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Voluntary Product Satisfaction and Usability Assessment Question Bank

Customer Background Information

- Q. How many years experience do you have with violence prevention?
- I have no experience with violence prevention
 - Less than a year
 - 1-5 years
 - 6-10 years
 - 11 or more years
- Q. How many years experience do you have with injury prevention?
- I have no experience with injury prevention
 - Less than a year
 - 1-5 years
 - 6-10 years
 - 11 or more years
- Q. How many years experience do you have with public health?
- I have no experience with public health
 - Less than a year
 - 1-5 years
 - 6-10 years
 - 11 or more years
- Q. What area of violence prevention do you have experience with (check all that apply)?
- Child maltreatment
 - Intimate partner violence
 - Sexual violence
 - Suicide

- Youth violence
 - Other _____
- Q. Which of the following agencies/categories best describes where you work?
- Federal government
 - State government
 - State level, non-governmental organization
 - Local, county, or tribal government
 - University or college
 - School or school system
 - Hospital or healthcare system
 - Faith-based organization
 - Media, marketing, or public relations
 - Community-based organization
 - Advocacy organization
 - Other _____
- Q. What is the highest level of education you have completed?
- Grade school
 - Less than high school graduate/some high school
 - High school graduate or completed GED
 - Some college or technical school
 - Received 4-year college degree
 - Some post graduate studies
 - Received advanced degree
 - Other _____
- Q. What is your current job title?
- Q. What is your current occupation?

General Education Questions

- Q. Have you ever looked for health information from any source?
- Yes
 - No
- Q. When you look for health information, where do you go?
- Books
 - Brochures, pamphlets, etc.
 - Organization
 - Family
 - Friend/co-worker
 - Health care provider
 - Internet
 - Library

- Magazines
 - Telephone information number (1-800-Number)
 - Complementary or alternative practitioner
 - Other_____
 - Do not look or go anywhere
- Q. Have you ever looked for violence prevention information from any source?
- Yes
 - No
- Q. When you look for violence prevention information, where do you go?
- Books
 - Brochures, pamphlets, etc.
 - Organization
 - Family
 - Friend/co-worker
 - Health care provider
 - Internet
 - Library
 - Magazines
 - Telephone information number (1-800-Number)
 - Complementary or alternative practitioner
 - Other_____
 - Do not look or go anywhere

Website Questions

- Q. Have you visited the <insert name of website> before?
- Yes
 - No
 - I'm not sure
- Q. Is this the first time you have visited <insert name of website>?
- Yes
 - No
 - I'm not sure
- Q. How often do you visit <insert name website>?
- Daily
 - Weekly
 - Monthly
 - Yearly
- Q. I came to the website for the following (check all that apply):
- Data and statistics
 - Surveillance definitions

- Information or risk and protective factors
- Information on health and economic consequences
- Best practices and prevention information
- Policy information
- Publications and resource information
- Training
- Success stories
- Funding
- Other_____

Q. Were you able to find what you are looking for?

- Yes
- No
- Partially
- Still looking

Q. Does the depth of information on this website provide:

- Too much detail
- Just the right amount of detail
- Too little detail

Q. This website contains information that is relevant to my work.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not applicable

Q. This website contains information that is new to me.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. This website contains information that is useful to me.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. The content of the website is engaging and holds my interest.

- Strongly disagree
- Disagree

- Neutral
- Agree
- Strongly agree

Q. I think this website is credible.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Please explain your answer above:

Q. I think this website is evidence-based.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Please explain your answer above:

Q. I think this website is up-to-date.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. I think this website contains high quality information.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. I think this website is easy to navigate.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. I think this website is well organized.

- Strongly disagree
- Disagree

- Neutral
 - Agree
 - Strongly agree
- Q. I think this website is visually appealing.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. I think this website is easy to understand.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. Would you recommend this website to others?
- Yes
 - No
 - I'm not sure
- Q. I would use this website as my primary source of information on violence prevention.
- Yes
 - No
 - I'm not sure
- Q. This website increased my knowledge of <insert health topic>.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. This website contains adequate information on <insert health topic>.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. This website changed (will change) the way I work to prevent violence.
- Strongly disagree
 - Disagree

- Neutral
- Agree
- Strongly agree
- Not applicable

Please explain your answer above:

- Q. This website improved (will improve) the way I work to prevent violence.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

Please explain your answer above:

- Q. I am satisfied with the quality of this website.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Q. What is most useful about this website?

Q. What is least useful about this website?

Q. What changes would you recommend to make this website more effective?

Q. What resources on <insert health topic> could be added to make this website more useful?

Q. Were there any concepts or words on this website that were difficult to understand?

Podcast Questions

- Q. The podcast was easy to download/access.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Q. The podcast contained information that was useful to me.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. The podcast contained information that was relevant to my work.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not applicable

Q. The podcast contained new information.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. The podcast contained high quality information.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Q. The podcast contained credible information.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Please explain your answer above:

Q. The podcast contained evidence-based information.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Please explain your answer above:

- Q. The technical qualities (audio and video) were of high quality.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. The length of the podcast was appropriate.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. The Subject Matter Experts featured in the podcast were engaging and held my interest.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. The podcast flowed smoothly (introduction, content, summary).
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. My knowledge of <insert health topic> increased after viewing/listening to this podcast.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. This podcast will change the way I work to prevent violence.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

Please explain your answer above:

- Q. This podcast will improve the way I work to prevent violence.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

Please explain your answer above:

- Q. I will recommend this podcast to others.
- Yes
 - No
 - I'm not sure

Q. What was most useful about this podcast?

Q. What was the least useful about this podcast?

Q. What changes would you recommend to make this podcast more effective?

Q. Topics for future podcasts:

Q. Were there any concepts in the podcast that were confusing or difficult to understand?

Other Product Questions (Publications, Video, CD-ROMs, E-cards)

- Q. <insert name of product> is useful to me in my work.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

- Q. <insert name of product> is relevant to me in my work.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

- Q. <insert name of product> has changed (will change) the way I work to prevent violence.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

Please explain your answer above:

- Q. <insert name of product> has improved (will improve) the way I work to prevent violence.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

Please explain your answer above:

- Q. <insert name of product> has increased my knowledge of <insert health topic>.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

- Q. I have used (plan on using) <insert name of product> in a training.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

- Q. I have used (plan on using) <insert name of product> in the development of a policy.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
 - Not applicable

- Q. I am satisfied with the quality of <insert name of product>.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

- Q. <insert name of product> is visually appealing.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

- Q. <insert name of product> is engaging and holds my interest.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

- Q. <insert name of product> contains credible information.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Please explain answer above:

- Q. <insert name of website> contains information that is evidence-based.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

Please explain answer above:

- Q. <insert name of product> is well organized.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree

- Q. <insert name of product> is easy to understand.
- Strongly disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly agree
- Q. Is there anything that would keep you from using <insert name of product>?
- No
 - Yes {please add comments below}
- Q. Would you recommend <insert name of product> to others?
- Yes
 - No
 - I'm not sure
- Q. I have read and understood <insert name of product>.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. I have cited <insert name of product> to colleagues as a reference in my work.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. I have adapted <insert name of product> to provide information useful to our decision makers.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. I have made efforts to promote the adoption of <insert name of product> in my field.
- Never
 - Rarely
 - Sometimes

- Often
 - Very often
 - Does not apply
- Q. <insert name of product> has led me to make professional choices and decisions that I would not have made otherwise.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. The utilization of <insert name of product> has led to concrete changes in the programs or services provided by my organization.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. Overall, in the field of my professional practice, <insert name of product> is pertinent for my professional practice.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. Overall, in the field of my professional practice, <insert name of product> meets my needs and expectations.
- Never
 - Rarely
 - Sometimes
 - Often
 - Very often
 - Does not apply
- Q. What was most useful about <insert name of product>?
- Q. What was least useful about <insert name of product>?
- Q. What changes would you recommend to improve <insert name of product> to make it more effective?

- Q. What would you add to future versions of <insert name of product>?
- Q. How are you using <insert name of product> in your everyday practice?
- Q. What is the main idea that <insert name of product> is trying to get across?
- Q. How well do you think the main ideas come across in <insert name of product>?
- Q. What action does <insert name of product> prompt you to take?
- Q. Where there any unusual or unfamiliar words or concepts in <insert name of product>?
- Q. Is there anything confusing, unclear, or hard to understand in <insert name of product>?
- Q. Is there anything else you would like to know that <insert name of product?> does not tell you?
- Q. How could <insert name of product> be improved?