



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 XX/XX/XXX.

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 who are at least 18 years old. If you have any questions, contact Child Welfare Information Gateway staff by email 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? (Check one)

- I am looking for information to help me in my work (please indicate your professional affiliation below):**
 - a. Adoption in a private agency
 - b. Adoption in a public agency
 - c. Child abuse prevention/family support
 - d. Child welfare in a private agency
 - e. Child welfare in a public agency
 - f. Legal or law enforcement
 - g. Media or library
 - h. Health/Mental Health
 - i. Researcher/Evaluator
 - j. Teacher—K-12
 - k. Faculty – Higher Education
 - l. Other: _____

- I am looking for information to help me with my schoolwork/coursework (please indicate level below):**
 - a. Student—K-12
 - b. Undergraduate
 - c. Postgraduate
 - d. Other: _____

- None of the above – I am looking for information to help me with a personal situation. I am a(n):**
 - a. Adopted person
 - b. Adoptive parent
 - c. Birth parent
 - d. Birth relative
 - e. Prospective adoptive parent
 - f. Foster parent/legal guardian
 - g. Other: _____

2. In which State/territory is your work geographically located? (drop down list)_____

3. Do you work in a State, county, or community based agency/organization? Yes No (drop down)

4. Do you work with American Indian/Alaska Native/Native Hawaiian populations? Yes No (drop down)

5. Did you find the information you were looking for? (Check one)

- 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.

6. What was the primary topic of information you were looking for? (Check one and specify)

- Adoption - specifically: _____
- Out-of-home care/foster care - specifically: _____
- Child abuse and neglect - specifically: _____
- Family support and preservation - specifically: _____
- Permanency for children and youth - specifically: _____
- Prevention - specifically: _____
- Child welfare services and systems (e.g., CFSTRs, service array, courts, workforce, etc.) - specifically: _____
- Implementation science (e.g., systems change). - specifically: _____
- Other: _____

7. What was the primary type of information you were looking for? (Check one)

- Funding information
- General information
- Legal issues/laws
- Personal help
- Professional literature (e.g., journal article, research, etc.)
- Evidence-based practice
- Program implementation information (e.g, practice guides)
- State-specific information
- Statistics
- Training/education information
- Federal programs
- Other: _____

8. Overall, how satisfied are you with your interaction with Child Welfare Information Gateway? (Check one)

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied - *Please explain:* _____
- Very dissatisfied - *Please explain:* _____

9. Overall, how easy or difficult was it for you to find information from Child Welfare Information Gateway? (Check one)

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

10. Overall, how useful was the information you found from Child Welfare Information Gateway? (*Check one*)

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

11. Would you recommend Child Welfare Information Gateway to others? (*Check one*)

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

12. How did you intend to use the information you were looking for? (*Check one and provide detail*)

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

13. Do you plan to use this information to train others? Yes No (drop down)

14. How frequently do you contact Child Welfare Information Gateway? (*Check one*)

- 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

15. How did you find out about Child Welfare Information Gateway? (*Check one*)

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

16. Below is a list of information services currently provided by Child Welfare Information Gateway. Please rate each service's importance to you on a scale of 1 (Not Important) to 5 (Very Important) to help us understand how we can better serve your information needs.

	Not Important		Neither important nor unimportant		Very Important
Toll-free phone number	1	2	3	4	5
Email communication	1	2	3	4	5
Online chat with Information Gateway staff	1	2	3	4	5
Website	1	2	3	4	5
Online publications	1	2	3	4	5
Hard-copy publications mailed to you	1	2	3	4	5
Webinars (live online seminars)	1	2	3	4	5
Social networking sites (e.g., Facebook)	1	2	3	4	5
Subscription to electronic digest (<i>Children's Bureau Express</i>)	1	2	3	4	5
Subscription to electronic notice of new publications/information (<i>E-Alert!</i> , My Child Welfare Librarian, Child Welfare in the News)	1	2	3	4	5

17. What other types of services should Child Welfare Information Gateway provide that would help you with your work?

Podcasts (recorded webinars with transcripts)	Yes	No
Files for download to a mobile device (e.g., Ipod)	Yes	No
Video sharing (e.g., YouTube)	Yes	No
Blogs	Yes	No
Microblogging (e.g., Twitter)	Yes	No

17a. Are there any other types of information services that would be helpful to you? (Please list)

18. Have you taken an online training course anytime in the last 6 months? Yes No (drop down)
 If yes, is it important to you to earn CEUs through online training courses? Yes No (drop down)

19. Do you regularly use handheld mobile devices (e.g., phones, small touchscreens) for your work?
 Yes No (drop down)

19a. Would you use these devices to access the Information Gateway website?
 Yes No (drop down)

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-Alert!*, *Children's Bureau Express* Issue Alert, and My Child Welfare Librarian, by visiting www.childwelfare.gov/admin/subscribe/index.cfm

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