APPENDIX C:

IC2: Customer Satisfaction Surveys – Web, Phone, Email, and Print Versions

(Affected Public = Private Sector)

Website Customer Satisfaction Survey



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CHILD WELFARE INFORMATION GATEWAY CUSTOMER SURVEY

How are we doing? Please take 3 to 5 minutes to answer the questions below. Your input will help strengthen Child Welfare Information Gateway services to better meet your needs. Your participation is voluntary and your identity remains confidential. This survey is intended for Child Welfare Information Gateway customers that are at least 18 years old. If you have any questions, you can contact Child Welfare Information Gateway staff by e-mail at _info@childwelfare.gov or by telephone at 800.394.3366. Thank you for helping us help you.

- Which of the following best describes why you are visiting Child Welfare Information Gateway and your background or role in the child welfare field? (Please check ONE of the following choices)
 - a. I am looking for information to help me in my work (please indicate your professional affiliation below):
 - o Adoption in a private agency
 - o Adoption in a public agency
 - o Child abuse prevention/family support
 - o Child welfare in a private agency
 - o Child welfare in a public agency
 - o Legal or law enforcement
 - o Media or library
 - o Mental health or medicine
 - o Teacher-K-12
 - o Professor
 - o Other:
 - I am looking for information to help me with my schoolwork/coursework (please indicate level below):
 - o Student—K-12
 - o Undergraduate
 - o Postgraduate
 - o Other:
 - c. None of the above I am looking for information to help me with a personal situation. I am a(n):
 - o Adopted person
 - o Adoptive parent
 - o Birth parent
 - o Birth relative
 - o Prospective adoptive parent
 - o Foster parent/legal guardian
 - o Other: _____
- Did you find the information you were looking for? (Please check ONE of the following choices)
 - o Yes, I found everything I was looking for
 - o I found some of what I was looking for
 - o No, I did not find what I was looking for Please explain:
 - O I was not looking for specific information

- What was the primary topic of information you were looking for? (Please check ONE of the following choices)
 - o Adoption
 - o Out-of-home care/foster care
 - Child abuse and neglect
 - o Family support and preservation
 - o Permanency for children and youth
 - o Prevention
 - o Child welfare services and systems (CFSRs, service array, courts, system improvement, workforce, etc.)
 - o Other: _____
- What was the primary type of information you were looking for? (Please check ONE of the following choices)
 - o Funding information
 - o General information
 - o Legal issues/laws
 - o Personal help
 - o Professional literature (journal article, research, etc.)
 - o Evidence-based practice
 - o State-specific information
 - o Statistics
 - o Training/education information
 - Federal programs
 - o Other:
- Overall, how satisfied are you with your interaction with Child Welfare Information Gateway? (Please check ONE of the following choices)
 - o Very satisfied
 - o Somewhat satisfied
 - o Neither satisfied nor dissatisfied
 - o Somewhat dissatisfied Please explain:
 - Very dissatisfied
 - Please explain:
- 6. In general, how do you prefer to receive information from Child Welfare Information Gateway? (Please check ONE of

the following choices) O Over the telephone

- o Via email
- O Printed copies via postal mail
- o From a Web site
- At a conference

		0	Other:
7.	Overall, how easy or difficult was it for you to find information from Child Welfare Information Gateway? (Please check ONE of the following choices) O Very easy Neither easy nor difficult Difficult Please explain: Very difficult Please explain: I did not find the information I was looking for		
9.	Overall, how useful was the information you found from Child Welfare Information Gateway? (Please check ONE of the following choices) O Very useful O Useful O Somewhat useful O Not at all useful Please explain: O I did not find the information I was looking for Would you recommend Child Welfare Information Gateway to others? (Please check ONE of the following choices) O Definitely O Probably O Probably not O I would not recommend		
10.	How did you intend to use the information you were looking for? (Please check ONE of the following choices) O Personal use (personal situation, school report, etc.) O Provide information for families O Research O Service delivery O Professional development O Program improvement O Fundraising/grant writing O Policy development O Public awareness O Other:		
	How frequently do you contact Child Welfare Information Gateway? (Please check ONE of the following choices) o More than once a week o 1 to 4 times a month o 1 to 4 times a year o Less than once a year o This is my first time		obook ONE of the following shairs -
12.	How did you find out about Child Welfare Information Gateway? (Pleato Search engine (e.g., Google, Yahoo)	ast (check ONE of the following choices)

o Linked from another Web siteo Referral from someone

o Conference: _____o Email announcement

o Direct mailo Repeat customer

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Family Centered Practice O	ou have n				Please	indicate hov
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Responding to Child Abuse and Neglect O	,	0	0		0	
Supporting and Preserving Families O		0	0		0	
Out-of-Home Care		0	0		0	
Achieving and Maintaining Permanency O		0	0		0	
Adoption		0	0		0	
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)	O	useful	Not us	eful	Didn't use
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13. Child Welfare Information Gateway provides the following services. For each service, please indicate if you are aware

Aware and Used

0

0

Aware but Not Used

0

0

Not Aware

0

and have used the service, aware of the service but have not used it, or if you are not aware of it.

o Other: _____

Toll-free phone number

E-mail communication

Telephone Customer Satisfaction Survey



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TELEPHONE SURVEY: CHILD WELFARE INFORMATION GATEWAY CUSTOMER SURVEY

Note to surveyor: Please read everything starting below exactly as written and enter in the customers' answers as given to you. Please remember to speak clearly and slowly so that the customer understands your questions. Repeat the question if they do not understand or need it read again. Read EVERYTHING exactly as indicated, starting with the introductory text below.

Start reading text below:

Thank you for agreeing to take our customer survey. Your input will help us improve our information services on behalf of children and families. If you have any questions about this survey, you can contact Child Welfare Information Gateway staff by phone at 800.394.3366. It should take about 5 minutes to complete.

Are you ready to begin?

1. Which of the following best describes why you are visiting Child Welfare Information Gateway and your background or role in the child welfare field?

Are you looking for answers for work? Are you looking for information to help you with schoolwork?

Or, are you looking for information to help you with a personal situation?

- a. You've indicated that are looking for answers for work. Do you work in:
 - o Adoption in a private agency
 - o Adoption in a public agency
 - o Child abuse prevention/family support
 - o Child welfare in a private agency
 - o Child welfare in a public agency
 - o Legal or law enforcement
 - o Media or library
 - o Mental health or medicine
 - o Teacher-K-12
 - o Professor
 - o Other (Can you briefly describe your profession?):
- b. You've indicated that you are looking for information to help you with your schoolwork. Are you:
 - o Student-K-12
 - o Undergraduate
 - o Postgraduate
- o Other (Can you briefly describe your role as a student?):
- c. You've indicated that you are looking for information to help you with a personal situation. Are you:
 - o Adopted person
 - o Adoptive parent
 - o Birth parent
 - o Birth relative
 - o Prospective adoptive parent

- 2. Did you receive the information you were looking for during your call with Child Welfare Information Gateway? Please select one of the following choices:
 - o Yes, I found everything I was looking for
 - o I found some of what I was looking for
 - No, I did not find what I was looking for (Can you please briefly tell me more about the information you did not receive?):
 - o I was not looking for specific information
- 3. What was the primary topic of information you were looking for? Please select only one of the following choices. Your choices are:
 - o Adoption
 - o Out-of-home care/foster care
 - o Child abuse and neglect
 - o Family support and preservation
 - o Permanency for children and youth
 - o Prevention
 - Child welfare services and systems (CFSRs, service array, courts, system improvement, workforce, etc.)
 - **o** Other (Can you please briefly describe the primary topic of information you were looking for?):
- 4. What was the primary type of information you were looking for? Please select only one from the following list of 9 choices. This list is long, so please feel free to ask me to repeat the list. Were you looking for:
 - o Funding information
 - o General information
 - o Legal issues/laws
 - o Personal help
 - o Professional literature (journal article, research, etc.)
 - o Evidence-based practice
 - o State-specific information
 - o Statistics
 - o Training/education information
 - o Federal programs
 - Other (Can you please briefly describe the primary type of information you were looking for?):

	o Foster parent/legal guardian o Other (Can you briefly describe your personal issue or		Mould was was a	oom and Child Walfer	- Info
0	concern?):			mmend Child Welfar rs? Your choices ar	
. C	child Welfare Information Gateway? Are you:		o Definitely	ioi roui onologo un	.
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	dissatisfied?):	(o Personal use ((personal situation, so	hool report, etc.)
	,	(Provide inform 	ation for families	
. In	general, how do you prefer to receive information from	(o Research		
C	hild Welfare Information Gateway? Please select one of	(Service deliver 	ry	
th	e following choices.	(o Professional d	evelopment	
0	Over the telephone	(o Program impro	ovement	
0	Via email		o Fundraising/gr		
0	Printed copies via postal mail		o Policy develop		
0	From a Web site		o Public awaren		
0	At a conference			u briefly explain how y	ou intended to us
0	Other (Can you briefly describe how you prefer to receive	`		1?):	
Ū	information?):				
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	nformation from Child Welfare Information Gateway?		isiting the webs		, , ,
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0	Very easy		1 to 4 times a		
0	Easy		o 1 to 4 times a		
0	Neither easy nor difficult		b Less than once		
0	Difficult (Can you please briefly describe why it was			time contacting the C	`hild Welfare
U	difficult to receive information?):	`	Information Ga	_	orma wenare
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Ü	very difficult to receive information?):	12. I	How did you find	d out about the Child	l Welfare
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	rom Child Welfare Information Gateway? Was it:		o Referral from		
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	Not at all useful		o Direct mail		
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	T did not find the information I was looking for			t about the Child Welf	
3. l'ı	m going to read a list of six services the Child Welfare Info	ormatio	n Gateway nrov	ides. For each servi	ce, please respon
OI	ne of these three choices: you are aware and have used th	ie servi	ce, you are awa	re of the service but	have not used it
	re not aware of the service.				
			Aware and	Aware but Not	Not Aware
-	Website		Used O	Used O	0
f	E-mail communication		0	0	0
	Publications		0	0	0
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	Subscription to electronic digest (<i>Children's Bureau Express</i>) Subscription to electronic notice of new publications (E-lert!, My Child Welfare Librarian)		0	0	0

monthly email services including: Child Welfare Information Gateway E-lert!, Children's Bureau Express Issue Alert, and My Child Welfare Librarian by visiting www.childwelfare.gov and clicking on the "free subscriptions" link.

Thank you very much for your participation. Your time and input are greatly appreciated.

Email Customer Satisfaction Survey



Yes, I found everything I was looking for I found some of what I was looking for

No, I did not find what I was looking for

I was not looking for specific information

Please explain:

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CHILD WELFARE INFORMATION GATEWAY **CUSTOMER SURVEY**

How are we doing? Please take 3 to 5 minutes to answer the questions below. Your input will help strengthen Child Welfare Information Gateway services to better meet your needs. Your participation is voluntary and your identity remains confidential. This survey is intended for Child Welfare Information Gateway customers that are at least 18 years old. If you have any questions, you can contact Child Welfare Information Gateway staff by e-mail at info@childwelfare.gov or by telephone at 800.394.3366.

- Thank you for helping us help you. Which of the following best describes why you are 3. What was the primary topic of information you visiting Child Welfare Information Gateway and your were looking for? (Please check ONE of the background or role in the child welfare field? (Please following choices) check ONE of the following choices) o Adoption o Out-of-home care/foster care a. I am looking for information to help me in my work Child abuse and neglect (please indicate your professional affiliation below): Family support and preservation Adoption in a private agency Permanency for children and youth Adoption in a public agency O Prevention Child abuse prevention/family support 0 Child welfare services and systems (CFSRs, service Child welfare in a private agency 0 array, courts, system improvement, workforce, etc.) Child welfare in a public agency 0 Other: Legal or law enforcement 0 Media or library 4. What was the primary type of information you O were looking for? (Please check ONE of the Mental health or medicine 0 following choices) Teacher—K-12 0 o Funding information Professor 0 o General information Other: 0 o Legal issues/laws b. I am looking for information to help me with my Personal help schoolwork/coursework (please indicate level below): Professional literature (journal article, research, etc.) Student—K-12 Evidence-based practice O Undergraduate State-specific information 0 Postgraduate 0 Statistics Other: Training/education information **o** Federal programs c. None of the above - I am looking for information to o Other: help me with a personal situation. I am a(n): Adopted person 5. Overall, how satisfied are you with your interaction o Adoptive parent with Child Welfare Information Gateway? (Please o Birth parent check ONE of the following choices) o Very satisfied o Birth relative o Prospective adoptive parent o Somewhat satisfied o Foster parent/legal guardian o Neither satisfied nor dissatisfied Somewhat dissatisfied Other: Please explain: Did you find the information you were looking for? o Very dissatisfied (Please check ONE of the following choices) Please explain:
 - 6. In general, how do you prefer to receive information from Child Welfare Information Gateway? (Please check ONE of the following choices)
 - Over the telephone
 - 0 Via email
 - Printed copies via postal mail 0
 - From a Web site 0
 - O At a conference
 - 0 Other:

O Very easy O Neither easy nor difficult Difficult Please explain: O Very difficult Please explain: O I did not find the information I was looking for Overall, how useful was the information you found from Child Welfare Information Gateway? (Please check ONE of the following choices) O Very useful O Somewhat useful O Not at all useful Please explain: O I did not find the information I was looking for Would you recommend Child Welfare Information Gateway to others? (Please check ONE of the following choices) O Definitely O Probably O Probably O Probably not O I would not recommend Please explain:	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Personal use (personal situal Provide information for family Research Service delivery Professional development Program improvement Fundraising/grant writing Policy development Public awareness Other:	act Child Welfar se check ONE o Child Welfare In NE of the follow e.g., Google, Yah	e f the ing
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Looking for information on the newest child welfare publications or current news and resources from the field? Subscribe to our free monthly email services including: Child Welfare Information Gateway E-lert!, Children's Bureau Express Issue Alert, and My Child Welfare Librarian by visiting: http://www.childwelfare.gov/admin/subscribe/index.cfm

Thank you very much for your participation.	Your time and input are greatly appreciated.

Print Customer Satisfaction Survey



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- Which of the following best describes why you are visiting Child Welfare Information Gateway and your background or role in the child welfare field? (Please check ONE of the following choices)
 - a. I am looking for information to help me in my work (please indicate your professional affiliation below):
 - o Adoption in a private agency
 - o Adoption in a public agency
 - o Child abuse prevention/family support
 - o Child welfare in a private agency
 - o Child welfare in a public agency
 - o Legal or law enforcement
 - o Media or library
 - o Mental health or medicine
 - o Teacher—K-12
 - o Professor
 - o Consultant/trainer/researcher
 - o Other:
 - b. I am looking for information to help me with my schoolwork/coursework (please indicate level below):
 - o Student-K-12
 - o Undergraduate
 - o Postgraduate
 - o Other:
 - c. None of the above I am looking for information to help me with a personal situation. I am a(n):
 - o Adopted person
 - o Adoptive parent
 - o Birth parent
 - Birth relative
 - o Prospective adoptive parent
 - o Foster parent/legal guardian
 - o Other
 - 2. Did you find the information you were looking for? (Please check ONE of the following choices)
 - o Yes, I found everything I was looking for
 - o I found some of what I was looking for
 - No, I did not find what I was looking for Please explain:
 - o I was not looking for specific information

3.	What was the primary topic of information you
	were looking for? (Please check ONE of the
	following choices)

- o Adoption
- o Out-of-home care/foster care
- o Child abuse and neglect
- o Family support and preservation
- o Permanency for children and youth
- o Prevention
- Child welfare services and systems (CFSRs, service array, courts, system improvement, workforce, etc.)
- o Other:
- What was the primary type of information you were looking for? (Please check ONE of the following choices)
 - o Funding information
 - o General information
 - o Legal issues/laws
 - o Personal help
 - o Professional literature (journal article, research, etc.)
 - o Evidence-based practice
 - o State-specific information
 - o Statistics
 - o Training/education information
 - **o** Federal programs
 - o Other:
- Overall, how satisfied are you with your interaction with Child Welfare Information Gateway? (Please check ONE of the following choices)
 - o Very satisfied
 - o Somewhat satisfied
 - o Neither satisfied nor dissatisfied
 - o Somewhat dissatisfied
 - Please explain:
 - o Very dissatisfied
 - Please explain:
- In general, how do you prefer to receive information from Child Welfare Information Gateway? (Please check ONE of the following choices)
 - o Over the telephone
 - o Via email
 - Printed copies via postal mail

				er:		
	Overall, how easy or difficult was it for you to find information from Child Welfare Information Gateway (Please check ONE of the following choices) O Very easy O Easy O Neither easy nor difficult O Difficult Please explain: O Very difficult Please explain: O I did not find the information I was looking for		lookin choice of Person Production Productio	sonal use (personal situal vide information for familicearch vice delivery fessional development gram improvement draising/grant writing cy development lic awareness	NE of the foll tion, school re es	owing eport, etc.)
0.	Overall, how useful was the information you found from Child Welfare Information Gateway? (Please check ONE of the following choices) O Very useful O Useful O Somewhat useful O Not at all useful Please explain: O I did not find the information I was looking for	11.	How fr Inform following o More o 1 to o 1 to o Les	er:equently do you contact ation Gateway? (Please ng choices) e than once a week 4 times a month 4 times a year s than once a year	ct Child Welfa	are
	Would you recommend Child Welfare Information Gateway to others? (Please check ONE of the following choices) o Definitely o Probably o Probably o I would not recommend Please explain: Child Welfare Information Gateway provides the follohave used the service, aware of the service but have	12. How did you find out about Child Welfare Information Gateway? (Please check ONE of the following choices) O Search engine (e.g., Google, Yahoo) O Linked from another Web site O Referral from someone O Conference: O Email announcement O Direct mail O Repeat customer O Other: Dollowing services. For each service, please indicate if you are aware and				
	·			Aware but Not Used	Not Aware]
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	Subscription to electronic notice of new publications (E-lert!, My Child Welfare Librarian)	0		0	0	
_	ou have any other comments to help us im below.	iprove ou	ır ser\	vices or products, p	olease writ	e them in the
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o From a Web site

Thank you very much for your participation.
Please return the survey in the enclosed business reply envelope or mail to:
Child Welfare Information Gateway
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030-2840

Your time and input are greatly appreciated.