

APPENDIX C:

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

(Affected Public = Private Sector)

Website Customer Satisfaction Survey

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.

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? (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):**
 - Adoption in a private agency
 - Adoption in a public agency
 - Child abuse prevention/family support
 - Child welfare in a private agency
 - Child welfare in a public agency
 - Legal or law enforcement
 - Media or library
 - Mental health or medicine
 - Teacher—K-12
 - Professor
 - Other: _____
 - b. **I am looking for information to help me with my schoolwork/coursework (please indicate level below):**
 - Student—K-12
 - Undergraduate
 - Postgraduate
 - Other: _____
 - c. **None of the above – I am looking for information to help me with a personal situation. I am a(n):**
 - Adopted person
 - Adoptive parent
 - Birth parent
 - Birth relative
 - Prospective adoptive parent
 - Foster parent/legal guardian
 - Other: _____

2. **Did you find the information you were looking for? (Please check ONE of the following choices)**
 - 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
Please explain: _____
 - 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)**
 - Adoption
 - Out-of-home care/foster care
 - Child abuse and neglect
 - Family support and preservation
 - Permanency for children and youth
 - Prevention
 - Child welfare services and systems (CFSRs, service array, courts, system improvement, workforce, etc.)
 - Other: _____

4. **What was the primary type of information you were looking for? (Please check ONE of the following choices)**
 - Funding information
 - General information
 - Legal issues/laws
 - Personal help
 - Professional literature (journal article, research, etc.)
 - Evidence-based practice
 - State-specific information
 - Statistics
 - Training/education information
 - Federal programs
 - Other: _____

5. **Overall, how satisfied are you with your interaction with Child Welfare Information Gateway? (Please check ONE of the following choices)**
 - Very satisfied
 - Somewhat satisfied
 - Neither satisfied nor dissatisfied
 - 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)**
 - Over the telephone
 - Via email
 - Printed copies via postal mail
 - From a Web site
 - At a conference

o 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)

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
Please explain: _____
- Very difficult
Please explain: _____
- I did not find the information I was looking for

8. Overall, how useful was the information you found from Child Welfare Information Gateway? (Please check ONE of the following choices)

- Very useful
- Useful
- Somewhat useful
- Not at all useful
Please explain: _____
- I did not find the information I was looking for

9. Would you recommend Child Welfare Information Gateway to others? (Please check ONE of the following choices)

- Definitely
- Probably
- Probably not
- I would not recommend
Please explain: _____

10. How did you intend to use the information you were looking for? (Please check ONE of the following choices)

- Personal use (personal situation, school report, etc.)
- Provide information for families
- Research
- Service delivery
- Professional development
- Program improvement
- Fundraising/grant writing
- Policy development
- Public awareness
- Other: _____

11. How frequently do you contact Child Welfare Information Gateway? (Please check ONE of the following choices)

- More than once a week
- 1 to 4 times a month
- 1 to 4 times a year
- Less than once a year
- This is my first time

12. How did you find out about Child Welfare Information Gateway? (Please check ONE of the following choices)

- Search engine (e.g., Google, Yahoo)
- Linked from another Web site
- Referral from someone
- Conference: _____
- Email announcement
- Direct mail
- Repeat customer

o Other: _____

13. Child Welfare Information Gateway provides the following services. For each service, please indicate if you are aware and have used the service, aware of the service but have not used it, or if you are not aware of it.

	Aware and Used	Aware but Not Used	Not Aware
Toll-free phone number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription to electronic digest (<i>Children's Bureau Express</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription to electronic notice of new publications (E-!ert!, My Child Welfare Librarian)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. The following is a list of some of the sections on the Child Welfare Information Gateway website. Please indicate how useful the information was in each section, or indicate that you have not used the section.

	Very useful	Somewhat useful	Not useful	Didn't use
Family Centered Practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Abuse and Neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preventing Child Abuse and Neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to Child Abuse and Neglect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting and Preserving Families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out-of-Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Achieving and Maintaining Permanency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adoption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. The following is a list of resources to search for information on our Child Welfare Information Gateway website. Please indicate how useful each resource was, or note if you did not use the resource.

	Very useful	Somewhat useful	Not useful	Didn't use
National Foster Care and Adoption Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Statues Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference Calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's Bureau Express	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find Help with a Personal Situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any other comments to help us improve our services or products, please write them in the box below.

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-!ert!, 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.

Telephone Customer Satisfaction Survey



Public reporting burden for this collection of information is estimated to be 5 minutes per response to complete this questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0970-0303. The control number expires on 07/31/2009.

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:

- Adoption in a private agency
- Adoption in a public agency
- Child abuse prevention/family support
- Child welfare in a private agency
- Child welfare in a public agency
- Legal or law enforcement
- Media or library
- Mental health or medicine
- Teacher—K-12
- Professor
- 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:

- Student—K-12
- Undergraduate
- Postgraduate
- 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:

- Adopted person
- Adoptive parent
- Birth parent
- Birth relative
- 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:

- 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
(Can you please briefly tell me more about the information you did not receive?): _____
- 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:

- Adoption
- Out-of-home care/foster care
- Child abuse and neglect
- Family support and preservation
- Permanency for children and youth
- Prevention
- Child welfare services and systems (CFSRs, service array, courts, system improvement, workforce, etc.)
- 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:

- Funding information
- General information
- Legal issues/laws
- Personal help
- Professional literature (journal article, research, etc.)
- Evidence-based practice
- State-specific information
- Statistics
- Training/education information
- 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 concern?): _____

5. Overall, how satisfied are you with your interaction with Child Welfare Information Gateway? Are you:

- o Very satisfied
- o Somewhat satisfied
- o Neither satisfied nor dissatisfied
- o Somewhat dissatisfied
(Can you please briefly explain why you were somewhat dissatisfied?): _____
- o Very dissatisfied
(Can you please briefly explain why you were very dissatisfied?): _____

6. In general, how do you prefer to receive information from Child Welfare Information Gateway? Please select one of the following choices.

- o Over the telephone
- o Via email
- o Printed copies via postal mail
- o From a Web site
- o At a conference
- o Other (Can you briefly describe how you prefer to receive information?): _____

7. Overall, how easy or difficult was it for you to receive information from Child Welfare Information Gateway? Was it:

- o Very easy
- o Easy
- o Neither easy nor difficult
- o Difficult (Can you please briefly describe why it was difficult to receive information?): _____
- o Very difficult (Can you please briefly describe why it was very difficult to receive information?): _____
- o I did not find the information I was looking for

8. Overall, how useful was the information you received from Child Welfare Information Gateway? Was it:

- 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

13. I'm going to read a list of six services the Child Welfare Information Gateway provides. For each service, please respond with one of these three choices: you are aware and have used the service, you are aware of the service but have not used it, or you are not aware of the service.

	Aware and Used	Aware but Not Used	Not Aware
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription to electronic digest (<i>Children's Bureau Express</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription to electronic notice of new publications (E-Alert, My Child Welfare Librarian)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any other comments to help us improve our services or products?

9. Would you recommend Child Welfare Information Gateway to others? Your choices are:

- o Definitely
- o Probably
- o Probably not
- o I would not recommend
Please explain: _____

10. How do you intend to use the information you were looking for? Please select 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 (Can you briefly explain how you intended to use the information?): _____

11. How frequently do you contact Child Welfare information Gateway by either phone, email, or by visiting the website?

- 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 contacting the Child Welfare Information Gateway

12. How did you find out about the Child Welfare Information Gateway?

- o Search engine (e.g., Google, Yahoo)
- o Linked from another Web site
- o Referral from someone
- o Conference (Can you please briefly describe the conference?): _____
- o Email announcement
- o Direct mail
- o Repeat customer
- o Other (Can you please briefly describe how you found out about the Child Welfare Information Gateway?): _____

monthly email services including: Child Welfare Information Gateway E-let!, 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

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.

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

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
Please explain: _____
- Very difficult
Please explain: _____
- I did not find the information I was looking for

8. Overall, how useful was the information you found from Child Welfare Information Gateway? (Please check ONE of the following choices)

- Very useful
- Useful
- Somewhat useful
- Not at all useful
Please explain: _____
- I did not find the information I was looking for

9. Would you recommend Child Welfare Information Gateway to others? (Please check ONE of the following choices)

- Definitely
- Probably
- Probably not
- I would not recommend
Please explain: _____

10. How did you intend to use the information you were looking for? (Please check ONE of the following choices)

- Personal use (personal situation, school report, etc.)
- Provide information for families
- Research
- Service delivery
- Professional development
- Program improvement
- Fundraising/grant writing
- Policy development
- Public awareness
- Other: _____

11. How frequently do you contact Child Welfare Information Gateway? (Please check ONE of the following choices)

- More than once a week
- 1 to 4 times a month
- 1 to 4 times a year
- Less than once a year
- This is my first time

12. How did you find out about Child Welfare Information Gateway? (Please check ONE of the following choices)

- Search engine (e.g., Google, Yahoo)
- Linked from another Web site
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- Other: _____

13. Child Welfare Information Gateway provides the following services. For each service, please indicate if you are aware and have used the service, aware of the service but have not used it, or if you are not aware of it.

	Aware and Used	Aware but Not Used	Not Aware
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toll-free phone number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription to electronic digest (<i>Children's Bureau Express</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Thank you very much for your participation. Your time and input are greatly appreciated.

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 - Adoption in a private agency
 - Adoption in a public agency
 - Child abuse prevention/family support
 - Child welfare in a private agency
 - Child welfare in a public agency
 - Legal or law enforcement
 - Media or library
 - Mental health or medicine
 - Teacher—K-12
 - Professor
 - Consultant/trainer/researcher
 - Other: _____
 - b. **I am looking for information to help me with my schoolwork/coursework (please indicate level below):**
 - Student—K-12
 - Undergraduate
 - Postgraduate
 - Other: _____
 - c. **None of the above – I am looking for information to help me with a personal situation. I am a(n):**
 - Adopted person
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2. **Did you find the information you were looking for? (Please check ONE of the following choices)**
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Please explain: _____
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 - Neither satisfied nor dissatisfied
 - Somewhat dissatisfied
Please explain: _____
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Please explain: _____
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 - Over the telephone
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- At a conference
- Other: _____

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- Very easy
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- Neither easy nor difficult
- Difficult
Please explain: _____
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- I did not find the information I was looking for

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- Probably not
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Toll-free phone number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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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.