# Child Welfare Information Gateway's Customer Satisfaction Assessment: Data Collection Activities

## Enclosed:
*Conference Comment Card*
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**Child Welfare Information Gateway**
**Conference Comment Card** *(Available in hard copy format)*

*Child Welfare Information Gateway is always looking to improve products and services for the field. To help us better meet your needs, we welcome your feedback!*

1.  Please describe how Child Welfare Information Gateway supports the work that you do.

2.  Please provide comments or suggestions that would make Child Welfare Information Gateway more helpful to your work (e.g., website enhancements, additional tools/subscriptions services).

3.  Which of the following *best* describes your professional background or role in the child welfare field? (*Check all that apply*.)
    - ❑ Prevention/Family support
    - ❑ Child protective services
    - ❑ Foster care/Foster parenting
    - ❑ Adoption
    - ❑ Trainer
    - ❑ Youth services
    - ❑ Juvenile justice
    - ❑ Health/Mental health
    - ❑ Legal/Courts
    - ❑ Researcher/Evaluator/Consultant
    - ❑ Early childhood educator (0–5yrs)
    - ❑ Teacher (K–12)
    - ❑ Professor/Faculty (higher education)
    - ❑ Student (e.g., K-12 or University)
    - ❑ Other professional:_____

4.  Which of the following best describes your position? (*Check one.*)
    - ❒ Frontline worker (e.g., caseworker, direct service worker)
    - ❒ Supervisor/Program Manager
    - ❒ Director/Administrator
    - ❒ Other (*Please describe.*)_____

5.  Please describe how you intend to use the information/resources you received today from Child Welfare Information Gateway? (*Check all that apply.*)
    - ❑ Grant writing/Fundraising
    - ❑ Provide information to clients/families
    - ❑ My own professional development
    - ❑ Program/service improvement
    - ❑ Supervision
    - ❑ Train staff/colleagues
    - ❑ Policy development
    - ❑ Research
    - ❑ Public awareness/Advocacy
    - ❑ Other (*Please describe.*)_____

6.  In which State/territory do you work? _____

*Please leave the completed form at the Child Welfare Information Gateway booth.*
*Thank you for your comments and suggestions!*

# Website Feedback Form *(Available online)*

Please provide your comments and suggestions!

**Child Welfare Information Gateway constantly strives to improve products and services for the field. To help us better meet your needs, we welcome your comments and suggestions.**

*Please note: Child Welfare Information Gateway does not offer advice on personal issues. Please see our resources on finding* help with a personal situation.

*To report child abuse or neglect, please contact* Child Help USA *at 1.800.4 A Child (1.800.422.4453) or see our list of* State Child Abuse Reporting Numbers *by State.*

1. Please provide your comment or suggestion in the space below.


2. Which of the following *best* describes your professional background or role in the child welfare field? (*Check one*.)
   - ❑ Prevention/Family support
   - ❑ Child protective services
   - ❑ Foster care/Foster parenting
   - ❑ Adoption
   - ❑ Youth services
   - ❑ Juvenile justice
   - ❑ Health/Mental health
   - ❑ Legal/Courts
   - ❑ Researcher/Evaluator/Consultant
   - ❑ Early childhood educator (0–5yrs)
   - ❑ Teacher (K–12)
   - ❑ Professor/Faculty (higher education)
   - ❑ Student (e.g., K-12 or University)
   - ❑ Other professional:_____
   - ❑ None of the above – I contacted Information Gateway for personal and NOT professional reasons.

3. How many years of service do you have in your current profession?
   - ❐ Less than 1 year
   - ❐ 1–5 years of service
   - ❐ 6–10 years of service
   - ❐ 11–15 years of service
   - ❐ 16+ years of service

**Thank you for your comments and suggestions.**
**If you are in need of any additional assistance, please email us at info@childwelfare.gov**

# Child Welfare Information Gateway Focus Group Template for Gathering Information about a Specific Product or Service

**Purpose:**

*Learn more about the information needs of child welfare and related professionals and evaluate the usefulness of a specific product, tool, or topic so Child Welfare Information Gateway can better meet their needs and support their work in improving services and outcomes for children and families.*

**How the information will be used:**

- *Inform Product Development regarding the content (topics, level of detail) of new and updated products to meet the information needs of these customer groups*
- *Inform Outreach about how to make these audiences aware of relevant Child Welfare Information Gateway products and services*
- *Inform Library Services about the types and formats of materials to acquire to meet the information needs of these customers*
- *Inform Website Services about the content, organization, and presentation of information to meet the needs of these customers around a specific topic, tool, or product*
- *Inform Management about staff development needs for Child Welfare Information Gateway staff to better serve these customers*

**Participants:**

- *Public child welfare agency administrators, supervisors, managers and  direct service staff*
- *Community agency (including child welfare and related professionals)administrators, supervisors, managers and  direct service staff*
- *Other related professionals that work in areas that overlap with child welfare such as mental health, domestic violence and substance abuse*

**Introduction (10 minutes)**

*Introduce leaders of the focus group and roles of each in supporting the meeting. Then explain the following to participants:*

We are conducting focus groups with professionals to better understand your experiences with *<insert name of product, tool, topic>* in order to determine what information would be most useful to those serving children and families and how we can better get that information to you. Your participation is voluntary and confidential. Any input gathered will not be attributed to you individually, but will be combined with others for a fuller picture of the issues.  We are recording the session to be sure our notes are accurate, but again, we will not connect any names to any comments.  Please let me know if there are any concerns about this process.

This focus group involves having you answer a few questions to learn about your experiences with *<insert name of product, tool, topic>,* what you thought was particularly useful/helpful and how Information Gateway can make it more relevant to the work you do.  There are no wrong answers–we want your honesty and we expect differences of opinion. And there are no bad questions so please feel free to speak up. The only limitation is to help us stay on time so we can cover all our questions.

Let's do brief introductions–please give us your name and what you do.

Have you heard of the Child Welfare Information Gateway? [SHOW OF HANDS]

*Briefly provide a foundation and parameters for what Information Gateway can do to help them improve their services and improve outcomes for the children and families they serve.*

- *Describe our mission to serve as the connection to the best information that protects children and strengthens families.  Explain we are a service of the Children's Bureau, ACF, US. DHHS.*
- *Briefly describe our topical scope and gateway concept.*
- *Emphasize that Information Gateway provides* <u>information</u> *services (not direct services), and that our information is generally at the* <u>national</u> *or state level.  We do not advocate for policies.  Annually, Information Gateway receives over 4 million visitors to its website, processes over 100,000 print orders, responds to over 4,000 phone calls and emails, manages a library of over 60,000 items, writes or updates over 50 products each year and exhibits at more than 50 conferences.*
- *Mention that almost all services and products are free.*

*[Don't provide too much detail here; it may limit their thinking too much.]*

We will use your input, along with input from other groups like this around the country, to make decisions about *<insert name of product, tool, topic>,* including what revisions needs to be made, what changes we need to make in our outreach and dissemination methods, as well as about what new products and services need to be developed to better support you in your work with children and families.

Any questions before we begin?

*(If focus group participants do not have experience with the tool under review, please spend some time (e.g. 10 minutes) showing them the tool on the website and how it works. Please encourage them to ask questions and make comments about what they see and do not see as you are showing them the tool)*

*Explain the notecards we are using so they won't be influenced by colleagues in the focus group and how the  information on the notecards will be used to help generate discussion regarding the <insert name of product, tool, topic>. Then read the instructions to participants below and let them start.*

*Instructions to Participants:* Think about your previous experience with reading, using, or learning about *<insert name of product, tool, topic>*. If you don't have previous experience with this *<product, tool, or topic>*, think about what we just showed you and how it could be used in your work. Write your answers on the notecard. Then we'll discuss them and write some notes on the flipchart. **(5 minutes writing; 15 minutes discussing)**

 *Notecard says:*

Think about your experience with reading/using/learning about *<insert name of product, tool, topic>*.

 a. Was the information/tool easy to understand and user-friendly? How so? If it was difficult to use, how so?
 b. How do you feel about the way the information is displayed on the website or page? What do you like about it? What do you dislike?
 c. How did you or would you use the information/tool? How was it or would it be helpful?
 d. How did you learn about this tool or resource (e.g., from a conference, your supervisor, etc.)? Where would you usually go to find this type of information, tool or topic?

*When participants have responded to all questions on the notecard, go through each question individually and ask participants to share what they've written. As they are talking, write their answers on a flipchart. If participants don't speak up, feel free to call on someone and go around the room. During the conversation about each of the questions/responses on the notecard, you can probe for detail using the specific questions below. If participants create lists without conversations, you can use the questions below to extend the conversation. So as people are providing their thoughts, use the questions below to get them to expand upon their thoughts. Be very clear and focus the conversation on the product/tool of interest to get as much detail as possible.*

- Specific feedback about content -
  - *Was this the type of information that you expected to see or were looking for? What was missing?*
  - *Was the information too advance/detailed or too basic?*
  - *How is the information applicable to your work?*
  - *Are there other topics that need tools similar to this one?*
  - *Are there other places that you already go to get this information? What do you like about them and dislike?*
- Usefulness –
  - *How is the tool helpful?*
  - *How is the tool not helpful?*
  - *Where will you use this tool and why?*
  - *If they won't need to use it, why? What do you need that is not here?*
  - *If there are specific aspects of the tool where feedback is needed –visit those aspects and ask these questions for each aspect.*

- Length, level of detail, format, layout – *What would make it easier to use and understand? Probe the applicable aspects below:*
  - ➢ web page layout, length, format, readability
  - ➢ interactivity of the tool
  - ➢ length of information
  - ➢ content layout (e.g. bullets vs. paragraphs)
  - ➢ *If there are specific aspects of the tool where feedback is needed–visit those aspects and ask these questions for each aspect.*

- Where they learned about the tool –
  - ➢ *Where did you learn about this tool (trainings, conferences, newsletters, and website)? If they mention anything specific, ask which one (e.g. which training, which conference, etc)?*
  - ➢ *Once you heard about it, was this tool easy to find? Is it accessible to everyone who might need it? If not, what should be changed?*
  - ➢ *Is there a better place to put this tool that users would find easier to locate?*

## Closing (2 minutes)

We're done! Thank you very much for your time. Your input and comments are very helpful. Do you have any questions for us?

*[Pass out a packet containing an Information Gateway flier and selected products, and encourage them to contact us. Mention the contact us information on the materials, and on the website, including live online chat.]*

## Online Tool / Web Section / Publication Survey

*(Available online)*

**Online Tool / Web Section / Publication Title: _____**

1) **How satisfied are you with *<insert name of tool/web section/publication>*? (*Check one*)**
   - ☐ Very satisfied
     (*please explain*) _____
   - ☐ Somewhat satisfied
     (*please explain*)_____
   - ☐ Neither satisfied nor dissatisfied
     (*please explain*)_____
   - ☐ Somewhat dissatisfied
     (*please explain*)_____
   - ☐ Very dissatisfied
     (*please explain*)_____

2) **How are you using or do you intend to use the information in *<insert name of tool/web section/publication>*? (*Check one*)**
   - ☐ Grant writing/Fundraising
     (*please describe*)_____
   - ☐ Provide information to clients/families
     (*please describe*)_____
   - ☐ My own professional development
     (*please describe*)_____
   - ☐ Program improvement
     (*please describe*)_____
   - ☐ Train staff/colleagues
     (*please describe*)_____
   - ☐ Policy development
     (*please describe*)_____
   - ☐ Research
     (*please describe*)_____
   - ☐ Public awareness/Advocacy
     (*please describe*)_____
   - ☐ Other
     (*please describe*)_____

3) **What would have made *<insert name of tool/web section/publication>* more helpful to you?**

   _____

   _____

**4) How did you learn about <*insert name of tool/web section/publication*>?** *(Check one)*
- ❑ Child Welfare Information Gateway *E-lert!* (email/listserv notification)
- ❑ Child Welfare Information Gateway website
- ❑ Conference
- ❑ Facebook
- ❑ Other organization's website or publication (*please describe*)_____
- ❑ Referred by a colleague/friend
- ❑ Other: _____

**5) Which of the following *best* describes your professional background or role in the child welfare field?** *(Check one)*
- ❑ Prevention/Family support
- ❑ Child protective services
- ❑ Foster care/Foster parenting
- ❑ Adoption
- ❑ Youth services
- ❑ Juvenile justice
- ❑ Health/Mental health
- ❑ Legal/Courts
- ❑ Researcher/Evaluator/Consultant
- ❑ Early childhood educator (0–5yrs)
- ❑ Teacher (K–12)
- ❑ Professor/Faculty (higher education)
- ❑ Student (e.g., K-12 or University)
- ❑ Other professional:_____
- ❑ None of the above – I contacted Information Gateway for personal and NOT professional reasons.

**6) Which of the following best describes your position?** *(Check one.)*
- ❒ Frontline worker (e.g., caseworker, direct service worker)
- ❒ Supervisor/manager
- ❒ Director/administrator
- ❒ Other *(Please describe.)*_____

**7) Which of the following best describes your workplace?** *(Check one.)*
- ❒ Community-based organization/faith-based organization
- ❒ Local or county public agency
- ❒ State agency
- ❒ Federal agency
- ❒ Tribal agency/organization
- ❒ CB T/TA Network
- ❒ National organization (e.g., nonprofit, advocacy)
- ❒ Other *(Please describe.)*_____

**8) In which State/territory is your work geographically located?** *(drop down list)*

**9) Please provide any additional comments or suggestions in the space provided.**
_____

# Webinar Survey

*(Available online)*

**Webinar Title:** _____

*Thank you for attending* <insert title of webinar> *on* <insert date>. *Please provide your feedback about the webinar by completing the brief survey below. Your responses are anonymous and will help* <insert either the Children's Bureau or Child Welfare Information Gateway (CWIG)> *to provide useful, informative, and relevant webinars in the future.*

The following are statements about the webinar presenter and the overall event. Please rate your agreement using this scale:

**SA –** *Strongly agree*      **D** – *Disagree*
**A –** *Agree*      **SD** – *Strongly disagree*
**N –** *Neither agree nor disagree*      **NA** – *Not applicable*

| **Webinar Presenter(s)** | | | | | | |
|---|---|---|---|---|---|---|
| The presenter(s) was well-prepared, knowledgeable, and professional. | SA | A | N | D | SD | NA |
| The presenter(s) provided the information clearly and logically. | SA | A | N | D | SD | NA |
| **Webinar Event** | | | | | | |
| The material was appropriate for my level of experience and knowledge. | SA | A | N | D | SD | NA |
| The webinar has increased my knowledge and/or my practical skills in this topic. | SA | A | N | D | SD | NA |
| I will be able to apply what I learned in my work. | SA | A | N | D | SD | NA |
| The webinar addressed the critical issues of the topic. | SA | A | N | D | SD | NA |
| I will share the information I received at the webinar with my colleagues. | SA | A | N | D | SD | NA |
| *(OPTIONAL QUESTION)* I would recommend participation in future *<insert either Children's Bureau or CWIG>* sponsored webinars to others. | SA | A | N | D | SD | NA |
| I am satisfied with the overall quality of this webinar. | SA | A | N | D | SD | NA |

**1)  What aspects of this webinar were most helpful to you?**

_____

**2)  What, if anything, would you suggest to change for future webinars?**

_____

**3)** *(OPTIONAL QUESTION)* **Did you attend this webinar by yourself or with colleagues (in a group)?** ❒ Alone  ❒Group

**4)** *(OPTIONAL QUESTION)* **How do you intend to use the information you learned in this webinar?**
- ❑ Grant writing/Fundraising (*please describe*)_____
- ❑ Provide information to clients/families (*please describe*)_____
- ❑ My own professional development (*please describe*)_____
- ❑ Program improvement (*please describe*)_____
- ❑ Train staff/colleagues (*please describe*)_____
- ❑ Policy development (*please describe*)_____
- ❑ Research (*please describe*)_____
- ❑ Public awareness/Advocacy (*please describe*)_____
- ❑ Other (*please describe*)_____

*5)* *(OPTIONAL QUESTION) The following are suggestions for future webinar topics. There is also space to write in webinar topics that would be of interest to you. For each suggestion, please indicate the level of information that would be helpful.*

| WEBINAR TOPIC SUGGESTIONS | LEVEL OF INFORMATION NEEDED | | |
|---|---|---|---|
| 1) *<Insert webinar topic suggestion>* | Beginner | Intermediate | Advanced/ Expert |
| 2) *<Insert webinar topic suggestion>* | Beginner | Intermediate | Advanced/ Expert |
| 3) *<Insert webinar topic suggestion>* | Beginner | Intermediate | Advanced/ Expert |
| 4) | Beginner | Intermediate | Advanced/ Expert |

**6)** *(OPTIONAL QUESTION)* **Have you attended previous webinars sponsored by** *<insert either Children's Bureau or CWIG>***?**
   ❒**Yes**  ❒**No**

**7)** *(OPTIONAL QUESTION)* **How did you hear about this webinar (*Check one*)?**
- ❑ Children's Bureau listserv (e.g. SLO, CB Grantee listserv)
- ❑ *Children's Bureau Express* (CBX)
- ❑ Referred by a colleague
- ❑ Child Welfare Information Gateway website
- ❑ Other:_____

**8)** *(OPTIONAL QUESTION)* **Which of the following *best* describes your professional background or role in the child welfare field?** *(Check one)*
- ❑ Prevention/Family support
- ❑ Child protective services
- ❑ Foster care/Foster parenting
- ❑ Adoption
- ❑ Youth services
- ❑ Juvenile justice
- ❑ Health/Mental health
- ❑ Legal/Courts
- ❑ Researcher/Evaluator/Consultant
- ❑ Early childhood educator (0–5yrs)
- ❑ Teacher (K–12)
- ❑ Professor/Faculty (higher education)
- ❑ Student (e.g., K-12 or University)
- ❑ Other professional:_____
- ❑ None of the above – I contacted Information Gateway for personal and NOT professional reasons.

**9)** *(OPTIONAL QUESTION)* **Which of the following best describes your workplace?**
- ❑ Community-based organization/Faith-based organization
- ❑ Local or county public agency
- ❑ State agency
- ❑ Federal agency
- ❑ Legislature
- ❑ Tribal agency/organization
- ❑ CB T/TA Network
- ❑ National organization (nonprofit, advocacy)
- ❑ Educational institution (early education, K–12, college, university)
- ❑ Other (*please describe*)_____

**10)** *(OPTIONAL QUESTION)* **Which of the following best describes your position?**
- ❑ Frontline worker (e.g., caseworker, direct service worker)
- ❑ Supervisor/Manager
- ❑ Director/Administrator
- ❑ Other (*please describe*)_____

**11)** *(OPTIONAL QUESTION)* **How many years of service do you have in your current profession? (*Check one*)**
- ❑ Less than 1 year
- ❑ 1–5 years of service
- ❑ 6–10 years of service
- ❑ 11–15 years of service
- ❑ 16+ years of service

**12)** *(OPTIONAL QUESTION)* **In which State/territory is your work geographically located?**
_____

**13)** *(OPTIONAL QUESTION)* **Do you have any additional comments or suggestions?**
_____

# CUSTOMER SERVICES' QUESTIONS

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*)**

   a. **I am looking for information to help me in my work** *(please indicate your professional affiliation below)***:**
   - ❑ Prevention/Family support
   - ❑ Child protective services
   - ❑ Foster care/Foster parenting
   - ❑ Adoption
   - ❑ Youth services
   - ❑ Juvenile justice
   - ❑ Health/Mental health
   - ❑ Legal/Courts
   - ❑ Researcher/Evaluator/Consultant
   - ❑ Early childhood educator (0–5yrs)
   - ❑ Teacher (K–12)
   - ❑ Professor/Faculty (higher education)
   - ❑ Other (*please describe*)_____

   b. **I am looking for information to help me with my schoolwork/coursework** *(please indicate level below)***:**
   - ❑ Undergraduate
   - ❑ Postgraduate
   - ❑ Other (*please describe*)_____

   c. **None of the above – I am looking for information to help me with a personal situation. I am a(n):**
   - ❑ Parent
   - ❑ Legal guardian/Relative
   - ❑ Adopted person
   - ❑ Foster youth (current or former)
   - ❑ Concerned person
   - ❑ Other (*please describe*)_____

2) **In which State/territory is your work geographically located?** _____