

Children's Bureau Express Customer Survey

Please take a few minutes to answer the questions below. Your feedback will be used to help ensure that *Children's Bureau Express* meets your information needs. Your participation is voluntary and your identity remains confidential. Thank you for your input.

1. Which of the following *best* describes your professional background or role in the child welfare field? (*Check one*)
 - CPS/Foster care professional
 - Child abuse prevention/Family support professional
 - Adoption professional
 - Other child welfare professional – *Please describe* _____
 - Educator/Faculty
 - Other – *Please describe:* _____

2. Which sections of *Children's Bureau Express* do you read regularly? (Check all that apply)
 - News From the Children's Bureau
 - Spotlight on a different theme each issue (i.e., Spotlight on National Adoption Month, Spotlight on Differential Response, etc.)
 - Training and Technical Assistance Network Updates
 - Children's Bureau Grantee News
 - Child Welfare News
 - Strategies and Tools for Practice
 - Resources
 - Training and Conferences
 - Other - *Please explain:* _____

3. How do you usually read an issue of *Children's Bureau Express*?
 - Click on article titles from the email alert
 - Use the website to browse the issue
 - Print the entire issue from the website
 - Other - *Please explain:* _____

4. While most of the articles in *Children's Bureau Express* alert readers to news or new resources, a few original articles based on interviews are included. How do you feel about the types of articles included in *Children's Bureau Express*?
 - It's the right mix of articles
 - I would prefer more original articles
 - I would prefer more links to other resources
 - Other - *Please explain:* _____

5. How do you feel about the level of detail provided in *Children's Bureau Express*? Do the articles provide:
- Too much information
 - Just enough information
 - Not enough information - *Please explain:* _____
6. How do you feel about the number of articles in a typical issue of *Children's Bureau Express*? Do you feel there are:
- Too many articles
 - Just the right number of articles
 - Not enough articles - *Please explain:* _____
7. What topics covered by *Children's Bureau Express* are you generally interested in? (Check all that apply)
- Adoption
 - Out-of-home care/foster care
 - Child abuse and neglect
 - Family support and preservation
 - Permanency for children/youth
 - Prevention
 - Child welfare services and systems (CFSRs, service array, workforce, etc.)
 - Implementation science (systems change)
 - Federal information (legislation, news, etc.)
 - Other - *Please describe:* _____
8. How do you regularly use the information you receive from *Children's Bureau Express*? (Check one and provide detail)
- Fundraising/grant writing - *Please describe:* _____
 - Professional development - *Please describe:* _____
 - Program development- *Please describe:* _____
 - Program improvement - *Please describe:* _____
 - Policy development - *Please describe:* _____
 - Provide information to families - *Please describe:* _____
 - Public awareness - *Please describe:* _____
 - Research - *Please describe:* _____
 - Service delivery - *Please describe:* _____
 - Other - *Please describe:* _____
9. How often do you search the archives on the *Children's Bureau Express* website?
- About once a month
 - 1 to 4 times a year
 - Less than once a year
 - I have never searched the archives
 - I was not aware of the archive search function

10. Overall, how satisfied are you with the *Children's Bureau Express*?
- Very satisfied - *Please explain:* _____
 - Somewhat Satisfied - *Please explain:* _____
 - Neither satisfied nor dissatisfied - *Please explain:* _____
 - Somewhat dissatisfied - *Please explain:* _____
 - Very dissatisfied - *Please explain:* _____
11. How did you learn about THIS issue of Children's Bureau Express?
- I am a subscriber, it came to my email
 - It was forwarded to me by a colleague, listserv, or organization
 - Link from the Children's Bureau website
 - Link from the Child Welfare Information Gateway website
 - Link from another website – *Please name:* _____
 - I learned of this resource at a conference
 - Search engine (e.g., Google, Yahoo)
 - Other - *Please describe* _____
12. Are you familiar with the work of the Children's Bureau in the US Department of Health and Human Services? (check one)
- I am very familiar with the work of the Children's Bureau.
 - I am somewhat familiar with the work of the Children's Bureau.
 - I have heard of the Children's Bureau, but don't know what it does.
 - I have never heard of the Children's Bureau.
13. Please use the spaces below to indicate the top three places (e.g., websites, government agencies, non-profit organizations) you go to access child welfare information?
- The *first* place I go to find child welfare information is here: _____

 - The *second* place I go to find child welfare information is here: _____

 - The *third* place I go to find child welfare information is here: _____

14. Are you familiar with the services provided by Child Welfare Information Gateway? (check one)
- I am familiar with Child Welfare Information Gateway, and have used their services.
 - I am familiar with Child Welfare Information Gateway, but have never used their services.
 - I have heard of Child Welfare Information Gateway, but don't know what it does.
 - I have never heard of Child Welfare Information Gateway.
15. Which of the following *best* describes your position? (*Check one*)
- Frontline worker (e.g., caseworker, direct service worker)
 - Supervisor/Manager
 - Director/Administrator

- Other – *Please describe:* _____
16. How many years of service do you have in your current profession? (*Check one*)
- Less than 1 year
 - 1-5 years of service
 - 6-10 years of service
 - 11-15 years of service
 - 16+ years of service
17. In which State/territory is your work geographically located? _____
18. Do you work with American Indian/Alaska Native/Native Hawaiian populations?
- Yes No
19. Which of the following best describes your workplace? (check one)
- Community-based organization (private sector)
 - Local or County agency (public sector)
 - State agency
 - Federal agency
 - National Organization (nonprofit, advocacy, T/TA Center)
 - Educational institution (high school, college, university)
 - Other – *Please specify:* _____
20. Do you have any suggestions or recommendations to make future issues of *Children's Bureau Express* more useful (e.g., different format, specific topics, frequency)?
- _____
- _____
- _____
- _____

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