Health Resources and Services Administration Maternal and Child Health Bureau Resource Center User Satisfaction Survey

Survey to be administered via the Web. Items in BOLD will not be seen by the respondents. Questionnaire section headers and question numbers will not appear in the Web survey.

Survey Introduction

The Health Resources and Services Administration's Maternal and Child Health Bureau is committed to continuous performance improvement. As part of this effort, we are requesting feedback on **your experiences with our Resource Centers** during the past year.

The survey is hosted via a secure server and your responses will remain **strictly confidential and anonymous**. This survey is authorized by Office of Management and Budget Control No. 1090-0007.

The survey will take approximately 10 minutes to complete. Thank you in advance for completing the survey.

Please click on the "Next" button below to begin.

Demographic Questions

DEM1   Which Maternal and Child Health Resource Center sent you this survey? (Select one)

1   Alliance for Information on Maternal and Child Health Child and Adolescent Support Center (www.healthychild.ucla.edu)

2   Catalyst Center (www.catalystctr.org)

3   Center for Mental Health in Schools (http://csmh.umaryland.edu)

4   Champions for Inclusive Communities - ChampionsInc. (www.championsinc.org)

5   Child Care and Health Partnership Program (www.healthychildcare.org)

6   Children's Safety Network (www.childrenssafetynetwork.org)

7   Combating Autism Initiative - National Interdisciplinary Training Resource Center (LEND Training Grantees) (www.aucd.org/itac)

8   The Data Resource Center for Child and Adolescent Health (or The Child and Adolescent Health Measurement Initiative) (www.childhealthdata.org www.nschdata.org www.cshcndata.org)

9   Healthy and Ready to Work National Center (www.hrtw.org)

10 Maternal and Child Health Library (http://www.mchlibrary.info)

11 National Adolescent Health Information and Innovation Center (http://nahic.ucsf.edu)

12 National Center for Cultural Competence (http://www11.georgetown.edu/research/gucchd/nccc/)

13 National Center for Family/Professional Partnerships

    (www.familyvoices.org)

14 National Center for Hearing Assessment and Management (www.infanthearing.org)

15 National Center for Medical Home Implementation (www.medicalhomeinfo.org)

16 National Center for Project Access (http://www.epilepsyfoundation.org/projectaccess/NCPA/)

17 National Consumer Center for Genetics Resources and Services (www. geneticalliance.org)

18 National Coordinating and Evaluation Center for the Sickle Cell and Newborn Screening Program (www.sicklecelldisease.net)

19 National Coordinating Center for the Genetics and Newborn Screening Regional Service Collaborative (www.nccrcg.org)

20 National Emergency Medical Services for Children Data Analysis Resource Center (www.nedarc.org)

21 National Emergency Medical Services for Children Resource Center (www.childrensnational.org/EMSC)

22 National Fetal and Infant Mortality Review Resource Center (www.acog.org/goto/nfimr)

23 National Healthy Tomorrows Technical Assistance Resource Center

    (www.aap.org/commpeds/htpcp/index.html)

24 National Maternal and Child Oral Health Resource Center (www.mchoralhealth.org)

25 National MCH Center for Child Death Review (www.childdeathreview.org)

26 National Newborn Screening and Genetics Resource Center (http://genes-r-us.uthscsa.edu)

27 National Oral Health Policy Center (www.cdhp.org/programs/national_oral_health_policy_center_cdhp_mchb)

28 National Resource Center for Health and Safety in Child Care and Early Education (http://nrc.uchsc.edu)

29 National Sudden and Unexpected Infant/Child Death and Pregnancy Loss Program Support Center (www.NSICD-PSC.org)

30 National Sudden and Unexpected Infant/Child Death and Pregnancy Loss Project IMPACT (www.SIDSProjectImpact.com) impact.org)

31 National Sudden and Unexpected Infant/Child Death and Pregnancy Loss Resource Center (www.sidscenter.org)

32 National Training Institute for Child Care Health Consultants (www.nti.unc.edu)

33 Partnership for State Leadership in Oral Health (www.astdd.org)

34 Partnership to Promote Adolescent Health in States (www.amchp.org)

35 Public Policy Analysis and Education Center for Infant and Early Childhood Health - Project Thrive (www.nccp.org/projects/thrive.html)

36 School Mental Health Program and Policy Analysis Centers (http://smhp.psych.ucla.edu/)

37 State Adolescent Health Resource Center for Maternal and Child Health Personnel (www.med.umn.edu/peds/ahm/programs/sahrc/home.html)

38 State Public Health Coordinating Center for Autism (www.amchp.org/spharc)

39 Traumatic Brain Injury Technical Assistance Center (www.norc.org)

DEM2   Did you utilize the [RC NAME] during the past year?

(Select one)

1 Yes

2 No **(Thank and terminate)**

DEM3   How did you learn about the [RC NAME]? (Select one)

1   Resource Center website

2   Maternal and Child Health Library website

3   Health care provider

4   Maternal and Child Health Bureau project officer

5   Maternal and Child Health Bureau website

6   Work colleague

7   Teacher/Educator

8   Internet search

9   Meeting/Professional conference

10   A listserv

11   Other (please specify)

DEM4   What did the [RC NAME] provide for you? (Select all that apply)

1   Information/data on a specific topic

2   Training

3   Training materials/tools

4   Technical assistance

5   Literature downloads

6   Contact information

7   Other (please specify)

DEM5   How many times did you utilize (viewed website, requested information, attended events, etc.) the [RC NAME] during the past year? (Select one)

1   1

2   2 to 4

3   5 to 7

4   8 to 10

5   More than 10

DEM6   Did you know that the [RC NAME] was funded by the Maternal and Child Health Bureau?

1   Yes

2   No

DEM7   In what role did you contact the [RC NAME]? (Select one)

1   Student (junior high or high school)

2   Student (post high school)

3   Researcher

4   Health care provider

5   Federal employee

6   School teacher/School nurse

7   College/University employee

8   Family member

9   Family organization representative

10 Health department employee

11 Local government employee (non health department)

12 State employee (non health department)

13 Other (please specify)

DEM8   Are you a grantee of the Maternal and Child Health Bureau? (Select one)

1   Yes

2   No **(skip to DEM10)**

DEM9   Please provide the name of the Maternal and Child Health Bureau program(s) for which you are a grantee. **(Capture open-ended response)**

DEM10   What is the highest level of education that you have completed? (Select one)

1   Less than High School

2   High School/GED

3   Some College

4   Vocational Training

5   2-Year College Degree (Associates)

6   4-Year College Degree (BA/BS)

7   Master's Degree

8   Doctoral Degree

9   Professional Degree (MD, JD)

Resource Center Contact

Q1_1   How have you accessed the [RC NAME]? Check all that apply.

1   Phone

2   Email

3   In person

4   Website

5   Postal mail

6   Other (please specify)

Q1_2   Have you contacted someone at the [RC NAME] directly during the past year? (Select one)

1   Yes

2   No **(skip to Q2_1)**

Please think about your most recent contact with the [RC NAME]. Using the same 1 to 10 scale, where 1 means *Poor* and 10 means *Excellent*, please rate the…

Q1_3   Ease of reaching a [RC NAME] contact

Q1_4   Courteousness of the [RC NAME] contact

Q1_5   Knowledge of the [RC NAME] contact

Q1_6   Timeliness of the [RC NAME] contact's response to your inquiry or concern

Q1_7   Relevance of the information provided by the [RC NAME] contact

Q1_8   Overall effectiveness of the service provided by the [RC NAME] contact

Q1_9   Was the [RC NAME] contact able to provide you with the information you requested?

1   Yes **(skip to Q2_1)**

2   No

Q1_10   If the [RC NAME] was not able to provide you with the requested information, did the Resource Center contact refer you elsewhere for the information?

1   Yes

2   No

Resource Center Information

Please think about the information you last received from the [RC NAME]. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate…

Q2_1   The timeliness of the information provided

Q2_2   The relevance of the information to your inquiry

Q2_3   The sufficiency of detail to meet your needs

Q2_4   Your ease of understanding the information

Q2_5   The organization of the information provided

Q2_6   The helpfulness of information in guiding your decision-making

Resource Center Website

Q3_1   Have you visited the [RC NAME] website during the past year?

1   Yes

2   No **(skip to Q4_1)**

Q3_2   Is your primary use of the [RC NAME] through its website?

                    1   Yes

                    2   No

Please think about your experiences while visiting the [RC NAME] website. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate…

Q3_3   The ease of navigation

Q3_4   The overall site design

Q3_5   The relevance of search results

Q3_6   Ability to find the information needed

Training [ONLY IF DEM4=2]

Please think about any training you received while utilizing the [RC NAME]. Using the same 1 to 10 scale, where 1 means *Poor* and 10 means *Excellent*, please rate the…

Q4_1   Relevance of the topics covered

Q4_2   Ease of understanding the training

Q4_3   Effectiveness of the training

Q4_4   Appropriate amount of time to complete the training

Q4_5   Ease of obtaining requested training

Training Materials/Tools [ONLY IF DEM4=3]

Please think about any training materials/tools that were provided by the [RC NAME]. Using the same 1 to 10 scale, where 1 means *Poor* and 10 means *Excellent*, please rate the…

Q5_1   Relevance of the materials/tools provided

Q5_2   Ease of understanding the materials/tools

Q5_3   Effectiveness of the training materials/tools

Q5_4   Timeliness of providing the materials/tools to you

Technical Assistance [ONLY IF DEM4=4]

Please think about any technical assistance you received while utilizing the [RC NAME]. Using the same 1 to 10 scale, where 1 means *Poor* and 10 means *Excellent*, please rate the…

Q6_1   Relevance of the technical assistance provided

Q6_2   Ease of understanding the technical assistance

Q6_3   Effectiveness of the technical assistance

Q6_4   Timeliness of receiving the technical assistance

Q6_5   Ease of obtaining requested technical assistance

ACSI Benchmark Questions

Q7_1   Please consider all of the experiences you have had while utilizing the [RC NAME]. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the [RC NAME]?

Q7_2   Using a 10-point scale on which 1 means *Falls Short of Expectations* and 10 means *Exceeds Expectations,* to what extent has the [RC NAME] fallen short of or exceeded your expectations?

Q7_3   Imagine an ideal Resource Center providing services to you. How well do you think the [RC NAME] compares with that ideal? Please use a 10-point scale on which 1 means *Not Very Close to Ideal,* and 10 means *Very Close to Ideal*.

Outcome Measures

Q8 On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to visit the [RC NAME] in the future?

Q9 On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to recommend the [RC NAME] to another person?

Q10   Please check all other Resource Centers funded by the Maternal and Child Health Bureau that you utilized during the past year.

1   Alliance for Information on Maternal and Child Health Child and Adolescent Support Center (www.healthychild.ucla.edu)

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4   Champions for Inclusive Communities - ChampionsInc. (www.championsinc.org)

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22 National Fetal and Infant Mortality Review Resource Center
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23 National Healthy Tomorrows Technical Assistance Resource Center

(www.aap.org/commpeds/htpcp/index.html)

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34   Partnership to Promote Adolescent Health in States (www.amchp.org)

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36   School Mental Health Program and Policy Analysis Centers (http://smhp.psych.ucla.edu/)

37   State Adolescent Health Resource Center for Maternal and Child Health Personnel (www.med.umn.edu/peds/ahm/programs/sahrc/home.html)

38   State Public Health Coordinating Center for Autism (www.amchp.org/spharc)

39   Traumatic Brain Injury Technical Assistance Center (www.norc.org)

Q11   On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to utilize additional Resource Centers funded by the Maternal and Child Health Bureau in the future?

Q12   Please provide any comments that will help to clarify your answers to the above questions. **(Capture open-ended response)**

Q13   Do you have any additional comments you would like to share with Health Resources and Services Administration's Maternal and Child Health Bureau regarding their Resource Centers? **(Capture open-ended response)**

Thank you for your time. The Health Resources and Services Administration's Maternal and Child Health Bureau appreciates your input!