

# 2020 TEXAS LOTTERY® RG RETAILER TRAINING

## Pre-Post Training Summary

Submitted by

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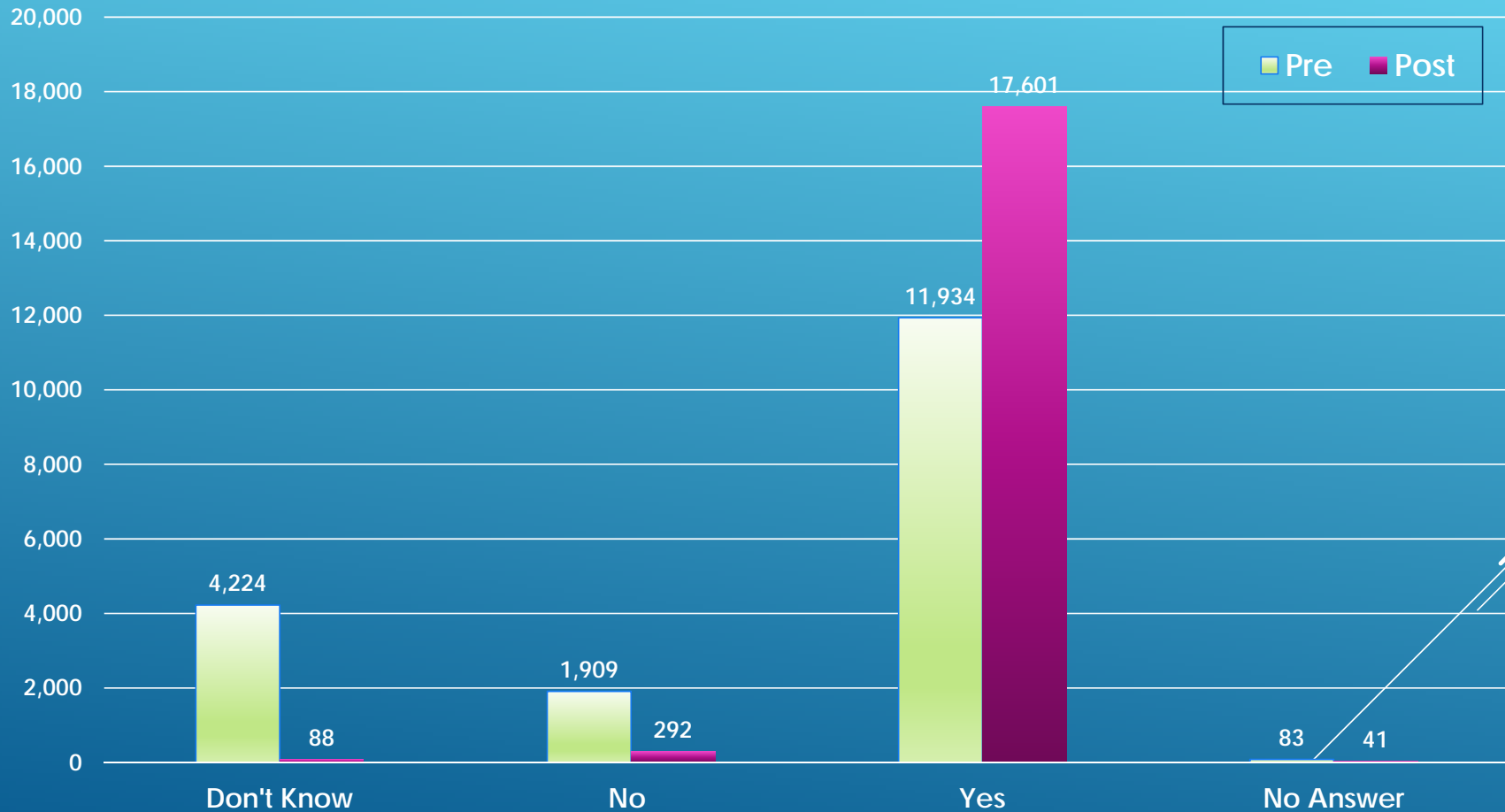
Rob McGovern, Texas Lottery Commission

## Implementation

In-person field training was conducted for **18,086** licensed sales agents **June 15 – August 7, 2020**. The resulting participation rate was over **91.2%** of the retailer base. This was an extraordinary accomplishment in the midst of adapting business processes to the impact of COVID-19 on normal LSR protocols.

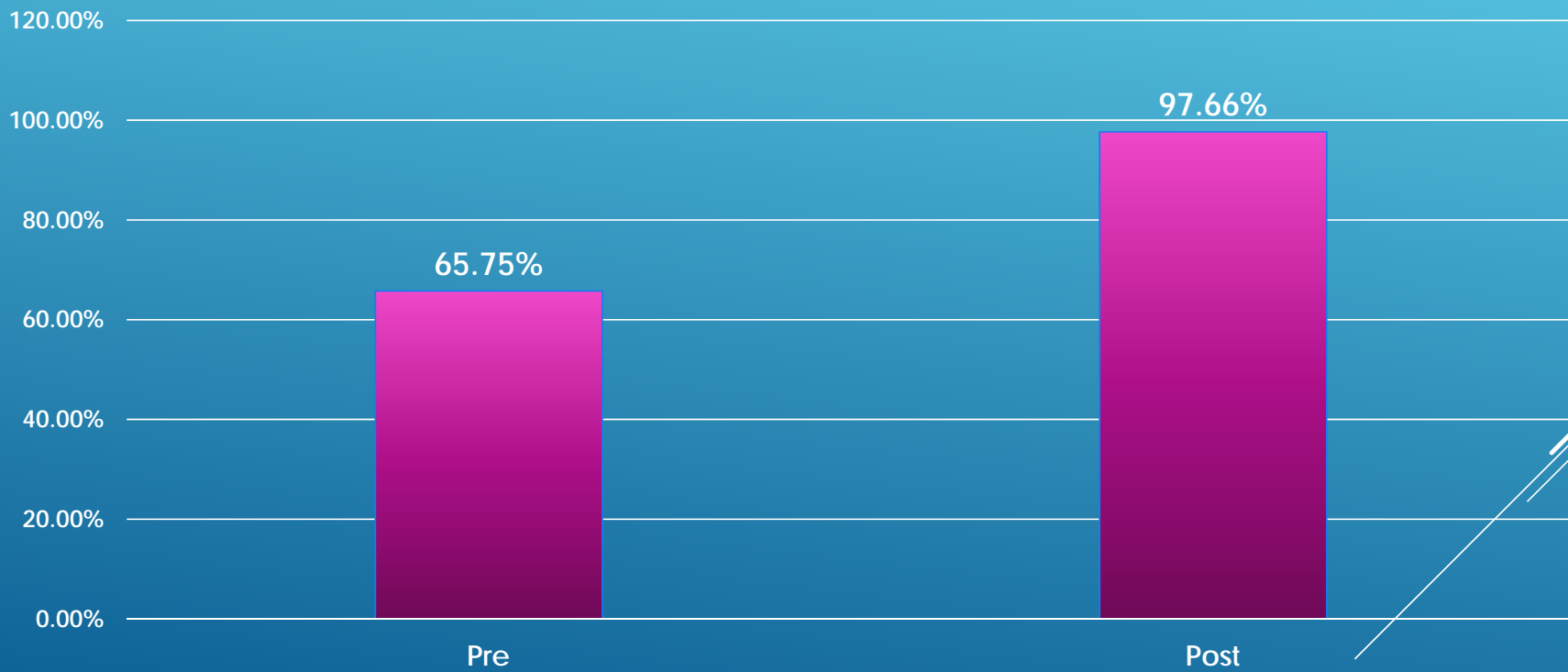
Each session with a retailer representative consisted of the LSR recording on their tablet the unaided responses to each of the five questions, the Pre Survey. The LSR then engaged the respondent in brief discussion of the content, providing clarification where applicable and then asked the same questions again, Post Survey, again recording responses on the tablet. The LSR also captured the respondents title and name. Retailer details such as ID, store name and address were pre-populated in the tablet.

**QUESTION #1: ARE THERE MORE THAN 1 MILLION PEOPLE A YEAR ESTIMATED TO HAVE A GAMBLING PROBLEM? (CORRECT ANSWER: YES)**

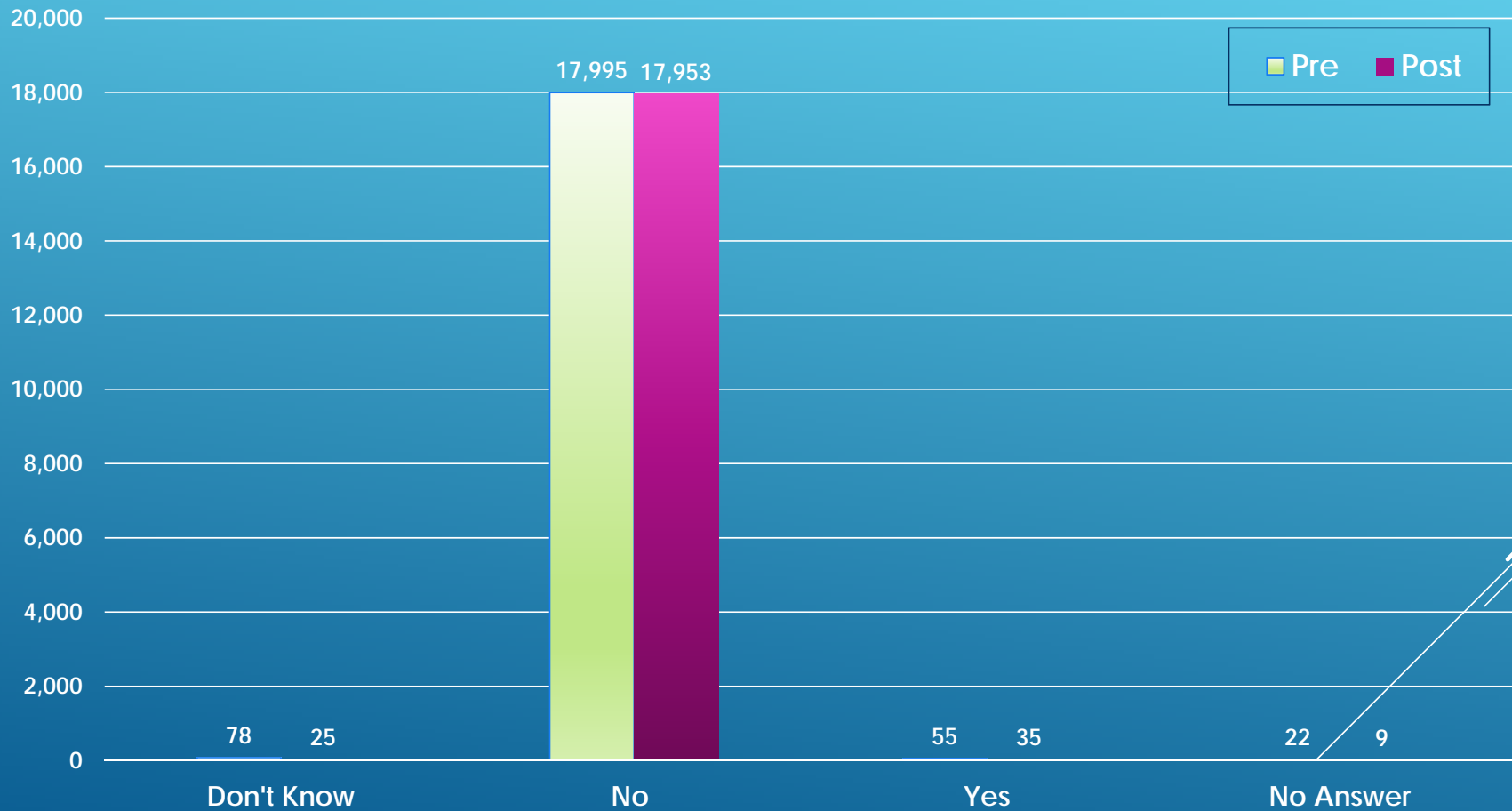


**QUESTION #1: ARE THERE MORE THAN 1 MILLION PEOPLE A YEAR ESTIMATED TO HAVE A GAMBLING PROBLEM?**

**PERCENT CORRECT**

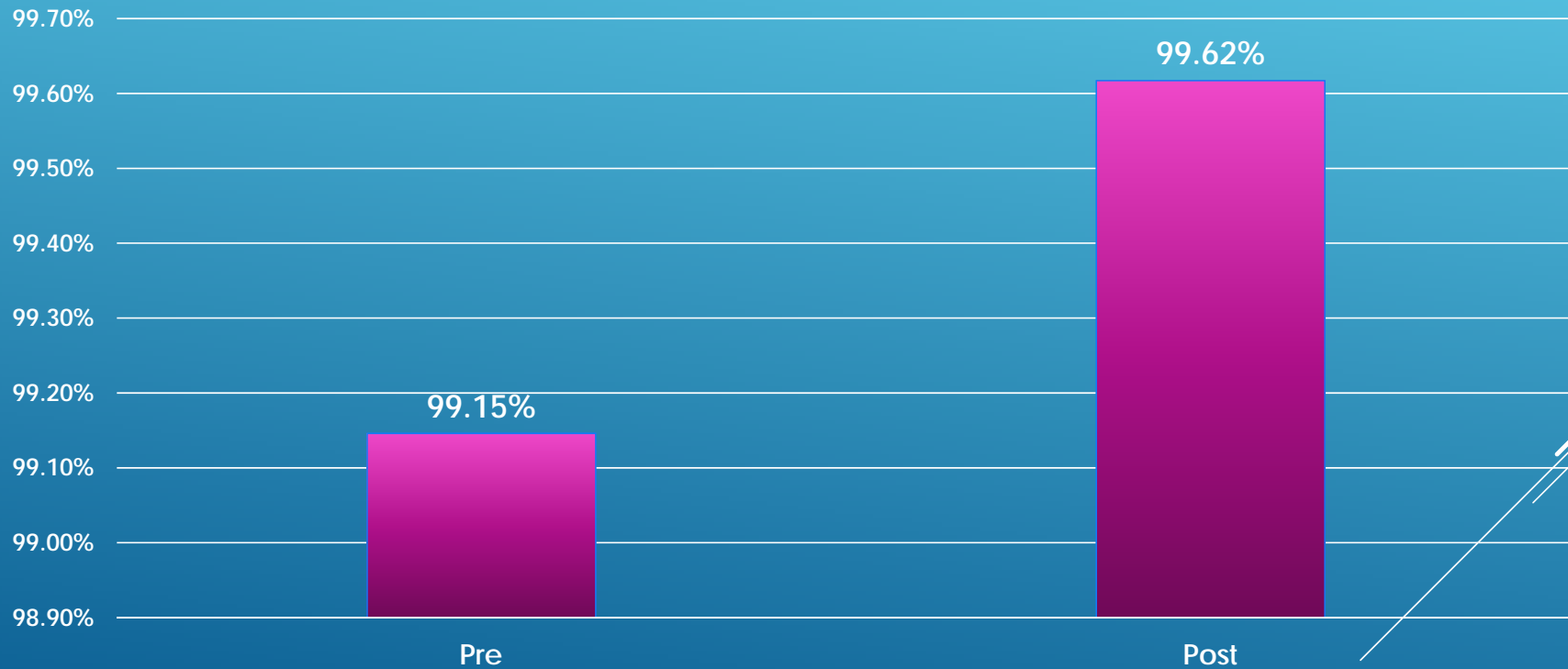


**QUESTION #2: CAN YOU SELL LOTTERY TICKETS TO SOMEONE WHO IS UNDER 18 YEARS OF AGE? (CORRECT ANSWER: NO)**

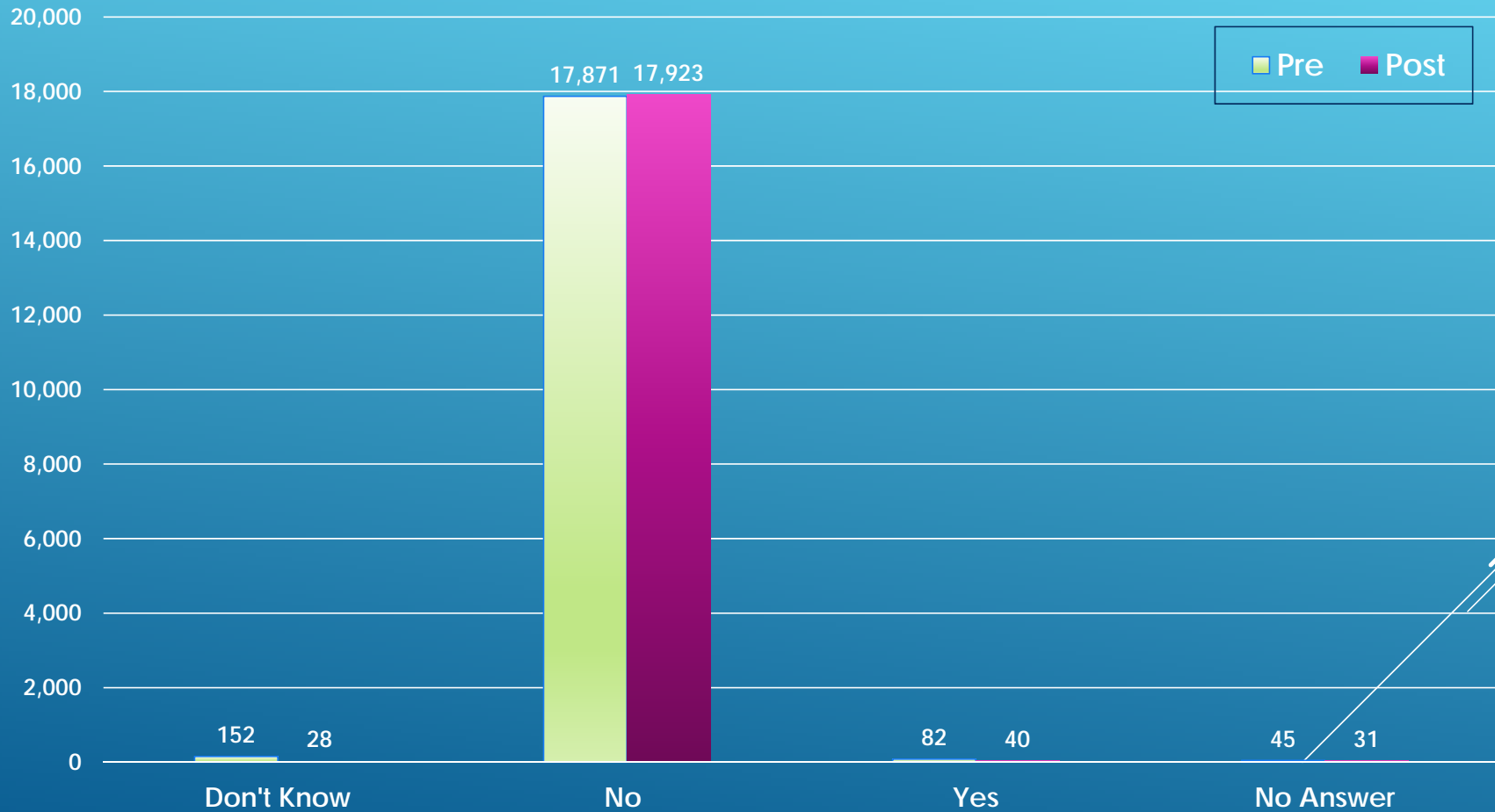


## QUESTION #2: CAN YOU SELL LOTTERY TICKETS TO SOMEONE WHO IS UNDER 18 YEARS OF AGE?

### PERCENT CORRECT

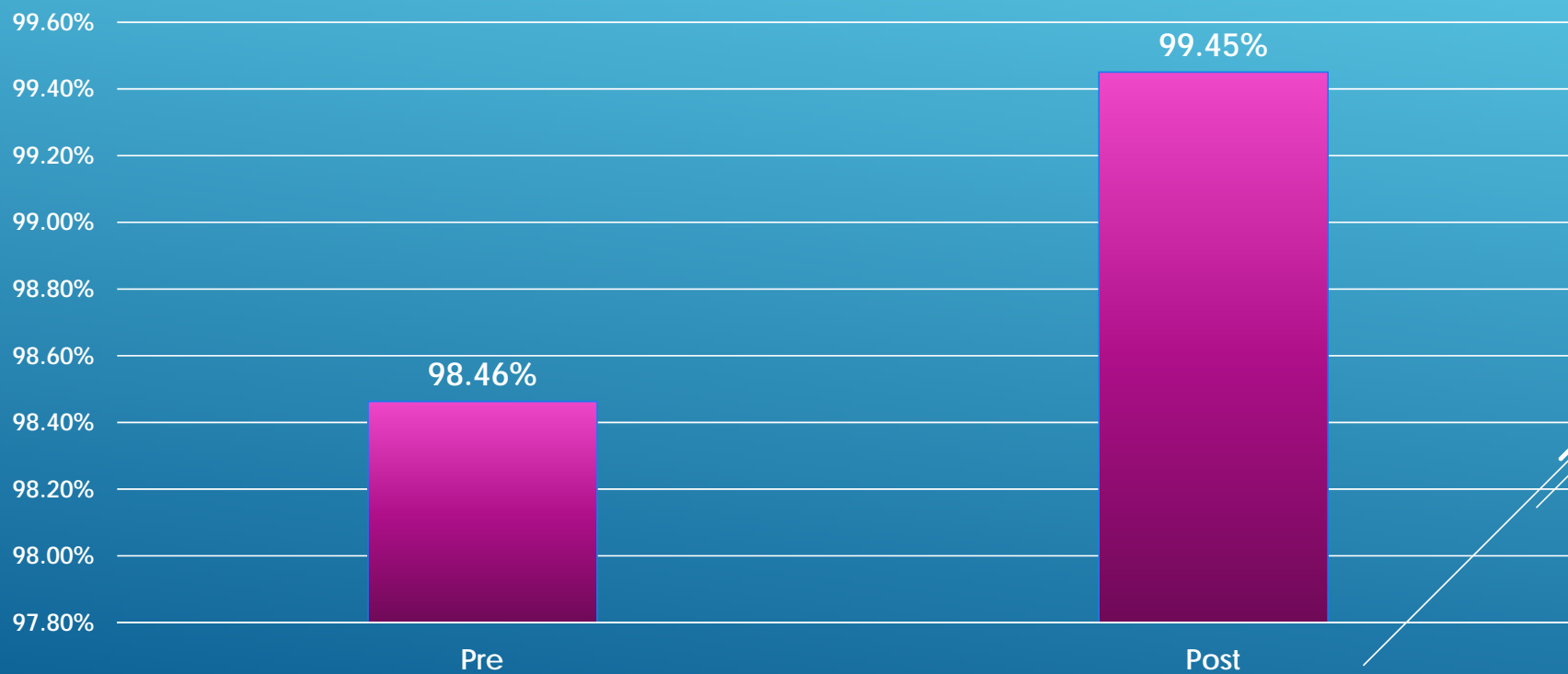


### QUESTION #3: CAN YOU PAY A LOTTERY PRIZE TO A PERSON WHO IS UNDER 18 YEARS OF AGE? (CORRECT ANSWER: NO)



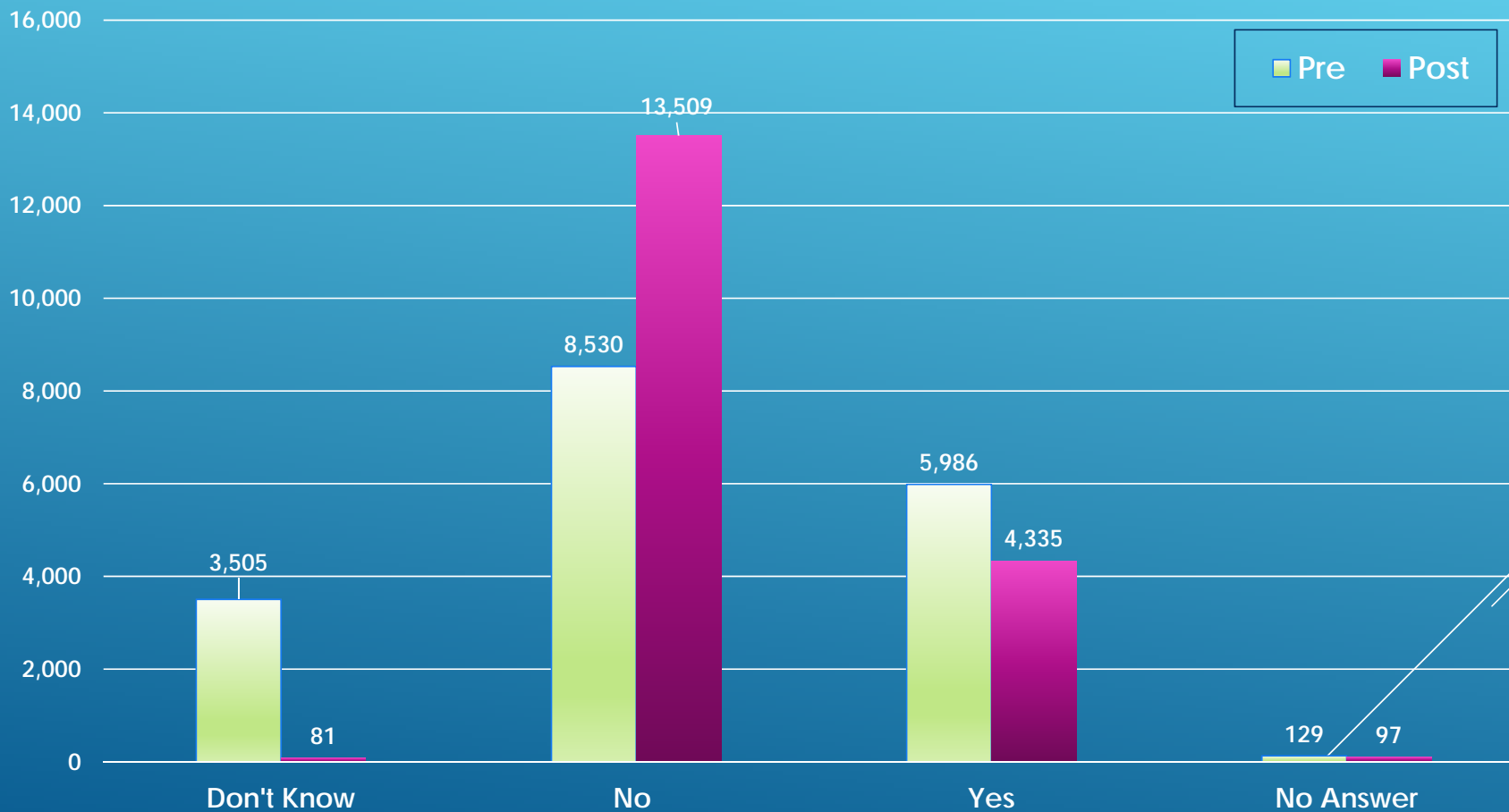
### QUESTION #3: CAN YOU PAY A LOTTERY PRIZE TO A PERSON WHO IS UNDER 18 YEARS OF AGE?

#### PERCENT CORRECT



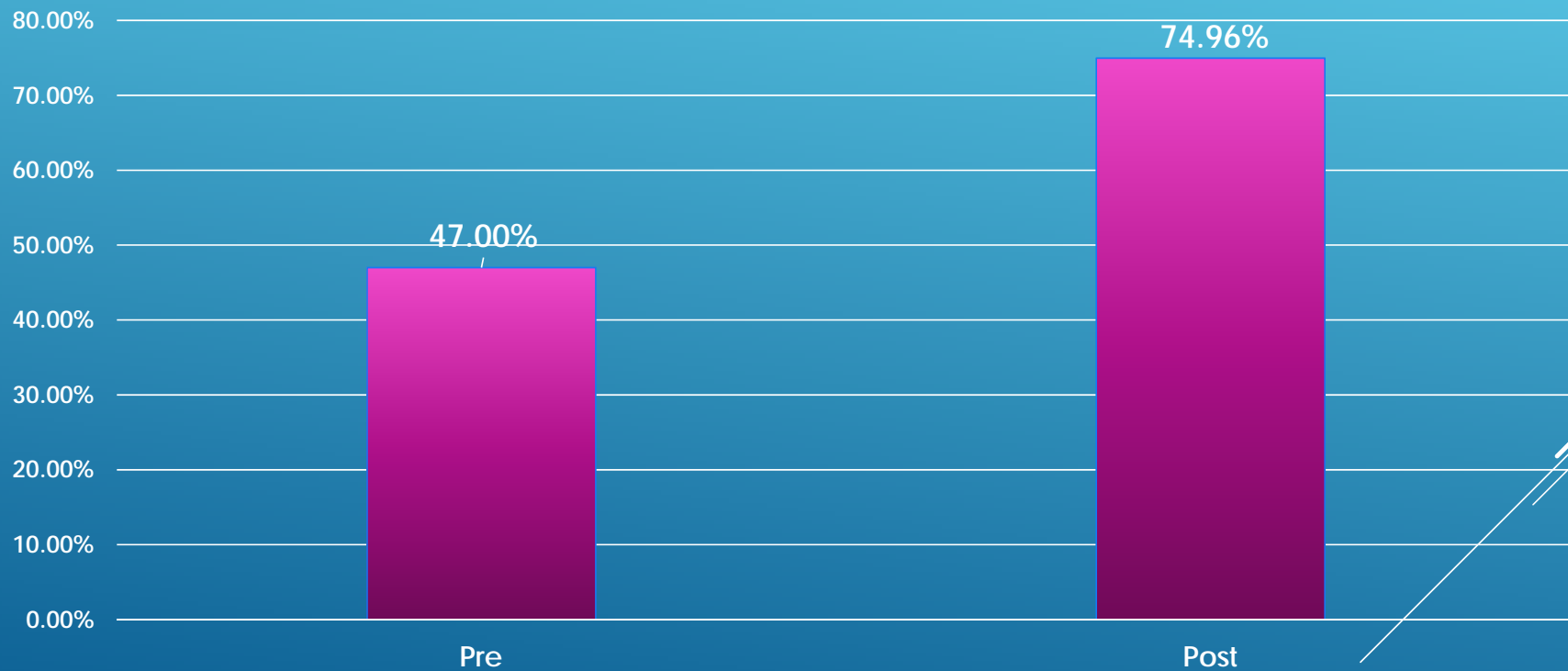


**QUESTION #4: DOES THE FREQUENCY OF GAMBLING DETERMINE IF A PERSON HAS A GAMBLING PROBLEM? (CORRECT ANSWER: NO)**

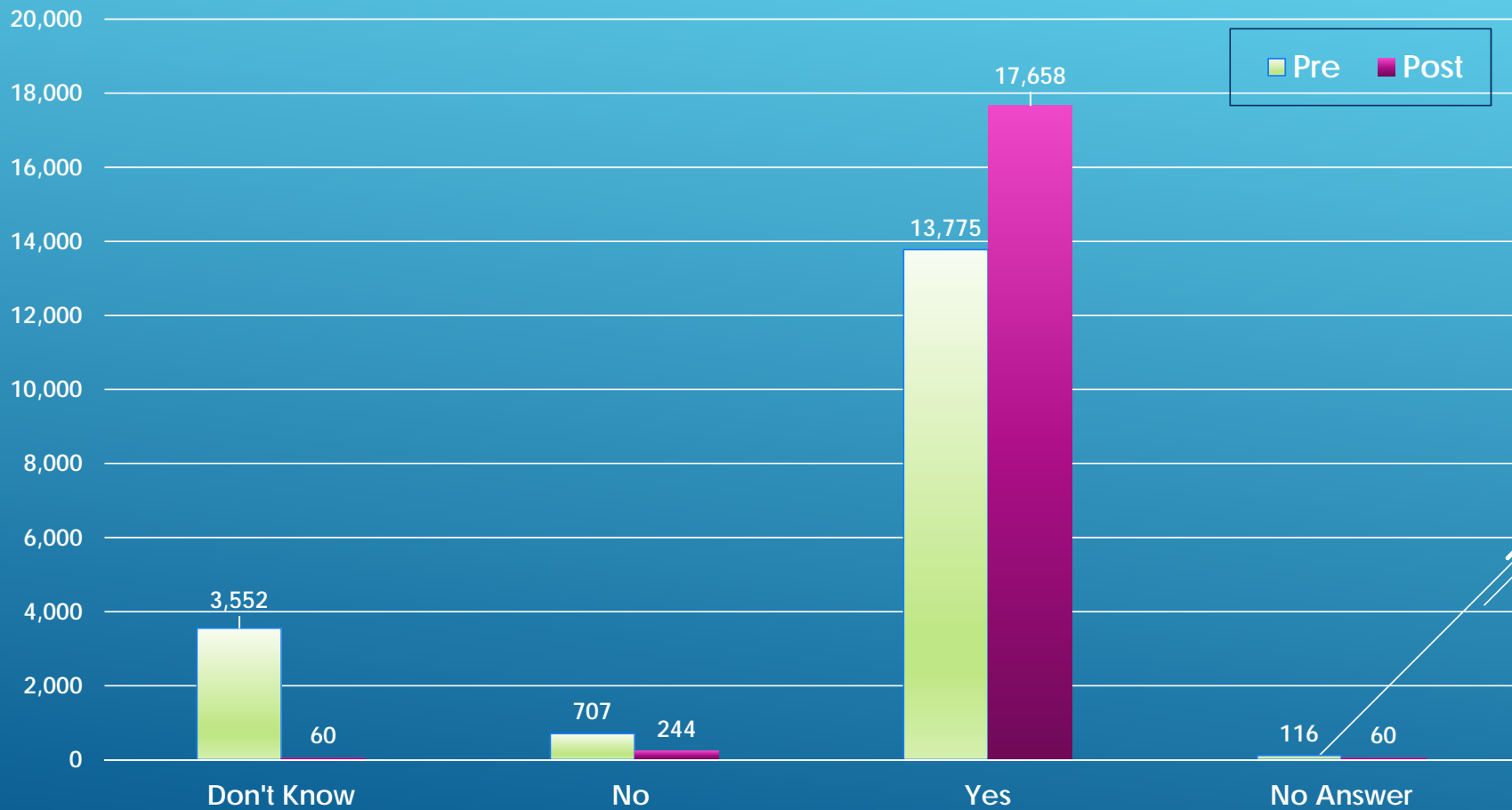


## QUESTION #4: DOES THE FREQUENCY OF GAMBLING DETERMINE IF A PERSON HAS A GAMBLING PROBLEM?

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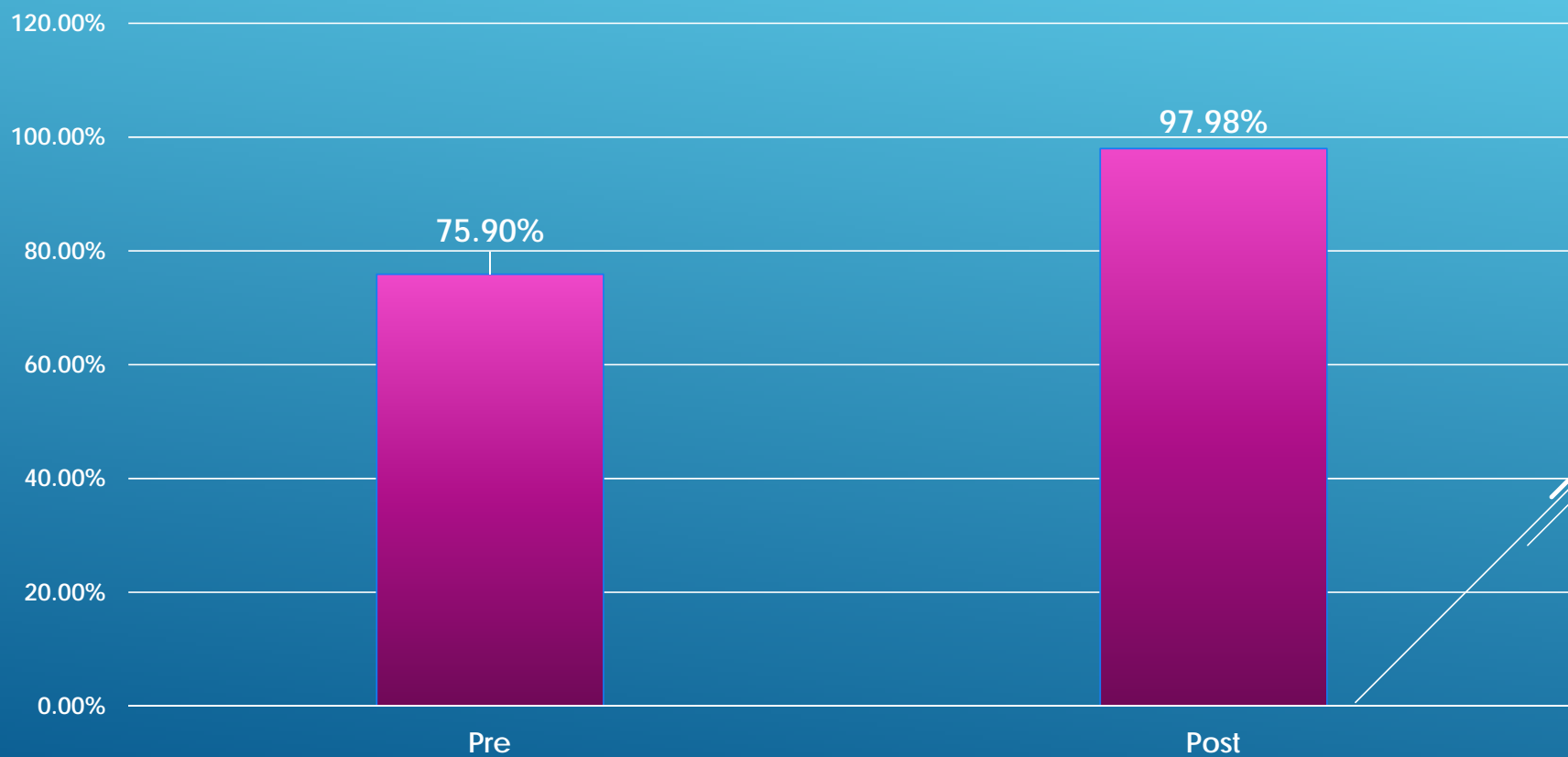


**QUESTION #5: IS THE NATIONAL HELPLINE, 800-522-4700, AVAILABLE 24/7 FOR CALLS, TEXT AND CHAT? (CORRECT ANSWER: YES)**



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**PERCENT CORRECT**



## Results

Almost 66% of pre-training responses were correct for **Question #1** regarding the number of people with a gambling problem. The rate increased to over 97% in the Post Survey. Almost one quarter didn't know the answer when asked the first time; that number dropped to less than 1% in Post Survey.

**Question #2 and #3** pertained to retailer sale of lottery tickets to and redemption of prizes for minors. In both instances, the pre and post responses were near or over 99%. There were slightly more "Don't Know" responses to the question about redeeming prizes.

**Question #4** resulted in a broader spectrum of responses in both the Pre and Post Survey. When first asked the question, over 19% indicated "Don't Know" if the frequency of gambling determined a gambling problem and 47% answered correctly. The Post Survey indicated negligible "Don't Know" responses and three quarters correct.

When asked about details related to the NCPG 800#, almost 20% responded "Don't Know" when asked **Question #5** the first time. Correct responses increased to almost 99% in the Post Survey, an improvement over the Pre Survey rate of 75%.

## 2020 Conclusions

These findings support the review and development of future retailer communications and training content related to more specific information on the signs, statistics and impact of problem gambling.

**PLAY RESPONSIBLY**

**It only takes one ticket to win.**

