

## 2015 One Week Survey (begin using 1/12/15)

**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, your name can be entered into our next quarterly drawing for \$50 worth of free veterinary care at one of the three MHS Veterinary Care Centers (Detroit, Rochester Hills, Westland)!**

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

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

## 2. Where did you first see the animal you adopted?

- Website or online
- At the shelter, offsite center, or adoption event
- Foster home
- Television or print media
- Other (please specify)

## 3. How old was your new MHS pet(s) on the day you adopted?

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

## 4. From which MHS location did you adopt the animal(s)?

- Detroit Zoo adoption event
- MHS Berman Center (Westland) Animal Care Center
- MHS Detroit Animal Care Center
- MHS Rochester Hills Animal Care Center
- PETCO Store in Sterling Heights
- PetSmart Store in Dearborn
- PetSmart Store in Roseville
- PetSmart Store in Taylor
- Other (please specify):

## \* 5. Do you still have the animal(s) you recently adopted from MHS?

- No longer have the animal(s)
- Still have the animal(s)

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It would help us improve our services if we could know a few details about why the animal is no longer with you.

**\* 6. What were the reasons you no longer have your recently adopted animal(s)? (select all that apply)**

- Allergic to the animal
- Animal ran away, was stolen, or died
- Behavior problems with the animal
- Didn't get along with other pets
- Health problems with the animal
- Moving
- Not a good match for my family / lifestyle
- Unable to keep or care for

Comments:

**\* 7. Where is the animal(s) you recently adopted now?**

- Returned to MHS
- At another animal shelter or adoption group
- With a friend or relative
- With an unrelated person
- Lost/escaped or stolen
- Died or euthanized
- Other:

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### 8. Type of animal you adopted:

- Cat or kitten
- Dog or puppy
- Rabbit or ferret
- Guinea pig, hamster, gerbil, rat, or other small animal
- Bird, reptile, or other type of animal

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### \* 9. What type of dog or puppy did you adopt?

- HERDING: German shepherd or shepherd mix
- HERDING: Other herding breed or mix (Aussie, Bouvier, Cattle Dog, Collie, Corgi, Sheepdog, etc.)
- HOUND: Beagle or beagle mix
- HOUND: Other hound breed or mix (Afghan, Bassett, Basenji, Coonhound, Dachshund, Elkhound, Greyhound, Whippet, etc.)
- NON-SPORTING breed or mix (Bichon, Boston Terrier, Chow, Dalmatian, English Bulldog, Lhasa Apso, Schipperke, Shar-Pei, Shiba Inu, Spitz, Std. Poodle, etc.)
- SPORTING: Other sporting breed or mix (Setters, Pointers, Spaniels, Vizsla, Weimaraners, etc.)
- SPORTING: Retriever or retriever mix (Chessie, Golden, Lab, etc.)
- TERRIER: Bully breed or mix (American Bulldog, Pit Bull, Staffordshire)
- TERRIER: Other terrier breed or terrier mix (Airedale, Australian, Bull, Cairn, Jack Russell, Fox, Scottie, Schnauzer, Westie, etc.)
- TOY: Chihuahua or mix
- TOY: Other toy breed or mix (Chin, Maltese, MinPin, Papillon, Peke, Pomeranian, Poodle, Pug, Shih Tzu, Silky Terrier, Yorkie, etc.)
- WORKING: Boxer or boxer mix
- WORKING: Other breed or mix (Akita, Doberman, Great Dane, Great Pyrenees, Husky, Malamute, Mastiffs, Newfoundland, Rottweiler, Samoyed, St. Bernard, etc.)
- Other (please specify):

### 10. How does your dog get along with other dogs?

- Loves other dogs
- Doesn't seem to care about other dogs
- Barks, lunges, or fights with other dogs
- Afraid of other dogs
- Hasn't met other dogs yet

### 11. Can you take something away from your dog if you need to do so?

- Yes
- Can take some things, but not everything
- No, dog growls
- Have not tried yet

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### 12. How does your dog seem to feel about people he/she meets?

- Loves everyone
- Doesn't like strangers
- Doesn't like children
- Doesn't like some adult family members
- Has not yet met any other people

### 13. How does your dog play with people (you, strangers, visitors, etc.)?

- Very nice to play with
- Mouthy when playing
- Gets too rough and won't calm down
- Doesn't really want to play

### 14. Is your dog easy to train?

- Yes, listens well and is obedient
- Sort of, tries really hard
- No, doesn't listen well
- No, gets angry when punished

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### 15. How does your cat get along with other cats?

- Loves other cats
- Doesn't seem to care about other cats
- Hisses, growls, or fights with other cats
- Afraid of other cats
- Hasn't met other cats yet

### 16. How does your cat seem to feel about people he/she meets?

- Loves everyone
- Doesn't like strangers
- Doesn't like children
- Doesn't like some adult family members
- Has not yet met any other people

### 17. How does your cat play with people (you, strangers, visitors, etc.)?

- Very nice to play with
- Mouthy or scratchy when playing
- Gets too rough and won't calm down
- Doesn't really want to play

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\* **18. 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](mailto:AdopterSupport@michiganhumane.org) or call toll-free at 1-877-PETSRFUN (1-877-387-7386)**

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\* **19. Have you made an appointment or taken your animal(s) to a veterinarian yet?**

- Yes, one of the MHS veterinary centers
- Yes, a VCA Animal Hospital
- Yes, another veterinary clinic
- No

**20. Which brand of food do you primarily feed your new pet?**

- Purina (Chows, ONE, ProPlan, or specialty diets)
- Other brand of food

If not Purina, why not?

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

- No
- Yes

## 2015 One Week Survey (begin using 1/12/15)

### 22. Which health problems is your animal having? (Check all that apply)

- Allergies
- Bone or joint problems
- Cancer or other serious disease
- Dental problems
- Ear problems
- Eye problems
- Feet or limbs problems
- Fleas, mites or external parasites
- Heart problems, including heartworm
- Not eating or lethargic
- Skin or coat problems
- Sneezing, coughing or runny nose
- Surgery recovery
- Vomiting or diarrhea
- Weight (too fat or too thin)
- Worms or intestinal parasites
- Other (please specify)

### \* 23. Are any of these problems NEW (NOT IDENTIFIED at the time of adoption)?

- No
- Yes

**If you need assistance with a health issue, please contact a veterinarian as soon as possible! Any sign of illness, no matter how small, should be discussed with your veterinarian to avoid further health complications.**

**The Michigan Humane Society operates three veterinary centers in Detroit, Rochester Hills and Westland. Our highly-skilled veterinary staff provides a full range of services for dogs, cats, and other pets. As a member of the MHS Alumni Club, you are eligible for a 10% discount for one year following the adoption of your animal on any services from our MHS veterinary centers.**

**For questions, appointments, rates and other MHS veterinary service inquiries, please call:**

**MHS Detroit Center for Animal Care: 313-872-0004**

**MHS Rochester Hills Center for Animal Care: 248-852-7424**

**MHS Westland Center for Animal Care: 734-721-4195**

## 2015 One Week Survey (begin using 1/12/15)

\* **24. How would you rate your animal's overall behavior so far?**

- Excellent
- Good
- Fair
- Poor
- Terrible

\* **25. Is your animal(s) having any behavior problems?**

- Yes
- No

### 26. Which behavior problems is your animal having? (select all that apply)

- Biting, growling, hissing, scratching or snapping AT OTHER ANIMALS
- Biting, growling, hissing, scratching or snapping AT PEOPLE
- Chewing or digging or scratching objects
- Dislikes behind held or groomed
- High energy level
- Housetraining or litterbox training
- Manners (including stealing food, jumping up, pulling on leash, etc.)
- Noisy
- Problem behavior when left alone (including separation anxiety)
- Running away or fence jumping
- Shy, fearful, or hiding
- Other (please specify)

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

- No
- Yes

Describe:

**If you need assistance with your pet's behavior, let us help! Complete the email form which can be found on our website:  
[www.michiganhumane.org/behavior\\_helpLine](http://www.michiganhumane.org/behavior_helpLine)**

# 2015 One Week Survey (begin using 1/12/15)

## 28. How satisfied were you with each of the following items at the time you adopted?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
Hours open for adoptions	<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"/>
Condition 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"/>
Staff/volunteer knowledge about pets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency or promptness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of the take-home information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for the amount you 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"/>

Comments:

**If you have a customer service question, please either email us at [MHSOps@michiganhumane.org](mailto:MHSOps@michiganhumane.org) OR call us at 866-MHUMANE.**

## 29. How likely is it that you would recommend Michigan Humane Society to a friend or colleague?

Not at all likely - 0	1	2	3	4	5	6	7	8	9	Extremely likely - 10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 30. What would you most like to see changed at MHS?

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

- Past adopter
- Friend, family member, or co-worker
- Online
- Television, radio, or print
- Referred by another shelter or group
- Current MHS staff or volunteer
- Other (please specify):

### 32. Which of these Alumni Club benefits are you planning on using in the next year? (select all that apply)

- MHS vet services discount
- MHS online retail store discount
- Canine College discount
- Not sure
- I wasn't told about the Alumni Club

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**THANK YOU** for taking our survey and for adopting an MHS animal! We'll contact you again in a few weeks to see how things are going. Please keep the MHS Adopter Support email and toll free phone number handy: AdopterSupport@michiganhumane.org and 87-PETSRFUN (877-387-7386)

**33. To enter the next quarterly drawing for \$50 worth of veterinary care at an MHS Veterinary Care Center, please provide your email below. Your entry confirmation will be emailed to you in about one week. Drawings will take place on February 15, May 15, August 15, and November 15. Winners will be notified within one week of the drawing.**

No thanks!

YES, I'd love to enter the drawing! Please send the entry confirmation to this email address:

**34. For MHS Internal Use Only:**