit)
7. If applicable, which social media platforms, electronic news sources, newsletters, newspapers, or magazines do you find most useful and why?
- a. Open Response (500 character limit)
8. Are there any other sources of public outreach that you use when learning about current town activities and functions that have not yet been mentioned? Please specify.
- a. Open Response (500 character limit)
9. How interested are you in becoming more involved with local government?
- a. Not at all interested
 - b. Somewhat interested
 - c. Moderately interested
 - d. Very interested
 - e. Unsure
10. What limits your participation in local government (e.g., attendance at town meetings, participation on committees, etc.)? Please check all that apply.
- a. I am already sufficiently involved in local government
 - b. Lack of time or scheduling issues
 - c. Lack of interest

- d. Lack of childcare
 - e. Lack of transportation
 - f. Lack of expertise or know-how
 - g. Lack of sufficient/appropriate meeting space
 - h. Lack of appropriate accommodations for disabilities
 - i. Other
11. How knowledgeable are you of the structure and functions of the following Town departments? scale: No knowledge/Never heard of it, Little knowledge, Somewhat knowledgeable, Very knowledgeable
- a. Administration (including Housing)
 - b. Airport
 - c. Culture & Tourism
 - d. Diversity, Equity and Inclusion Office
 - e. Finance Department (including Assessor, Tax Collector, & Treasurer)
 - f. Fire Department
 - g. Health and Human Services (including Veteran Services, Our Island Home, & Senior Center)
 - h. Human Resources
 - i. Information Technology & GIS
 - j. Natural Resources
 - k. Planning & Land Use Services (PLUS) (including Energy Office, Building Department, HDC, & Zoning)
 - l. Police Department (including Harbor Master & Emergency Management)
 - m. Public Works
 - n. Sewer Department
 - o. Town Clerk
 - p. Water Department

Section 3: Answered yes to Q1

1. Please indicate which position(s) you have held. [check boxes]
 - a. Employee
 - b. Board member
 - c. Commissioner
 - d. Committee member
 - e. Prefer not to disclose
 - f. Other (please specify)
2. For how long did you serve in this position/these positions (cumulatively)?
 - a. Short answer (50 character limit)

3. How often do you participate in/attend the following municipal programs/events/groups on Nantucket? (scale: never, rarely, occasionally, moderately often, regularly, prefer not to disclose)
 - a. Town Meetings
 - b. Weekly Select Board Meetings
 - c. Town Voting/Polls
 - d. Town Boards, Committees, Councils, Commissions, and/or Work Groups
 - e. Prefer not to disclose
4. Are there any other municipal programs/events/groups on Nantucket that you participate in/attend?
 - a. Open Response (200 character limit)
5. How useful do you find each of the following public outreach methods when learning about current town activities and functions. (scale: Not at all useful, Slightly useful, Moderately useful, Very useful, Unsure)
 - a. Word of Mouth
 - b. Board/Committee/Commission Meetings
 - c. Weekly Select Board Meetings
 - d. Town Meeting
 - e. Town Meeting Voter's Guide
 - f. Town Website
 - g. Social Media, Electronic News, and Newsletters
 - h. Newspapers and Magazines
 - i. Public Events
 - j. Public Information Boards
6. If applicable, which board, committee, and/or commission meetings do you find most useful and why?
 - a. Open Response (500 character limit)
7. If applicable, which social media platforms, electronic news sources, newsletters, newspapers and/or magazines do you find most useful and why?
 - a. Open Response (500 character limit)
8. Are there any other sources of public outreach that you use when learning about current town activities and functions that have not yet been mentioned? Please specify.
 - a. Open Response (500 character limit)
9. What do you think limits people's participation in local government (e.g., attendance at town meetings, participation on committees, etc.)? Please check all that apply.
 - a. I believe people are already sufficiently involved in local government
 - b. Lack of time or scheduling issues
 - c. Lack of interest
 - d. Lack of childcare

- e. Lack of transportation
 - f. Lack of expertise or know-how
 - g. Lack of sufficient/appropriate meeting space
 - h. Lack of appropriate accommodations for disabilities
 - i. Other
10. How knowledgeable are you of the structure and functions of the following Town departments? scale: No knowledge/Never heard of it, Little knowledge, Somewhat knowledgeable, Very knowledgeable
- a. Administration (including Housing)
 - b. Airport
 - c. Culture & Tourism
 - d. Diversity, Equity and Inclusion Office
 - e. Finance Department (including Assessor, Tax Collector, & Treasurer)
 - f. Fire Department
 - g. Health and Human Services (including Veteran Services, Our Island Home, & Senior Center)
 - h. Human Resources
 - i. Information Technology & GIS
 - j. Natural Resources
 - k. Planning & Land Use Services (PLUS) (including Energy Office, Building Department, HDC, & Zoning)
 - l. Police Department (including Harbor Master & Emergency Management)
 - m. Public Works
 - n. Sewer Department
 - o. Town Clerk
 - p. Water Department

Section 4: Academy Content and Scheduling

Preface: The overarching goal of a citizens' academy is to inform citizens of the municipal government structure, how services in the town/county are funded and delivered, and what challenges the Town government faces. Academies are typically offered on an annual basis and follow a structured curriculum that takes place over several sessions. Conducted by a combination of facilitators and municipal employees, the program typically begins with an overview of the town's various departments and how they are managed. The overview is followed by more in-depth sessions featuring specific departments or groups of departments explaining their functions, programs, challenges, key members, and how citizens can engage with them. These sessions also include excursions to other locations and opportunities for discussion among participants and the presenters. It concludes with an academy graduation, along with a final questionnaire to gain feedback on participant satisfaction.

1. Given the description above, do you believe that a citizens' academy could be an effective method to increase citizens' knowledge of and engagement in town operations on Nantucket?
 - a. Yes
 - b. No
 - c. Unsure
2. Please elaborate on the reasoning behind your answer to the previous question.
 - a. Open response (500 character limit)
3. Would you be willing to participate in a citizens' academy if it were in person?
 - a. Yes
 - b. No
 - c. Unsure
4. Would you be willing to participate in a citizens' academy if it were online?
 - a. Yes
 - b. No
 - c. Unsure
5. Which departments of the Town government would you like to learn more about? Please choose up to 3 departments. [insert organization chart for reference]
 - a. Administration (including Housing)
 - b. Airport
 - c. Culture & Tourism
 - d. Diversity, Equity and Inclusion Office
 - e. Finance Department (including Assessor, Tax Collector, & Treasurer)
 - f. Fire Department

- g. Health and Human Services Department (including Veteran Services, Our Island Home, & Senior Center)
 - h. Human Resources
 - i. Information Technology & GIS
 - j. Natural Resources
 - k. Planning & Land Use Services (PLUS) (including Energy Office, Building Department, HDC, & Zoning)
 - l. Police Department (including Harbor Master & Emergency Management)
 - m. Public Works
 - n. Sewer Department
 - o. Town Clerk
 - p. Water Department
6. Based on your answer to the above question, please explain why you would like to learn more about these departments.
- a. Open response (500 character limit)
7. Which Town government services would you most like to know more about? Please choose up to three services and explain. (e.g. permitting/licensing, budgeting, town/board meetings, filing a complaint, etc.)
- a. Open response (500 character limit)
8. What community issues should this academy address? Please choose up to three issues and explain. (e.g. housing, building, short-term rentals, clean water, sea level rise, traffic, etc.)
- a. Open response (500 character limit)
9. Which three departments do you believe most impact your life on Nantucket? Please refer to the organizational chart of departments.<Pick 3 depts. from checkbox list>
- a. Administration (including Housing)
 - b. Airport
 - c. Culture & Tourism
 - d. Diversity, Equity and Inclusion Office
 - e. Finance Department (including Assessor, Tax Collector, & Treasurer)
 - f. Fire Department
 - g. Health and Human Services (including Veteran Services, Our Island Home, & Senior Center)
 - h. Human Resources
 - i. Information Technology & GIS
 - j. Natural Resources
 - k. Planning & Land Use Services (PLUS) (including Energy Office, Building Department, HDC, & Zoning)
 - l. Police Department (including Harbor Master & Emergency Management)

- m. Public Works
 - n. Sewer Department
 - o. Town Clerk
 - p. Water Department
10. Which three departments do you believe least impact your life on Nantucket? Please refer to the organizational chart of departments.<Pick 3 depts. from checkbox list>
- a. Administration (including Housing)
 - b. Airport
 - c. Culture & Tourism
 - d. Diversity, Equity and Inclusion Office
 - e. Finance Department (including Assessor, Tax Collector, & Treasurer)
 - f. Fire Department
 - g. Health and Human Services (including Veteran Services, Our Island Home, & Senior Center)
 - h. Human Resources
 - i. Information Technology & GIS
 - j. Natural Resources
 - k. Planning & Land Use Services (PLUS) (including Energy Office, Building Department, HDC, & Zoning)
 - l. Police Department (including Harbor Master & Emergency Management)
 - m. Public Works
 - n. Sewer Department
 - o. Town Clerk
 - p. Water Department
11. What is/are your preferred learning style(s)? Select all that apply or provide your own.
- a. Traditional classroom lecture/presentation
 - b. Reading material
 - c. Multimedia
 - d. Discussion-based
 - e. Group activities
 - f. Hands-on
 - g. Other
12. If you were to participate in a citizen's academy, what time of day would work best for you? Select all that apply or provide your own.
- a. Morning (approx. 9:00 am - 12:00 pm)
 - b. Midday (approx. 12:00 pm - 3:00 pm)
 - c. Afternoon (approx. 3:00 pm - 6:00 pm)
 - d. Evening (approx. 6:00 pm - 9:00 pm)
 - e. Other (please specify)

13. If you were to participate in a citizen's academy, which day of the week would work best for you? Select all that apply.
- a. Monday
 - b. Tuesday
 - c. Wednesday
 - d. Thursday
 - e. Friday
 - f. Saturday
 - g. Unsure/Depends
14. If you were to participate in a citizen's academy, what months of the year would work best for you? Select all that apply.
- a. January
 - b. February
 - c. March
 - d. April
 - e. May
 - f. June
 - g. July
 - h. August
 - i. September
 - j. October
 - k. November
 - l. December
15. Given that most academies range from 5 to 10 weeks long, how many weekly sessions do you believe are reasonable for the Nantucket Citizens' Academy? Select all that apply.
- a. 5
 - b. 6
 - c. 7
 - d. 8
 - e. 9
 - f. 10
16. Given that most academy sessions range from 2-4 hours long, how long would you be willing to stay for an academy session? Select all that apply.
- a. 2.0 hours
 - b. 2.5 hours
 - c. 3.0 hours
 - d. 3.5 hours
 - e. 4.0 hours

Section 5: Demographics

Preface: Lastly, we would like to make this academy as inclusive as possible. Therefore, we would like to learn about the demographics of the island. The information in this section is collected solely to determine the nature and presentation of the academy's content.

Again, all of your responses are completely voluntary and anonymous (and do not self-identify). If you would prefer not to answer any of the following questions, you may leave them unanswered or select "Prefer not to disclose" (if available).

1. Do you live on Nantucket?
 - a. Yes, I am a year-round resident.
 - b. Yes, I am a seasonal resident.
 - c. No, I am a visitor.
 - d. Prefer not to disclose
 - e. Other
2. Are you a registered voter on Nantucket?
 - a. Yes
 - b. No
 - c. Prefer not to disclose
3. In what year were you born? (YYYY)
 - a. Numerical answer
4. What is the highest level of school you have completed or the highest degree you have received?
 - a. Less than a high school degree
 - b. High school degree or equivalent
 - c. Some college or equivalent but no degree
 - d. Associate degree
 - e. Bachelor's degree
 - f. Graduate degree
 - g. Prefer not to disclose
 - h. Other
5. What is your race/ethnic background (check all that apply)?
 - a. **American Indian/Alaska Native:** Persons having origins in any of the original peoples of North and South America, (including Central America), and who maintain tribal affiliation or community recognition
 - b. **Asian:** Persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent; including for example, Cambodia,

China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam

- c. **Black/African American:** Persons having origins in any of the Black racial groups of Africa
 - d. **Hispanic/Latino:** Persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race
 - e. **Native Hawaiian/Other Pacific Islander:** Persons having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands
 - f. **White/Caucasian:** Persons having origins in any of the original peoples of Europe, the Middle East or North Africa
 - g. **Prefer not to disclose**
 - h. **Other**
6. What is your preferred language to learn in?
- a. English
 - b. Español (Spanish)
 - c. Português (Portuguese)
 - d. Other
 - e. Prefer not to disclose

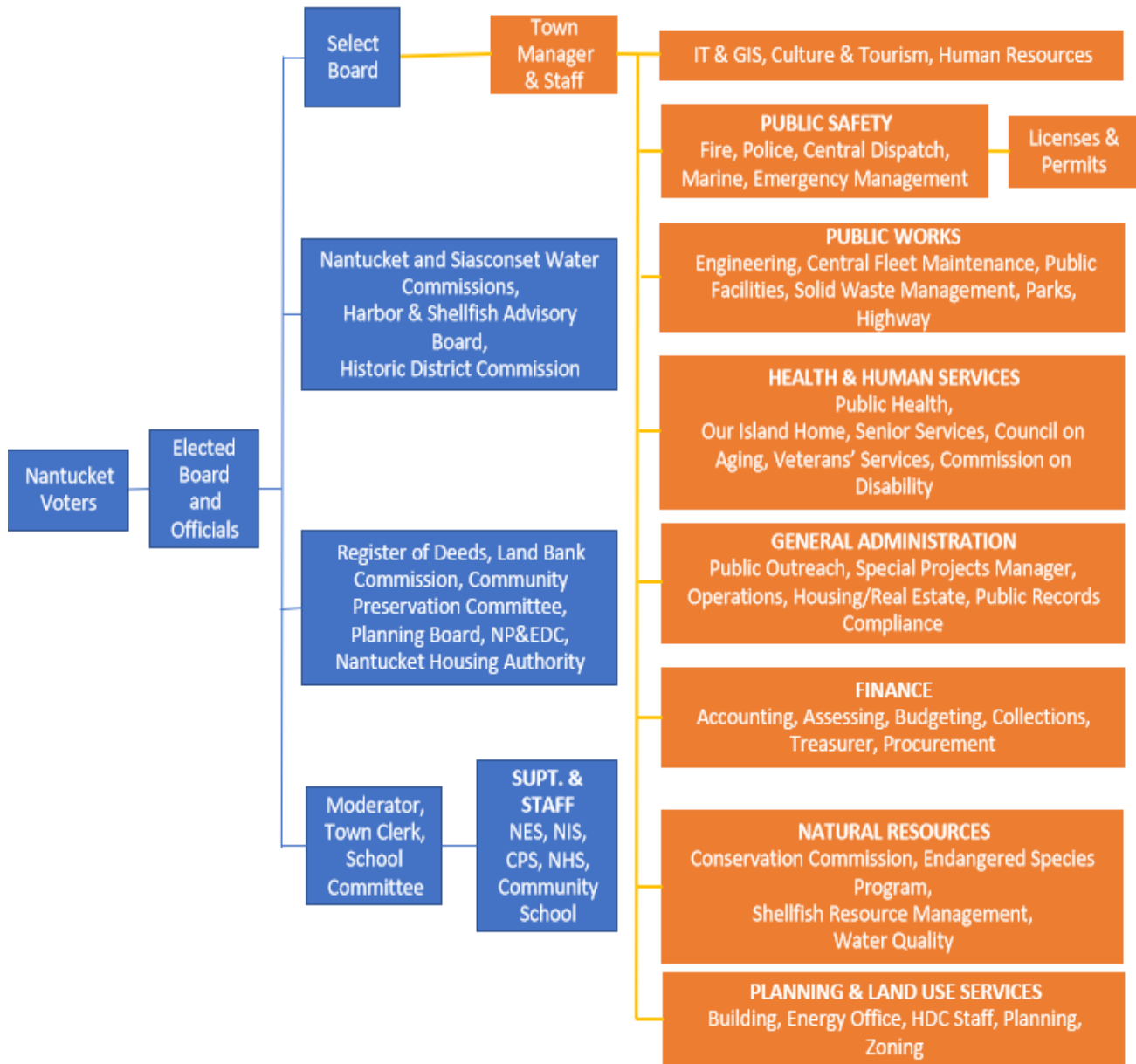
Section 6: Thank You

Thank you for completing the WPI Nantucket Citizens' Academy Project Survey on behalf of the Town of Nantucket! If you have any questions or concerns regarding our project or this survey, please contact gr-ack21-tmo@wpi.edu. Our project will also be publicly presented on December 7th at the Police Station and will be recorded by NCTV. If you have questions for the Nantucket Town Manager's Office, please contact townmanager@nantucket-ma.gov.

Is there anything else you would like to tell us? If so, please write it below.

<Open response>

Organization Chart to be used in the survey:



[Florencia: Would you mind also translating this figure? It is attached in the email.]