

2009 One Week Survey

1. Introduction

Thank you for adopting one of Michigan Humane Society's wonderful companion animals, and for taking a few moments to take this short survey. In it, you'll learn how to contact our Adopter Support Team for help with any questions about your new animal. Your answers will also help us improve our adoption process. Even if you no longer have the animal you adopted, we value your input.

As a thank you for taking this short survey, you can receive a \$10 off coupon to use at any MHS Veterinary Center.

2. Demographics

Please give us a little information about the animal(s) you adopted.

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. Breed Selection

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* 3. What 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. Animal Demographics

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4. 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)

5. 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):

5. General Questions

6. What other types of animals live in your household? (check all that apply)

- Cat
- Dog
- Rabbit
- Ferret
- Guinea pig, hamster, gerbil, rat, or other small mammal
- Bird
- Other (please specify)

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

- Yes
- No

6. No Longer Has Animal

It would help us improve our adoption program if we could know a few details about the animal you no longer have.

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8. 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:

9. Where is the animal(s) 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. About Your Animal

10. What did you name your new animal(s)?

11. What do you like best about your new animal(s)? (Check all that apply)

- Looks (physical appearance)
- Manners
- Personality
- Interaction with family
- His or her unique story
- Other (please specify):

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* 12. How well is your new animal adjusting to your home? If you adopted multiple animals, please select the answer that describes the average adjustment.

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

Please email MHS Adopter Support for help with adjustment problems at AdopterSupport@michiganhumane.org or call toll-free at 1-877-PETSRFUN (1-877-387-7386)

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

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

8. Your Animal's Health

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

- Yes, one of the MHS veterinary centers
- Yes, another veterinary clinic
- No

15. Does your animal(s) have any health problems?

- No
- Yes

9. Health Problems

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16. Which health problems is your animal having? (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)

* 17. Are any of these problems NEW (NOT IDENTIFIED at the time of adoption)?

No

Yes

* 18. Would you like MHS to call you to discuss a health problem your animal is having? You can expect a call back within 72 hours. NOTE: If this is an URGENT issue please select "No call needed at this time" and immediately call the Adopter Support line at 1-877-387-7386.

No call needed at this time

Yes, please call me!

Best time and phone number to reach me (Please include a brief description of the problem if needed):

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10. Your Animal's Behavior

* 19. How would you rate your animal's overall behavior so far?

Excellent

Good

Fair

Poor

Terrible

* 20. Is your animal(s) having any behavior problems?

Yes

No

11. Behavior Problems

21. Which behavior problems is your animal having? (select 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)

22. Are any of these behavior problems NEW (not identified at the time of adoption)?

No

Yes

Describe:

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* 23. Would you like MHS to call you to discuss a behavior problem your animal(s) is having?

No call needed at this time

Yes, please call me!

Best phone number and time to reach me (Please include a brief description of the problem if needed). You should expect a call back within 72 hours.

12. MHS Adoption Experience

24. How satisfied were you with each of the following items during your animal adoption experience?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment of the animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of MHS staff & volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency/promptness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff/volunteer knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of the printed information you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value for the amount paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall adoption experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

26. Would you like a call back regarding a customer service issue?

No call needed at this time

Yes, please call me!

Best phone number and time to reach me (Please include a brief description of the problem). You should expect a call back in 72 hours.

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27. Based on your experience adopting an animal, would you recommend MHS to others?

- Definitely
- Probably
- Probably not
- Definitely not

* 28. Where did you learn of MHS as a place to adopt an animal? (select all that apply)

- Adopted from or visited MHS in the past
- Friend/family member/co-worker suggestion
- Website (MHS, Petfinder, etc.)
- Television/radio/newspaper
- Referral from another animal adoption agency or animal business
- Just generally have known of MHS for a long time
- Work or volunteer at MHS now
- Other (please specify):

13. Thanks!

Thank you 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 send you another survey in a few weeks to see how things are going. Once you submit this survey, you will be redirected to the MHS Adopter Club website. Please keep the MHS Adopter Support email and toll free phone number handy: AdopterSupport@michiganhumane.org and 1-87-PETSRFUN (1-877-387-7386)

To request your thank you gift, see below. Our very best wishes for a long and happy life with your newest family member!

29. To receive your coupon worth \$10 off services at one of our Veterinary Centers, please provide your email address. Your coupon will be emailed to you in about one week. Limit one coupon per animal adopted.

No thanks!

YES, I'd love to have a coupon! Please send it to this email address: