

# 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.

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## Survey Introduction

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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.

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## Demographic Questions

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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](http://www.healthychild.ucla.edu))
- 2 Catalyst Center ([www.catalystctr.org](http://www.catalystctr.org))
- 3 Center for Mental Health in Schools (<http://csmh.umaryland.edu>)
- 4 Champions for Inclusive Communities - ChampionsInc. ([www.championsinc.org](http://www.championsinc.org))
- 5 Child Care and Health Partnership Program ([www.healthychildcare.org](http://www.healthychildcare.org))
- 6 Children's Safety Network ([www.childrensafetynetwork.org](http://www.childrensafetynetwork.org))
- 7 Combating Autism Initiative - National Interdisciplinary Training Resource Center (LEND Training Grantees) ([www.aucd.org/itac](http://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](http://www.childhealthdata.org) [www.nschdata.org](http://www.nschdata.org) [www.cshcndata.org](http://www.cshcndata.org))
- 9 Healthy and Ready to Work National Center ([www.hrtw.org](http://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](http://www.familyvoices.org))
- 14 National Center for Hearing Assessment and Management  
([www.infanthearing.org](http://www.infanthearing.org))
- 15 National Center for Medical Home Implementation  
([www.medicalhomeinfo.org](http://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](http://www.geneticalliance.org))
- 18 National Coordinating and Evaluation Center for the Sickle Cell and Newborn Screening Program ([www.sicklecelldisease.net](http://www.sicklecelldisease.net))
- 19 National Coordinating Center for the Genetics and Newborn Screening Regional Service Collaborative ([www.nccrcg.org](http://www.nccrcg.org))
- 20 National Emergency Medical Services for Children Data Analysis Resource Center ([www.nedarc.org](http://www.nedarc.org))
- 21 National Emergency Medical Services for Children Resource Center  
([www.childrensnational.org/EMSC](http://www.childrensnational.org/EMSC))
- 22 National Fetal and Infant Mortality Review Resource Center  
([www.acog.org/goto/nfimr](http://www.acog.org/goto/nfimr) )
- 23 National Healthy Tomorrows Technical Assistance Resource Center  
([www.aap.org/commpeds/htpcp/index.html](http://www.aap.org/commpeds/htpcp/index.html))
- 24 National Maternal and Child Oral Health Resource Center  
([www.mchoralhealth.org](http://www.mchoralhealth.org))
- 25 National MCH Center for Child Death Review ([www.childdeathreview.org](http://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](http://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](http://www.NSICD-PSC.org) )
- 30 National Sudden and Unexpected Infant/Child Death and Pregnancy Loss Project IMPACT ([www.SIDSProjectImpact.com](http://www.SIDSProjectImpact.com)) [impact.org](http://impact.org))

- 31 National Sudden and Unexpected Infant/Child Death and Pregnancy Loss Resource Center ([www.sidscenter.org](http://www.sidscenter.org))
- 32 National Training Institute for Child Care Health Consultants ([www.nti.unc.edu](http://www.nti.unc.edu))
- 33 Partnership for State Leadership in Oral Health ([www.astdd.org](http://www.astdd.org))
- 34 Partnership to Promote Adolescent Health in States ([www.amchp.org](http://www.amchp.org))
- 35 Public Policy Analysis and Education Center for Infant and Early Childhood Health - Project Thrive ([www.nccp.org/projects/thrive.html](http://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](http://www.med.umn.edu/peds/ahm/programs/sahrc/home.html))
- 38 State Public Health Coordinating Center for Autism ([www.amchp.org/spharc](http://www.amchp.org/spharc))
- 39 Traumatic Brain Injury Technical Assistance Center ([www.norc.org](http://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)

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#### Resource Center Contact

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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

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### Resource Center Information

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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

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### Resource Center Website

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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

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Training [ONLY IF DEM4=2]

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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

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Training Materials/Tools [ONLY IF DEM4=3]

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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

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Technical Assistance [ONLY IF DEM4=4]

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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

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ACSI Benchmark Questions

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- 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*.

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Outcome Measures

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- 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](http://www.healthychild.ucla.edu))
  - 2 Catalyst Center ([www.catalystctr.org](http://www.catalystctr.org))
  - 3 Center for Mental Health in Schools (<http://csmh.umaryland.edu>)
  - 4 Champions for Inclusive Communities - ChampionsInc. ([www.championsinc.org](http://www.championsinc.org))
  - 5 Child Care and Health Partnership Program ([www.healthychildcare.org](http://www.healthychildcare.org))
  - 6 Children's Safety Network ([www.childrenssafetynetwork.org](http://www.childrenssafetynetwork.org))
  - 7 Combating Autism Initiative - National Interdisciplinary Training Resource Center (LEND Training Grantees) ([www.aucd.org/itac](http://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](http://www.childhealthdata.org) [www.nschdata.org](http://www.nschdata.org) [www.cshcndata.org](http://www.cshcndata.org))
  - 9 Healthy and Ready to Work National Center ([www.hrtw.org](http://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](http://www.familyvoices.org))
- 14 National Center for Hearing Assessment and Management  
([www.infanthearing.org](http://www.infanthearing.org))
- 15 National Center for Medical Home Implementation  
([www.medicalhomeinfo.org](http://www.medicalhomeinfo.org) )
- 16 National Center for Project Access  
(<http://www.epilepsyfoundation.org/projectaccess/NCPA/>)
- 17 National Consumer Center for Genetics Resources and Services  
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- 18 National Coordinating and Evaluation Center for the Sickle Cell and Newborn Screening Program ([www.sicklecelldisease.net](http://www.sicklecelldisease.net))
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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](http://www.aap.org/commpeds/htpcp/index.html))
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- 27 National Oral Health Policy Center  
([www.cdhp.org/programs/national\\_oral\\_health\\_policy\\_center\\_cdhp\\_mchb](http://www.cdhp.org/programs/national_oral_health_policy_center_cdhp_mchb))
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- 37 State Adolescent Health Resource Center for Maternal and Child Health Personnel ([www.med.umn.edu/peds/ahm/programs/sahrc/home.html](http://www.med.umn.edu/peds/ahm/programs/sahrc/home.html))
- 38 State Public Health Coordinating Center for Autism ([www.amchp.org/spharc](http://www.amchp.org/spharc))
- 39 Traumatic Brain Injury Technical Assistance Center ([www.norc.org](http://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!*