# Frequently Asked Questions (FAQs)

Below you will find frequently asked questions (FAQs) to help you with the needs assessment process. Please note, this document will be updated regularly to include new questions the OMNI TA team gets from you to help everyone in this process. If you don’t see your situation reflected here, please feel free to reach out to [OMNISupport@omni.org](mailto:OMNISupport@omni.org).

***Which web browser(s) can I use to complete the online components for the environmental scan and community readiness assessments?***

We recommend using Google Chrome, Microsoft Edge, or Mozilla Firefox to update questionnaires. If you have Safari, you can still use this browser but please be aware we have heard from you there are issues with editing data.

***I finished my environmental scan questionnaire and needed to go back before saving. However, when I went back to where I was my data was gone! What happened?***

When you get to the end of the questionnaire, a page called “Response Summary” should appear to allow you to review your responses and make sure they are accurate. If you see something that needs to be corrected, you will need to go back to the previous page. To do this, make sure you click the back button displayed on the site, not the back button on the browser or a tablet/phone’s back button. If you do this, it will disrupt the questionnaire and may erase your entries, requiring you to re-enter your information.

***I have less than 5 charitable gaming sites in my location. How can I meet the goal of doing 5 charitable scans as mentioned in the environmental scan guide?***

We recognize some localities may have less than 5 charitable gaming organizations. However, we still encourage you to collect information on all locations in your area as this will still be important in helping you identify opportunities and challenges when developing prevention strategies.

***What if I have a business/club in my locality that sells raffle tickets or a chance to win a prize on a regular/ seasonal basis? Should I collect this information and how?***

Yes! OMNI TA has now included an open-ended text question at the end of each survey which allows you to share this information. Here you can record details such as location, organization, and gaming type.

***What if I have a focus group member/interviewee that does not feel comfortable signing a consent form? How can I obtain consent for participation so my information can be used in community readiness work?***

We understand there may be times when people are hesitant in signing a consent form and apprehensive of the research process. The OMNI TA team is here to help you navigate this! Please contact us at [OMNISupport@omni.org](mailto:OMNISupport@omni.org) and we can help you develop strategies to increase buy in, and/or obtain consent.

***I am struggling to get buy-in with my qualitative process. What can I do to help the community feel more comfortable in providing their insights?***

We know you know your community best, and the OMNI TA team is here to help! Please outreach to us for tools and language you can use that lets the community know why their voice is needed and important in this work.