

FAQ for Online YEP Feedback Forms & YEP Feedback Declaration (For YEP Leaders)



1. When can we start using the online feedback forms and YEP Feedback Declaration for Project Closure submission?

You can use them now! If you run into any issues or problems, drop us an email at yep_enquiries@nyc.gov.sg to let us know!

2. What is the YEP Feedback Declaration?

The YEP Feedback Declaration is a document to be completed by the YEP Leader and submitted as part of the documents required for Project Closure. It is now available on the YCS website: <https://www.youthcorps.sg/en/initiative/#youth-expedition-project>

3. Why do you need the email address of one YEP Leader on the YEP Feedback Declaration and the online feedback forms?

As we are collecting and managing a rather large volume of responses, we are using the YEP Leader's email address as a unique identifier to discern the responses from different feedback forms as belonging to the same project.

4. How do I ensure that my host partner(s) / member(s) / fellow leader(s) have completed and submitted the online feedback forms?

There are many ways this can be done. The possibilities are endless so we'll just list a few:

- For your overseas host partner(s), you can make your request in person on the last day (or last few days) of your Overseas Project.
- For yourself, your fellow leader(s) and members, you can plan for and spend some time at the end of your Local Project to complete the feedback forms together.
- On all the online feedback forms, just before respondents submit their responses, we have included instructions for them to email a copy of their responses to themselves and to the YEP Leader(s) for record.
- **After completion and submission of the online feedback forms, respondents will arrive at a page where their responses are captured. They can then email their responses to themselves and the YEP Leader(s).** There is also an option to print out their responses, but it is not necessary and we'd like to discourage printing unless it's absolutely necessary.
- You may request your host partner(s) / member(s) / fellow leader(s) submit a screenshot of their completed feedback forms to you.

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5. When must we start using the online feedback forms and YEP Feedback Declaration for Project Closure submission?

For YEP teams whose Overseas Projects take place on/after 1 September 2018, you are encouraged to submit the feedback from Overseas and Local Host Partners, YEP Leaders and Members online, and the original hardcopy “YEP Feedback Declaration” for Project Closure.

For YEP teams whose **Overseas Projects take place on/after 1 October 2018**, submission of existing hardcopy feedback forms **will not** be accepted as Project Closure documents.

6. I am submitting my Project Closure documents in / after October 2018, am I affected?

It does not matter when you are submitting your Project Closure documents as we are taking the date of your YEP Overseas Projects as the point of reference.

For YEP teams whose **Overseas Projects take place on/after 1 October 2018**, you / the team must complete and submit the YEP Feedback Declaration and online feedback forms as Project Closure documents.

The existing hardcopy feedback forms will become obsolete and should not be used anymore by YEP teams whose **Overseas Projects take place on/after 1 October 2018**.

7. My YEP Overseas Project took place before 1 October 2018. How does this affect me?

You have the option of submitting **either** the existing hardcopy feedback forms **or** the YEP Feedback Declaration and the online feedback forms as Project Closure documents.

Please **do not** submit both, or a mix of existing hardcopy feedback forms and online feedback forms for your YEP.

If you need the existing feedback forms, please drop us an email at yep_enquiries@nyc.gov.sg

8. My overseas host partner can't speak / do not understand English.

Usually, someone from the community or from the team will be able to act as interpreter or translator. Please request or provide assistance accordingly as the forms have to be completed in English.

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9. My host partner(s) / member(s) / fellow leader(s) do not have access to internet or internet connected devices.

As far as operationally viable, host partner(s) / member(s) / fellow leader(s) should fill in the online feedback forms in person. To do so, you may consider sharing your internet and/or internet connected devices with your host partner(s) / member(s) / fellow leader(s). The feedback forms are mobile-friendly.

We understand that there might be extenuating circumstances that makes it impossible or incredibly challenging to collect the feedback responses in person. Therefore, you may consider the following:

- Call the host partner(s) / member(s) / fellow leader(s) and fill in the online feedback forms on their behalf based on their responses over the phone.
- Drop us an email at yep_enquiries@nyc.gov.sg to request for the print-out version of the online feedback forms. Please note that you / your team will have to transfer the responses from the print-out version onto the online feedback forms, and we will not accept the print-out version for Project Closure submission.

10. What if my host partner(s) / member(s) / fellow leader(s) do not want to provide feedback?

As a lot of resources have been (and are still being) dedicated to YEP, we require the understanding, assistance and cooperation of all our stakeholders to give us feedback so that we can continue to review and refine YEP.

If despite your best efforts, you are unable to obtain the feedback from your host partner(s) / member(s) / fellow leader(s), please write to us at yep_enquiries@nyc.gov.sg and we'll follow up with you accordingly.

11. I have other questions not addressed here!

Please write to us at yep_enquiries@nyc.gov.sg and we'll follow up with you accordingly.

Thank you for stepping up to lead your team in the Youth Expedition Project