CHILD WELFARE INFORMATION GATEWAY FOLLOW-UP SURVEY

Approximately 4 weeks ago you completed the Child Welfare Information Gateway (Information Gateway) Customer Survey and agreed to participate in this 5-10 minute follow-up survey. The purpose is to understand how you use Information Gateway and the helpfulness of Information Gateway to your work, both for your **last visit** (Section I) and over **the past year** (Section II). Your participation is voluntary, and your survey responses will be reported anonymously. If you would prefer to provide your responses by telephone or have any questions, please contact Information Gateway staff at 800.394.3366 or info@childwelfare.gov.

Section I: This section asks about your experience using Information Gateway services _4 weeks ago_.

1. When you completed our first survey 4 weeks ago, you indicated that you were looking for *(insert topic of information from customer survey)*. Did you receive the information you needed?
    - ❒ I received <u>all</u> of the information I needed.
    - ❒ I received <u>some</u> of the information I needed. *Please explain_____*
    - ❒ I did <u>not receive</u> the information I needed. *Please explain_____*

2. Please briefly describe how you used/applied the information/resources/tools you received 4 weeks ago.

Section II: This section asks about your experiences using Information Gateway services _over the past year_ (including all the times that you have visited the website, found resources through links on the website, ordered a publication/product, received emails such as _Children's Bureau Express_ or _E-lert!_, or contacted our customer service staff by phone, email, or live chat).

3. In the **past year**, when you received information/resources/tools through Information Gateway, how often were you able to use them to <u>inform your work</u>?
    - ☐ Never
    - ☐ Some of the time
    - ☐ Most of the time
    - ☐ All of the time
    - ☐ Does not apply

4. Please indicate the extent to which you agree with the statements in the table below.

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	N/A
Information Gateway is the <u>first</u> place I go when I need to find information to help me in my work.	1	2	3	4	5	N/A
Information Gateway serves as a 'one stop shop' for accessing the information, links, resources, and	1	2	3	4	5	N/A

referrals that I need.						
Access to Information Gateway helps me to more effectively work across different programs/systems.	1	2	3	4	5	N/A
In general, the information/resources/tools made available through Information Gateway…						
a. Increase knowledge or inform attitudes for professionals working with children and families	1	2	3	4	5	N/A
b. Allow professionals working with children and families to have better access to publications/products	1	2	3	4	5	N/A
c. Support improved outcomes for children and families	1	2	3	4	5	N/A

5. If Information Gateway <u>did not</u> exist, please select the various ways in which your work might be affected:

- ❑ It would take me longer to find information/resources.
- ❑ It would cost more money to get the information/resources needed.
- ❑ It would make my job more difficult.
- ❑ It would be harder to keep informed of effective practice.
- ❑ It would be harder to implement and sustain effective policies and programs.
- ❑ It would be harder to stay current on the latest research and trends.
- ❑ It would be more difficult to share information/resources with others.
- ❑ It would be more difficult to train staff and other colleagues.
- ❑ I would not have adequate access to child welfare related publications and products.
- ❑ Other (*Please describe*)_____
- ❑ Not applicable/My work would not be affected.

The next questions on the survey involve skip patterns regarding how resources/information/tools from Information Gateway may have been used. This means that checking yes to some questions results in follow-up questions asking about the issue in more depth that will appear on the next page. We recognize that the same information can be used in multiple ways, so please check all that may be applicable.

6. In the **past year**, have any of the information/resources/tools you received through Information Gateway <u>increased your knowledge or informed your attitudes</u>?
   - ❒ Yes (go to question 6a)
   - ❒ No (go to question 7)

   6a. How often in the past year did the information/resources/tools received increase your knowledge or informed your attitudes?
   - ☐ Never
   - ☐ Some of the time
   - ☐ Most of the time
   - ☐ All of the time

   6b. Please describe how the information/resources/tools received increased your knowledge

or informed your attitudes: _____

6c. Please rate the helpfulness of the information/resources/tools received for increasing your knowledge or informing your attitudes:
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral
- ❑ Not very helpful
- ❑ Not at all helpful

7. In the **past year**, have you <u>shared</u> the information/resources/tools you received or <u>referred</u> others to Information Gateway on at least one occasion (e.g., in formal training, with families and/or clients, with colleagues, in education/advising settings)?
- ❒ Yes (go to question 7a)
- ❒ No (go to question 8)

7a. Have you <u>shared</u> the information/resources/tools you received or referred others to Information Gateway in a *formal training/education/coaching environment* (e.g., classroom, workshop, webinar, advising)?
- ❒ Yes (go to question 7b)
- ❒ No (go to question 7d)

7b. How many people did you <u>share</u> the information/resources/tools with or refer to Information Gateway in a formal training? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

7c. How helpful were the information/resources/tools for training preparation and delivery?
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral
- ❑ Not very helpful
- ❑ Not at all helpful

7d. *Outside of a formal training environment,* with whom did you <u>share</u> the information/resources/tools or <u>refer</u> to Information Gateway? *(Check all that apply)*
- ☐ Colleagues/Coworkers
- ☐ Staff
- ☐ Clients or families
- ☐ Students
- ☐ Other organizations/agencies (*Please specify_____*)
- ☐ Other: _____

7e. *Outside of a formal training environment*, with how many people did you did you share the information/resources/tools with or refer to Information Gateway? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

7f. *Outside of a formal training environment*, how helpful was Information Gateway for sharing and referring resources with others?
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral

❑ Not very helpful
❑ Not at all helpful

8. In the **past year**, have you used any of the information/resources/tools you received through Information Gateway to <u>support practice improvement</u> or to <u>sustain good practice</u>?
   ❑ Yes (go to question 8a)
   ❑ No (go to question 9)

   8a. In the past year, on how many occasions did you use the information/resources/tools received to support practice improvement or to sustain good practice? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

   8b. Please describe how you used the information/resources/tools to support practice improvement or sustain good practice:_____

   8c. Please rate the helpfulness of the information/resources/tools received in supporting practice improvement or sustaining good practice:
   ❑ Very helpful
   ❑ Somewhat helpful
   ❑ Neutral
   ❑ Not very helpful
   ❑ Not at all helpful

9. In the **past year**, have you used any of the information/resources/tools you received through Information Gateway to <u>implement, sustain, or improve programs</u> (e.g., program management, logic model development, program evaluation)?
   ❑ Yes (go to question 9a)
   ❑ No (go to question 10)

   9a. On how many occasions during the past year did you use information/resources/tools received to implement, sustain, or improve programs? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

   9b. Please describe how you used the information/resources/tools to implement, sustain, or improve programs:_____

   9c Please rate the helpfulness of information received to implement, sustain, or improve programs:
   ❑ Very helpful
   ❑ Somewhat helpful
   ❑ Neutral
   ❑ Not very helpful
   ❑ Not at all helpful

10. In the **past year**, have any of the information/resources/tools you received through Information Gateway enabled you/your organization to <u>support policy change</u> or <u>sustain good policies</u> (e.g., policy validation, development, evaluation)?
    ❑ Yes (go to question 10a)
    ❑ No (go to question 11)

    10a. On how many occasions during the past year did you use the information/resources/tools to support policy change or sustain good policies? *(Please enter your best estimate in a number format)*_____ *(the software will be configured*

to only allow numbers)

    10b. Please describe how you used the information/resources/tools to support policy change or sustain good policies:_____

    10c. Please rate the helpfulness of information/resources/tools received for supporting policy change or sustaining good policies:
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral
- ❑ Not very helpful
- ❑ Not at all helpful

11. In the **past year**, have you used any of the information/resources/tools you received through Information Gateway for <u>advocacy</u> purposes?
- ❑ Yes (go to question 11a)
- ❑ No (go to question 12)

    11a. On how many occasions in the past year were you able to advocate better by using the information/resources/tools received? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

    11b. Please describe how the information/resources received contributed to your <u>advocacy</u> efforts: _____

    11c. Please rate the helpfulness of the information/resources/tools received for helping you advocate more effectively:
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral
- ❑ Not very helpful
- ❑ Not at all helpful

12. In the **past year**, have you used any of the information/resources/tools you received through Information Gateway for <u>research or evaluation</u> purposes?
- ❑ Yes (go to question 12a)
- ❑ No (go to question 13)

    12a. How many research or evaluation efforts were informed in the past year by the information/resources/tools received? *(Please enter your best estimate in a number format)*_____ *(the software will be configured to only allow numbers)*

    12b. Please describe how the information/resources/tools received contributed to your research or evaluation effort: _____

    12c. Please rate the helpfulness of the information/resources/tools received for informing your research or evaluation:
- ❑ Very helpful
- ❑ Somewhat helpful
- ❑ Neutral
- ❑ Not very helpful
- ❑ Not at all helpful

13. In the **past year**, have you used information/resources/tools received through Information Gateway for other professional purposes not mentioned above?

❏ Yes *(Please describe how the information was used)*_____

❏ No

14. Please provide any additional examples of how you used or directed others to use Information Gateway and the difference it made in their work with children and families.

15. Do you have any suggestions for changes Information Gateway can make to ensure that its resources and services are readily accessible and helpful to your work?

Thank you for agreeing to participate in this survey.
Your input will help strengthen Child Welfare Information Gateway products and services.