

# 2007/08 PROBLEM GAMBLING PREVENTION PRESENTATION CLIENT SURVEY

Problem gambling prevention presentations are an integral component of the BC Problem Gambling Program, and a cornerstone of the Province's Responsible Gambling Strategy. Introduced in 2003, the Responsible Gambling Strategy has three goals: to reduce the incidence of problem gambling, to reduce the harmful impacts of excessive gambling and to ensure that gambling is delivered in a manner that encourages responsible gambling and healthy choices. Problem Gambling Program prevention presentations specifically support goal one of the Strategy.

In 2007/08 the Province contracted with 26 prevention service providers across British Columbia to deliver education sessions that raise awareness of Problem Gambling Program services, how to access help if needed and how to incorporate responsible gambling practises. Presentations are delivered to a variety of audiences, including community organizations, elementary and secondary school classes, treatment centres, seniors groups and allied health care professionals.

The Problem Gambling Program routinely conducts surveys of its treatment and prevention services to ensure client satisfaction, to measure the impact of services and, where possible, to identify ways to enhance those services.

2007/08 prevention presentation surveys were distributed to participants between January 21 and March 31, 2008. A total of 679 surveys were returned, though not all surveys were completed in full. In the first two sections the figures reported are accurate within 3.7% (19 times out of 20).

Of the 679 respondents, 56% were female and 43% were male. While the average age of the respondents was approximately 27 years, the modal (most common) age was 15 years, and 43% of the respondents were between the ages of 14 and 18. This shows that a significant portion of problem gambling prevention presentations are made to secondary school students.

Section One of the survey evaluated the quality of the presentations. Participants were asked to rate each of the following:

- The quality of the handout materials used (brochures, pamphlets, etc.);
- The quality of the presentation materials used (PowerPoint, videos, slides, etc.);
- The quality of the presenter; and
- The overall quality of the presentation.

Section Two of the survey asked participants to rate their level of knowledge of problem and responsible gambling issues before and after the presentation. The results were used to create a learning measure that reflects the participant's perceived increase in knowledge of problem gambling, where one might get help for gambling problems and how to incorporate responsible gambling practises.

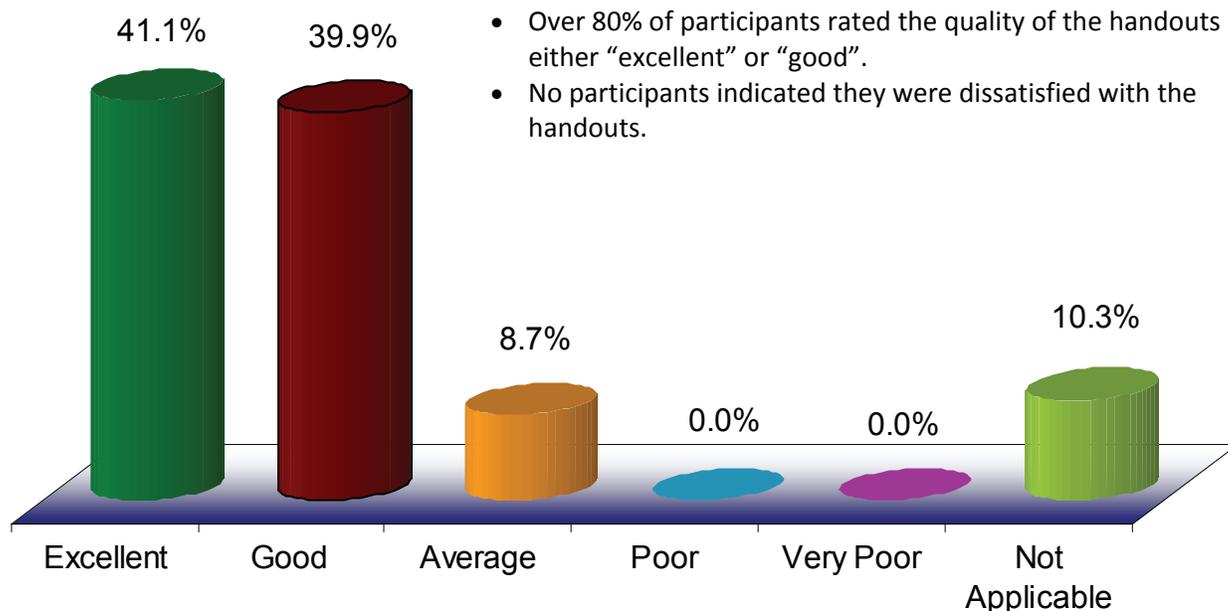
Section Three asked a series to open-ended questions that gave participants an opportunity to describe why they attended the presentation, what additional information they would like, the most helpful thing they learned from the presentation and what can be done to improve or enhance the presentation. The results from the last three questions are reported in a series of graphs.

For more information about the Responsible Gambling Strategy and Problem Gambling Program, or to view previous program surveys, please visit our web site at:  
<http://www.bcreponsiblegambling.ca/>

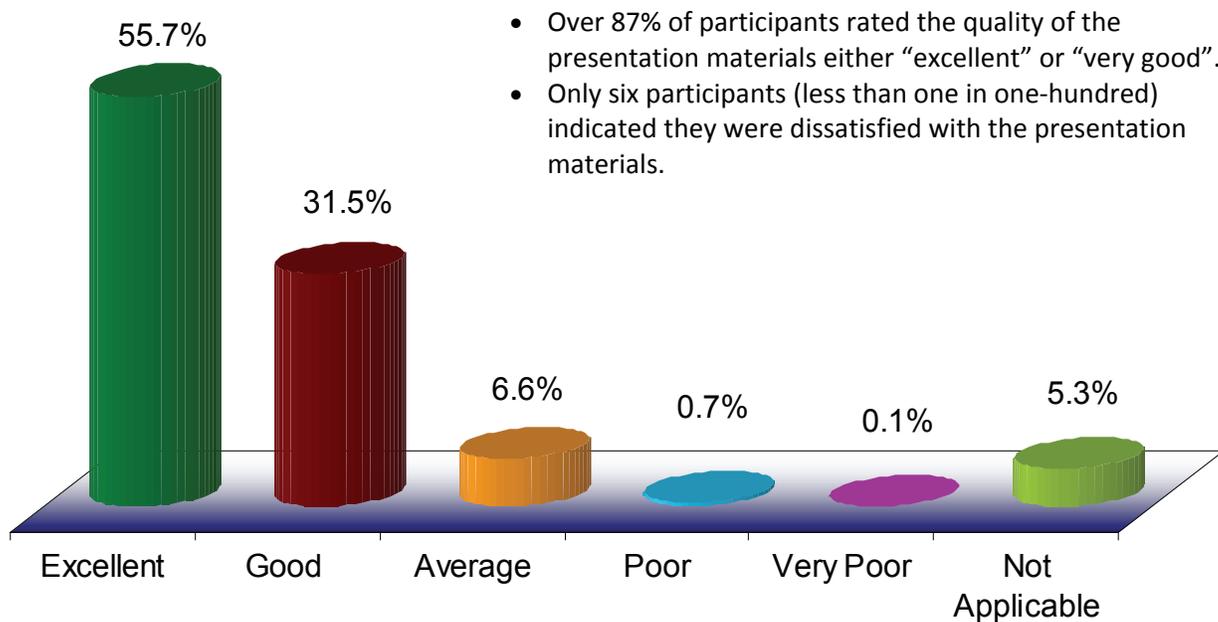
## SECTION ONE — QUALITY OF THE PRESENTATIONS

Participants were asked to rate different elements of presentations they attended. Respondents rated each element on a 5-point scale, ranging from “excellent” to “very poor”.

### Quality of the handouts used in the presentation

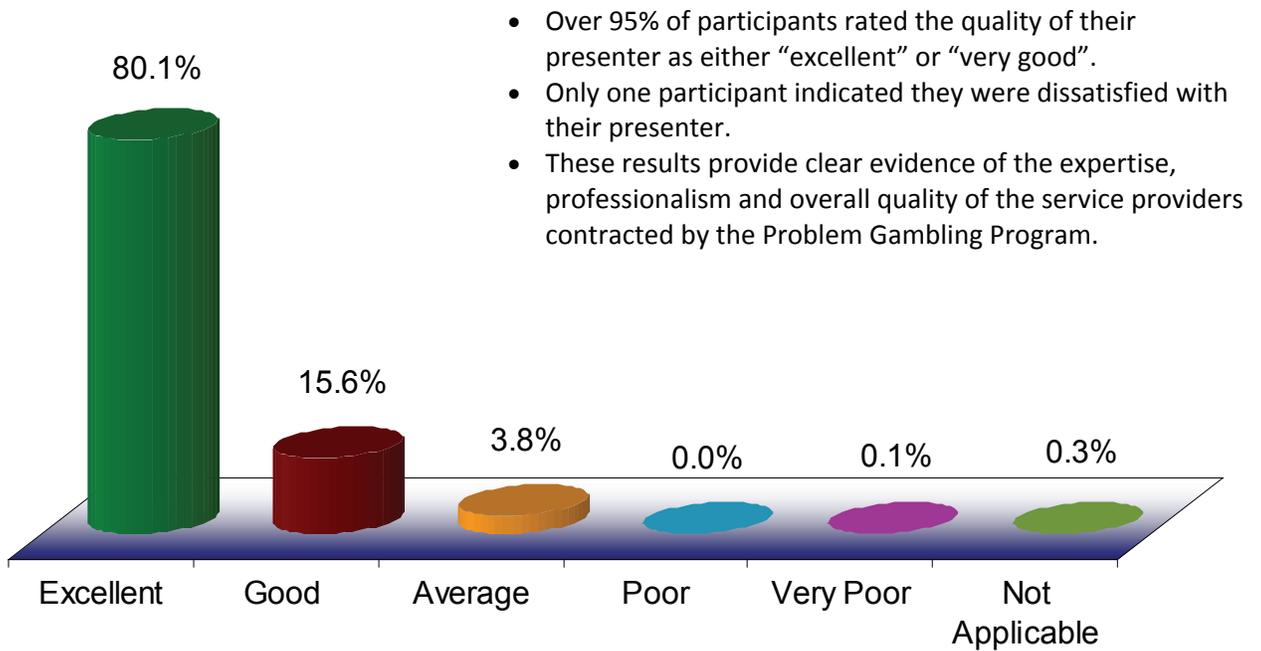


### Quality of the presentation materials

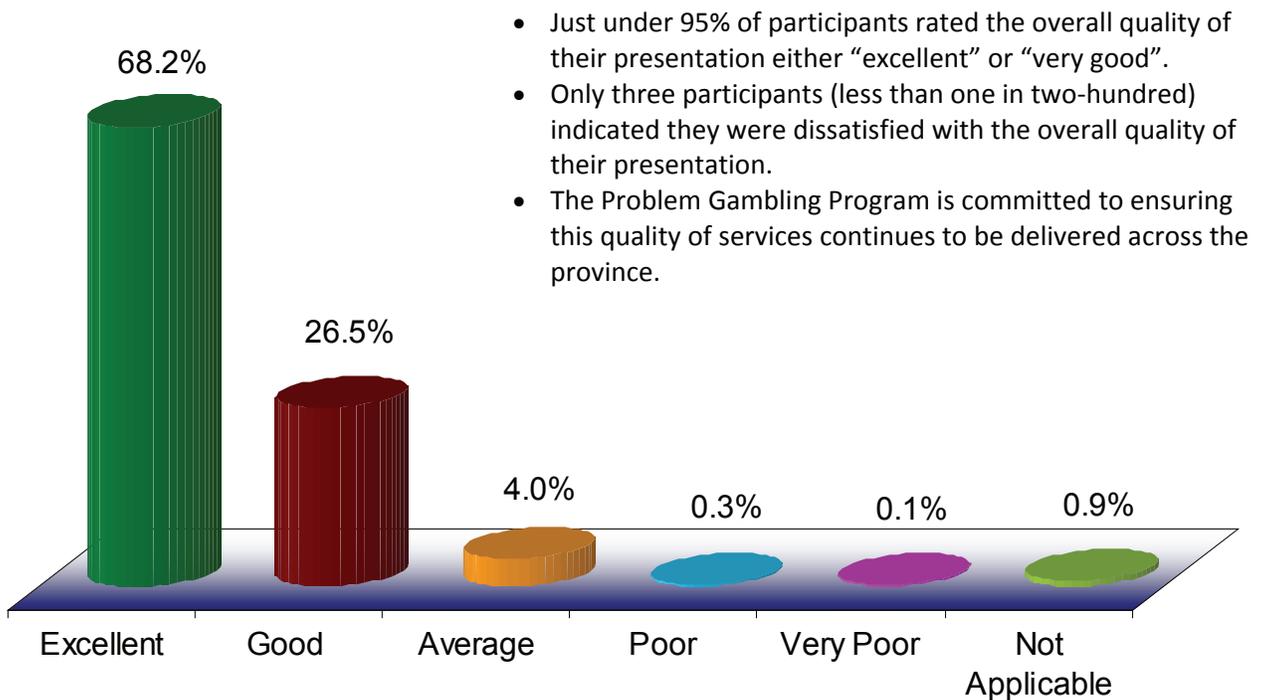


## SECTION ONE — QUALITY OF THE PRESENTATIONS (CON'T)

### Quality of the presenter



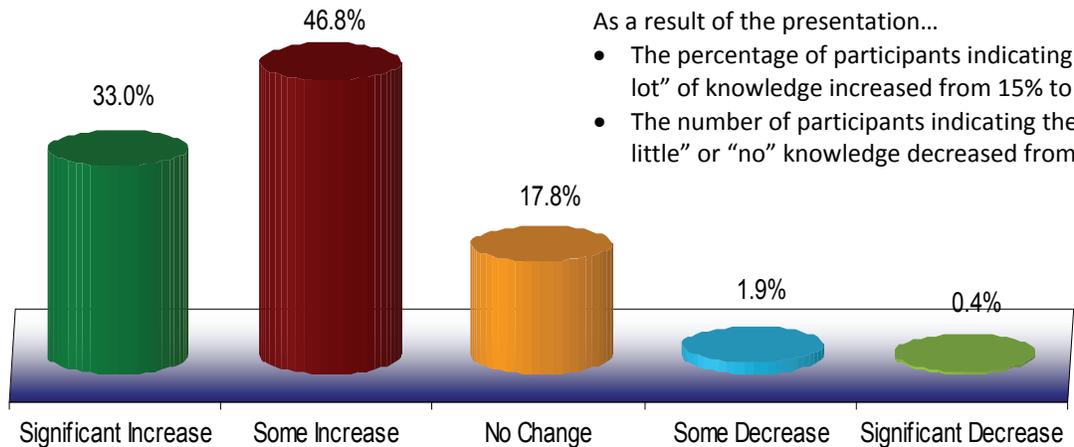
### Overall quality of the presentation



## SECTION TWO — EFFECTIVENESS OF THE PRESENTATIONS

Participants were asked to indicate their level of knowledge of three problem and responsible gambling-related topics before and after the presentation. The figures below use this learning measure to indicate the effectiveness of the presentations.

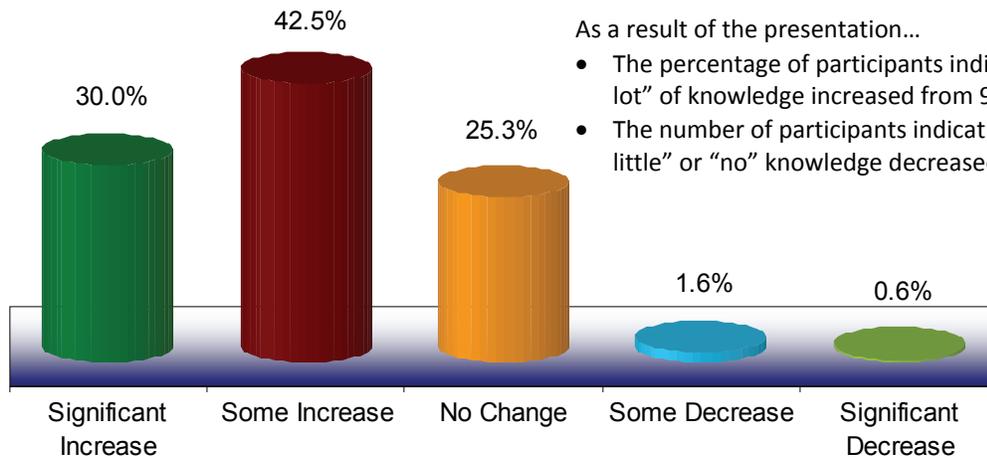
### Change in knowledge of problem gambling and related issues



As a result of the presentation...

- The percentage of participants indicating they had “a lot” of knowledge increased from 15% to 88%.
- The number of participants indicating they had “very little” or “no” knowledge decreased from 251 to 8.

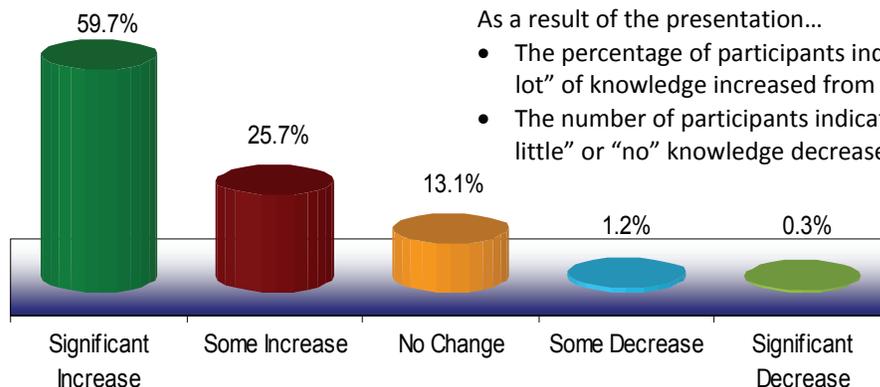
### Change in knowledge of where to get help for problem gambling and related issues



As a result of the presentation...

- The percentage of participants indicating they had “a lot” of knowledge increased from 9% to 77%.
- The number of participants indicating they had “very little” or “no” knowledge decreased from 459 to 23.

### Change in knowledge of responsible gambling practises



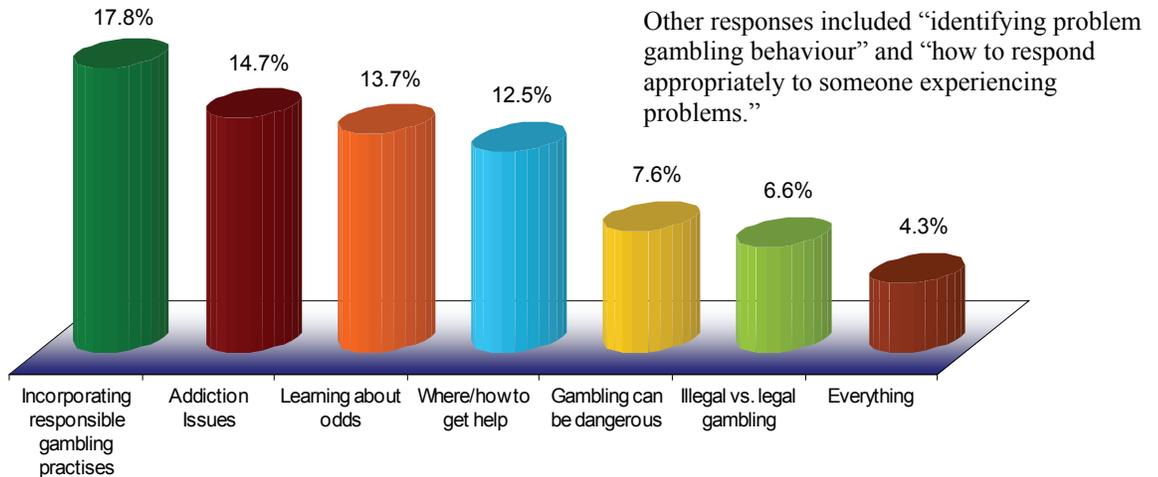
As a result of the presentation...

- The percentage of participants indicating they had “a lot” of knowledge increased from 20% to 83%.
- The number of participants indicating they had “very little” or “no” knowledge decreased from 239 to 13.

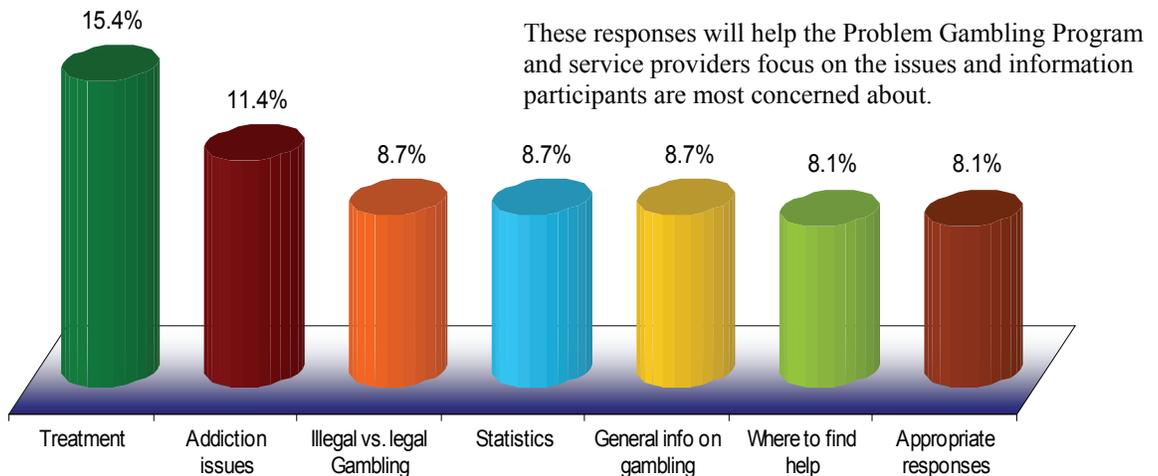
## SECTION THREE — PARTICIPANT COMMENTS

Participants were asked three open-ended questions, allowing them to share any comments they had about the presentations. The following figures provide a snap-shot of those comments.

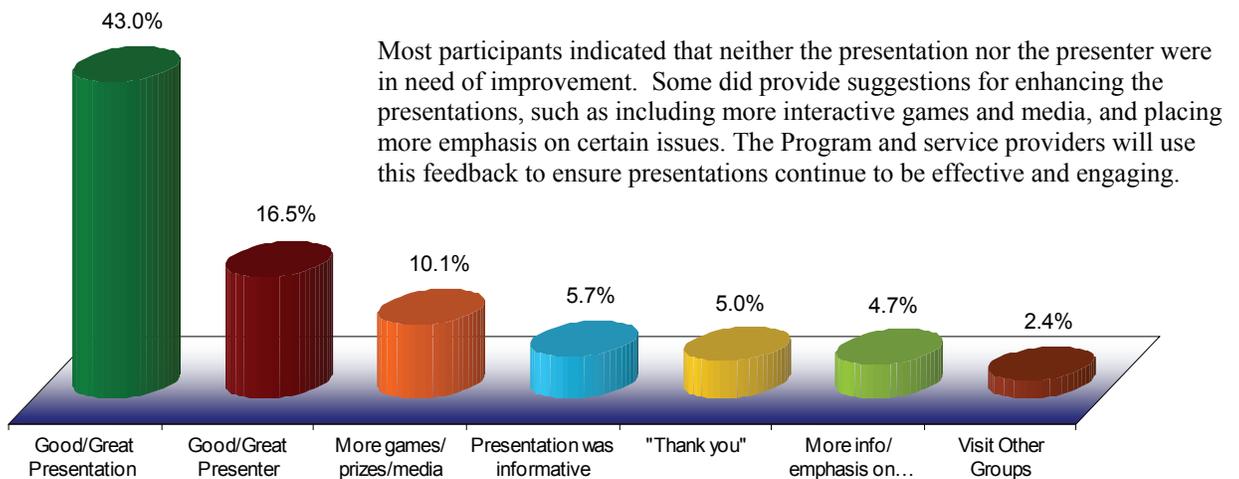
### What was the most helpful thing you learned from this presentation



### Which topics would you like more information on



### Do you have any other comments or any suggestions on how to improve the presentation



## APPENDIX A — TABLES

### Knowledge of ...:

<b>Problem gambling before presentation</b>	<b>Response %</b>
A lot of knowledge	15.1%
Some knowledge	47.9%
Very little knowledge	30.6%
No knowledge	6.5%

<b>Problem gambling after presentation</b>	<b>Response %</b>
A lot of knowledge	87.5%
Some knowledge	11.3%
Very little knowledge	0.8%
No knowledge	0.5%

<b>Where to get help before presentation</b>	<b>Response %</b>
A lot of knowledge	8.7%
Some knowledge	23.0%
Very little knowledge	37.6%
No knowledge	30.9%

<b>Where to get help after presentation</b>	<b>Response %</b>
A lot of knowledge	77.0%
Some knowledge	19.7%
Very little knowledge	1.8%
No knowledge	1.6%

<b>Responsible gambling before presentation</b>	<b>Response %</b>
A lot of knowledge	20.1%
Some knowledge	44.4%
Very little knowledge	25.4%
No knowledge	10.1%

<b>Responsible gambling after presentation</b>	<b>Response %</b>
A lot of knowledge	83.2%
Some knowledge	14.9%
Very little knowledge	1.5%
No knowledge	0.5%