

2009 One Month Survey

1. Introduction

We appreciate your taking a few moments once again to tell us how you and your new animal are adjusting to life together. Even if you no longer have your animal, your responses will help us fine-tune our service and help more animals find homes.

You will be able to receive a valuable coupon for microchipping at the end of the survey.

2. Demographics

Please give us a little information about the animal(s) you adopted about a month ago from MHS.

1. How many animals did you adopt?

One

Two

Three or more

* 2. Type of animal(s):

Cat

Dog

Rabbit

Ferret

Guinea pig, hamster, gerbil, rat, or other small mammal

Bird

Other (please specify):

3. Dog Breed List

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* 3. Which type of dog or puppy did you adopt?

TERRIER: Pit bull or pit bull mix

TERRIERS: Other terrier breed or terrier mix (Airedale, Australian, Boston, Bull, Cairn, Jack Russell, Fox, Scottie, Schnauzer, Silky, Westie, Yorkie, etc.)

HERDING: GERMAN SHEPHERD or shepherd mix

HERDING: COLLIE or collie mix

OTHER HERDING breed or mix (Aussie, Border Collie, Bouvier, Cattle Dog, Corgi, Old English Sheepdog, Sheltie, etc.)

RETRIEVER or retriever mix (Chessie, Golden, Lab, etc.)

SPANIEL or spaniel mix (Brittany, Cavalier King Charles, Cocker, Springer, etc.)

OTHER SPORTING breed or mix (Setters, Pointers, Vizsla, Weimaraners, etc.)

HOUND: Beagle or beagle mix

HOUND: Coonhound or coonhound mix

HOUND: Dachshund or dachshund mix

OTHER HOUND breed or mix (Afghan, Bassett, Basenji, Elkhound, Greyhound, Whippet, etc.)

WORKING: Boxer or boxer mix

WORKING: Doberman or dob mix

WORKING: Husky or malamute or mix

WORKING: Mastiff or mastiff mix

WORKING: Rottweiler or rott mix

OTHER WORKING breed or mix (Akita, Great Dane, Newfoundland, Samoyed, St. Bernard, etc.)

TOY breed or mix (Bichon, Chihuahua, Chin, Maltese, MinPin, Papillon, Peke, Pomeranian, Poodle, Pug, Shih Tzu, etc.)

NON-SPORTING: Chow Chow or mix

NON-SPORTING: Dalmatian or mix

NON-SPORTING: Shar-Pei or mix

OTHER NON-SPORTING breed or mix (English Bulldog, Lhasa Apso, Schipperke, Shiba Inu, Spitz, Std. Poodle, etc.)

Other (please specify):

4. Have you taken any dog training classes since the adoption?

No

Yes

4. Animal Demographics

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5. How old was the animal(s) when you adopted?

- Under 4 months
- 4 months to 1 year
- 1 to 6 years (adult)
- 7 years or older (mature adult)

6. Where did you adopt the animal(s)?

- MHS Berman Center (Westland) Animal Care Center
- MHS Detroit Animal Care Center
- MHS Rochester Hills Animal Care Center
- PetSmart Store in Rochester Hills
- PetSmart Store in Troy
- PetSmart Store in Taylor
- Detroit Zoo adoption event
- Other (please specify):

7. What did you name your animal(s)?

5. General Questions

* 8. Do you still have the animal(s) you adopted from MHS?

- Yes
- No

6. No Longer Has Animal

It would help us to improve our adoption program if we could know some details about why the animal did not work out for you.

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9. What were the reasons you no longer have the animal(s)? (Select all that apply)

- Health problems with the animal
- Behavior problems with the animal
- Not a good match for my family / lifestyle
- Unable to afford animal's care
- Allergic to the animal
- Moving and could not take
- Animal ran away or was stolen

Describe:

10. Where is the animal now?

- Returned to MHS
- Taken to another animal shelter or adoption group
- Given to a friend or relative
- Given to an unrelated person
- Lost/escaped or stolen
- Died or euthanized
- Other (please specify)

7. Animal Identification

* 11. Is your animal microchipped?

- Yes
- No
- Not sure

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12. If your animal is NOT microchipped, why not? (check all that apply)

- Unfamiliar with microchips
- Too expensive
- Don't think microchipping is important
- Planning on microchipping, but haven't done it yet
- Animal is kept indoors
- Other (please specify)

Michigan Humane Society encourages microchipping for all companion animals as a permanent form of identification.

* 13. Is your animal(s) wearing visible identification (collar and tag)?

- Yes
- Sometimes
- No

14. If not, why not? (check all that apply)

- Animal doesn't wear a collar
- Haven't purchased a collar/tag yet
- Lost tag and haven't replaced
- Don't think wearing visible I.D. is important
- Animal is kept indoors
- Other (please specify)

15. If your animal is wearing a tag of any sort, please tell us which kind(s). (Check all that apply)

- Personal identification tag (name, address, etc.)
- Rabies vaccination tag
- License tag
- MHS tag provided at adoption
- Other (please specify)

Michigan Humane strongly advises that ALL dogs and cats wear collars and tags, even those who live indoors. Indoor pets who get loose are likely to become lost. Their collar and tag is their ticket back home to you!

8. Adjustment

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* 16. How well has your new animal(s) adjusted to your home at this time?

- Extremely well
- Moderately well
- Fair
- Poorly
- Not working out at all

Please email or call MHS Adopter Support for help with adjustment problems at AdopterSupport@michiganhumane.org or 1-87-PETSRFUN (toll free)

9. Your Animal's Health

17. Which brand of food are you feeding your adopted animal?

- Hill's Science Diet
- Iams
- Eukanuba
- Purina
- Other (please specify):

* 18. Does your adopted animal(s) have any unresolved health problems?

- No
- Yes

10. Health Problems

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* 19. Which health problems is your animal still experiencing? (check all that apply)

- Sneezing, coughing or runny nose
- Worms or intestinal parasites
- Heartworm
- Vomiting or diarrhea
- Not eating or lethargic
- Weight control
- Allergies
- Fleas or external parasites
- Skin problems
- Ear problems
- Eye problems
- Dental problems
- Bone or joint problems
- Problems with feet or limbs
- Heart problems
- Cancer or other serious disease
- Recovery from surgery
- Other (please specify)

11. Vet Visit

20. Have you made an appointment or taken your animal(s) to a veterinarian yet?

- Yes, MHS Veterinary Center
- Yes, Other Vet
- No

12. Vet Customer Service

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21. How satisfied were you with each of the following items during your vet center visit?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Hours of operation	jn	jn	jn	jn	jn	jn
Cleanliness of facility	jn	jn	jn	jn	jn	jn
Veterinarian's knowledge	jn	jn	jn	jn	jn	jn
Staff knowledge	jn	jn	jn	jn	jn	jn
Friendliness of staff	jn	jn	jn	jn	jn	jn
Efficiency/promtness	jn	jn	jn	jn	jn	jn
Medical treatment of my animal	jn	jn	jn	jn	jn	jn
Overall value for amount paid	jn	jn	jn	jn	jn	jn
Telephone assistance	jn	jn	jn	jn	jn	jn
Overall clinic experience	jn	jn	jn	jn	jn	jn

22. If you have any comments or concerns regarding our vet centers, please describe below:

23. Would you like a call back regarding the customer service you received at any one of our MHS veterinary centers?

No call needed at this time

Yes, please call me at the following number/time (Please provide a brief description of the problem). You should expect a call back in 48-72 hours.

13. Health-Would You Go

24. As you may know, MHS operates a comprehensive veterinary practice at each of its three clinic locations in Detroit, Rochester Hills, and Westland. If your animal needed medical attention, how likely would you be to take your animal to one of the MHS veterinary centers?

Definitely would go to an MHS clinic

Probably would go to an MHS clinic

Probably would go elsewhere

Definitely would go elsewhere

14. Vet Center go elsewhere

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25. Why would you choose to go elsewhere? (check all that apply)

- Nearest MHS clinic is too far away
- Already have a relationship with another vet clinic
- Other (please specify)

15. Your Animal's Behavior

26. How would you describe your new animal's behavior WHEN YOU FIRST BROUGHT YOUR ANIMAL HOME?

- Excellent
- Pretty good
- Fair
- Poor
- Terrible

* 27. Has your animal's behavior changed over the past few weeks?

- Greatly improved
- Somewhat improved
- About the same as when adopted
- Somewhat worse
- Much worse

28. Is your animal having any behavior problems at this time?

- Yes
- No

16. Behavior Problems

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* 29. Is your animal(s) having any ongoing behavior problems? (check all that apply)

- Housetraining or litterbox training
- Biting, growling, hissing, scratching or snapping at people
- Biting, growling, hissing, scratching or snapping at other animals
- Chewing or digging or scratching objects
- Running away or fence jumping
- Noisy
- High energy level
- Shy or fearful or hiding
- Household manners (including stealing food, jumping up, etc.)
- Problem behavior when left alone
- Other (please specify)

* 30. Would you like MHS to call you to discuss a behavior problem your animal is having?

No call needed at this time

Yes, please call me at this number/time: (Please provide a brief description of the problem if needed). You should expect a call back in 72 hours.

17. MHS Adopter Club Website

31. If you visited the MHS Adopter Club website (michiganhumane.org/club), what did you think about it? (check all that apply)

- Helpful
- Not helpful
- Easy to navigate
- Difficult to navigate
- Fun
- Boring

Suggestions for improving website

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* 32. Have you contacted MHS Adopter Support by phone or email over the past month?

No

Yes, for a health problem

Yes, for a behavior problem

Yes, to return an animal

Yes, other customer service

18. MHS Adopter Support

33. How did you contact Adopter Support?

Emailed

Called the toll-free phone line

34. How would you rate the service you received from MHS Adopter Support? (check all that apply)

Prompt response

Slow response

Helpful information

Information not helpful

Friendly person assisted me

Unfriendly person assisted me

Comments:

35. Would you call or email MHS Adopter Support again?

Yes

No

Maybe

19. Thanks!

Thank you again for adopting an MHS animal and for helping us do a better job of helping the 100,000 animals who come to MHS for care each year. We'll be in touch again in a few months to see how things are going. When you submit this survey, you'll be redirected to the MHS Adopter Club website. Please keep the MHS Adopter Support email and phone number handy: AdopterSupport@michiganhumane.org
1-87-PETSRFUN (1-877-387-7386)

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Read below to receive your thank you gift. Our very best wishes for a long and happy life with your adopted family member!

36. To receive your valuable coupon AND animal disaster preparedness materials, please provide your email address.

No thanks

YES! I would like the \$25 microchipping coupon and disaster materials. Please email them to: