Child Welfare Information Gateway

PROTECTING CHILDREN ■ STRENGTHENING FAMILIES

Customer Satisfaction Survey

How are we doing? Please take 5 minutes to answer the questions below. Your input will help strengthen Child Welfare Information Gateway services to better meet your needs. Your participation in this survey is voluntary, and your responses will be reported anonymously. **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 contacted Child Welfare Information Gateway? (*Check either a, b, or c below.*)**

   a. I was looking for information to help me in my work. *(Please indicate your primary background or role related to child welfare services.)*
   - ❏ Prevention/family support
   - ❏ Child Protective Services
   - ❏ Foster care/foster parenting
   - ❏ Adoption
   - ❏ Youth services
   - ❏ Juvenile justice
   - ❏ Health/behavior health
   - ❏ Legal/courts
   - ❏ Researcher/evaluator/consultant
   - ❏ Early childhood educator (0–5 years)
   - ❏ Teacher (K–12)
   - ❏ Professor/faculty (higher education)
   - ❏ Media
   - ❏ Other (Please describe:_____)

   b. I was looking for information to help me with my education. (*Please indicate your level.*)
   - ❏ Undergraduate - If so, are you pursuing a B.S.W.?
   - ❏ Postgraduate - If so, are you pursuing an M.S.W., D.S.W., or Ph.D.?
   - ❏ Other (Please describe:_____)

   c. I was 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:_____)

Questions for Professionals (selected a response option from Question 1a)

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

3) Which of the following best describes your workplace? (*Check one.*)
- ❑ Local or county public agency
- ❑ State public agency
- ❑ Tribal agency/organization
- ❑ Federal agency
- ❑ Non-profit (e.g., community-based, faith-based, advocacy)
- ❑ Health-care organization
- ❑ Educational institution (early education, K–12, college, university)
- ❑ Training and technical assistance service provider (Please describe:_____)
- ❑ Other (Please describe:_____)

4) Overall, how satisfied are you with your experience with Child Welfare Information Gateway services? (*Check one.*)
- ❑ Very satisfied
  (Please explain: _____)
- ❒ Somewhat satisfied
  (Please explain:_____)
- ❒ Neither satisfied nor dissatisfied
  (Please explain:_____)
- ❒ Somewhat dissatisfied
  (Please explain:_____)
- ❒ Very dissatisfied
  (Please explain:_____)

5) In which State or territory do you work?

6) How frequently do you contact Child Welfare Information Gateway? (*Check one.*)
- ❒ This is my first time. *(online version will go to Q7 on page 3)*
- ❒ More than once a week *(online version will go to Q7 on page 5)*
- ❒ 1–4 times a month *(online version will go to Q7 on page 5)*
- ❒ 1–4 times a year *(online version will go to Q7 on page 5)*
- ❒ Less than once a year *(online version will go to Q7 on page 5)*

7) **Please describe your overall experience with Child Welfare Information Gateway (*Check one.*)**
- ☐ I found information easily.
- ☐ I found information but it was difficult.
- ☐ I did not find information I needed. (What information do you still need? _____)
- ☐ I'm not sure yet; I'm still looking.

8) **How do you intend to use the information or resources from Child Welfare Information Gateway? (*Check all that apply.*)**
- ☐ Increase my knowledge or inform my attitudes
- ☐ Share with families and/or clients
- ☐ Share with professionals or colleagues
- ☐ Support public awareness or advocacy efforts
- ☐ Share in a formal training environment
- ☐ Support practice improvement and/or sustain good practice
- ☐ Implement, sustain, or improve programs (e.g., program management, logic model development, program evaluation)
- ☐ Support policy change and/or sustain good policies
- ☐ Conduct research or evaluation
- ☐ Other (Please explain:_____)

9) **How did you first find out about Child Welfare Information Gateway? (*Check one.*)**
- ☐ Search engine (e.g., Google, Yahoo)
- ☐ Linked from another website
- ☐ Conference or presentation (Please name:)
- ☐ Advertisement (Please name:)
- ☐ Colleague or friend told me about it
- ☐ Social media (e.g., Facebook, Twitter)
- ☐ Hard-copy publication
- ☐ Other (Please describe:_____)

10) **Besides Child Welfare Information Gateway, where else do you go to access child welfare information? (*Check all that apply.*)**
- ☐ Search engine (e.g., Google, Yahoo)
- ☐ State or local public child welfare agency
- ☐ Federal agency website (e.g., Children's Bureau, ACF)
- ☐ Training or technical assistance website (Please describe:_____)
- ☐ University or non-profit organizations (Please describe:_____)
- ☐ Networking with colleagues
- ☐ Other websites (Please describe: _____)
- ☐ Other (Please describe: _____)

11) On a scale of 1 (poor) to 5 (excellent), please rate the following statements regarding Child Welfare Information Gateway's website.	1 (Poor)	2	3	4	5 (Excellent)	N/A- I did not visit the website
Ease of finding information on the website	1	2	3	4	5	N/A
Website organization	1	2	3	4	5	N/A
Appeal of the website design	1	2	3	4	5	N/A
Content that matches my needs	1	2	3	4	5	N/A
Quality of search tool	1	2	3	4	5	N/A

12) **How likely are you to use Child Welfare Information Gateway as your primary source for child welfare information? (*Check one.*)**
   - ☐ Very likely
   - ☐ Somewhat likely
   - ☐ Somewhat unlikely
   - ☐ Very unlikely (Please explain: _____)

13) **Overall, what is your first impression of Child Welfare Information Gateway?**

14) **Do you have any additional comments?**

The next set of questions will ask about your experiences using Information Gateway services *over the past year* (including all the times that you 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).

7) In the past year, when you received information, resources, or tools through Information Gateway, how often were you able to use them to <u>inform your work</u>? (*Check one.*)

☐ Never
☐ Some of the time
☐ Most of the time
☐ All of the time
☐ Does not apply; I didn't use the information, resources, or tools received through Information Gateway.

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

Information Gateway…	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	N/A
Supports professionals working with children and families to have better access to relevant publications or products.	1	2	3	4	5	N/A
Provides information in a format that is useful to my needs (e.g., publications, searchable databases, links).	1	2	3	4	5	N/A
Provides timely and current information when I need it.	1	2	3	4	5	N/A
Increases knowledge or informs attitudes for professionals working with children and families.	1	2	3	4	5	N/A
Contributes to improved outcomes for children and families	1	2	3	4	5	N/A

9) If Information Gateway <u>did not</u> exist, please select the various ways in which your work might be affected: (*Check all that apply.*)

- ❑ It would take me longer to find information or resources.
- ❑ It would cost more money to get the information or 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 harder to raise public awareness or conduct advocacy work.
- ❑ It would be more difficult to share information or 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:_____)
- ❑ My work would not be affected.

The next questions on the survey involve skip patterns regarding how resources, information, or 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.

10) In the past year, have any of the information, resources, or tools you received through Information Gateway <u>increased your knowledge or informed your attitudes</u>?

- ❒ Yes (go to question 10a)
- ❒ No (go to question 11)

10a. How often in the past year did the information, resources, or tools you received increase your knowledge or inform your attitudes?

- ☐   Never
- ☐   Some of the time
- ☐   Most of the time
- ☐   All of the time

11) In the past year, have you <u>shared</u> the information, resources, or 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 or advising settings)?

- a. Yes (go to question 11a)
- b. No (go to question 12)

11a. Have you <u>shared</u> the information, resources, or tools you received or <u>referred</u> others to Information Gateway in a *formal training, education, or coaching environment* (e.g., classroom, workshop, webinar, advising)?
- a. Yes (go to question 11b)
- b. No (go to question 11c)

11b. How many people did you <u>share</u> the information, resources, or tools with or <u>refer</u> to Information Gateway in a formal training environment?

11c. *Outside of a formal training environment*, who did you <u>share</u> the information/resources/tools with or <u>refer</u> to Information Gateway? (*Check all that apply.*)
- ☐ Colleagues/coworkers
- ☐ Staff
- ☐ Clients or families
- ☐ Students
- ☐ Other organizations or agencies (Please specify:_____)
- ☐ Other (Please describe:_____)

11d. *Outside of a formal training environment*, how many people did you <u>share</u> the information/resources/tools with or <u>refer</u> to Information Gateway?

12) **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>?**
- a. Yes (go to question 12a)
- b. No (go to question 13)

12a. In the past year, how many times did you use the information, resources, or tools you received to support practice improvement or to sustain good practice?

13) **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)?**
- a. Yes (go to question 13a)
- b. No (go to question 14)

13a. How many times during the past year did you use the information, resources, or tools you received to implement, sustain, or improve programs?

14) **In the past year, have any of the information, resources, or tools you received through Information Gateway enabled you or your organization to <u>support policy change</u> or <u>sustain good policies</u> (e.g., policy validation, development, evaluation)?**
- a. Yes (go to question 14a)
- b. No (go to question 15)

14a. How many times during the past year did you use the information, resources, or tools to support policy change or sustain good policies?

15) **In the past year, have you used any of the information, resources, or tools you received through Information Gateway to <u>raise public awareness</u> or for <u>advocacy</u> purposes?**
- a. Yes (go to question 15a)
- b. No (go to question 16)

15a. How many times in the past year were you able to raise public awareness or

advocate better by using the information, resources, or tools you received?

16) **In the past year, have you used any of the information, resources, or tools you received through Information Gateway for <u>research or evaluation</u> purposes?**
    a. Yes (go to question 16a)
    b. No (go to question 17)

   16a. How many research or evaluation efforts were informed in the past year by the information, resources, or tools received?

17) **In the past year, have you used information, resources, or tools received through Information Gateway for other professional purposes not mentioned above?**
    a. Yes (Please describe the other ways in which the information was used:_____)
    b. No

18) **You just indicated the various ways in which you have used the information, resources, or tools you received from Child Welfare Information Gateway over the past year. Please provide some specific examples that describe these experiences:_____**

19) **Reflecting upon your overall experiences using Child Welfare Information Gateway over the past year, please rate the helpfulness of the information, resources, or tools you received. (*Check one.*)**
    ❑ Very helpful
    ❑ Somewhat helpful
    ❑ Neutral
    ❑ Not very helpful
    ❑ Not at all helpful

20) **If you could improve one thing about Child Welfare Information Gateway, what would it be?**

21) **Do you have any additional comments?**

Questions for Students
(selected a response option from Question 1b on page 1)

2. **Please indicate your level of education: (*Check one.*)**
   ( ) Undergraduate
   ( ) Postgraduate
   ( ) Other (Please describe.)

3. **What degree are you pursuing? (*Check one.*)**
   ( ) B.S.W.
   ( ) M.S.W.
   ( ) D.S.W.
   ( ) Ph.D. - Please indicate your fields of study: _____
   ( ) Other - Please indicate your fields of study: _____

4. **In which State/territory is your school located?**

5. **How did you first find out about Child Welfare Information Gateway? (*Check one.*)**
   ( ) Search engine (e.g., Google, Yahoo)
   ( ) Linked from another website
   ( ) Conference or presentation (Please name: _____)
   ( ) College professor or class
   ( ) Advertisement (Please name: _____)
   ( ) Colleague or friend told me about it
   ( ) Social media (e.g., Facebook, Twitter)
   ( ) Hard-copy publication
   ( ) Other (Please describe: _____)

6. **How frequently do you contact Child Welfare Information Gateway? (*Check one.*)**
   ( ) This is my first time.
   ( ) More than once a week
   ( ) 1–4 times a month
   ( ) 1–4 times a year
   ( ) Less than once a year

7. **What was the primary topic of information you were looking for today? (*Check one.*)**
   ( ) Child abuse and neglect
   ( ) Prevention
   ( ) Family support and preservation
   ( ) Out-of-home care (e.g., foster care, kinship care, transitioning youth, residential group care)
   ( ) Adoption
   ( ) Trauma-informed services
   ( ) Systemwide (e.g., courts, domestic violence, substance abuse, mental health, youth)
   ( ) Management and supervision (e.g., training, workforce, system reform, evaluation)

( ) Other (Please describe: _____)

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. **Please describe your overall experience with Child Welfare Information Gateway. (*Check one.*).**
( ) I found information easily.
( ) I found information but it was difficult.
( ) I did not find information I needed. (What information do you still need*?*: _____)
( ) I'm not sure yet; I'm still looking.

10. **On a scale of 1 (poor) to 5 (excellent), please rate the Child Welfare Information Gateway website on each of the following based on your experiences:**

	1 Poor	**2**	**3**	**4**	**5 Excellent**	**Not applicable (I did not visit the website)**
Ease of finding information on the website	1	2	3	4	5	N/A
Website organization	1	2	3	4	5	N/A
Appeal of the website design	1	2	3	4	5	N/A
Content that matches my needs	1	2	3	4	5	N/A
Quality of search tool	1	2	3	4	5	N/A

11. How do you intend to use the information you were looking for today?
   [ ] Class assignment
   [ ] Research (e.g., dissertation, paper) (Please describe: _____)
   [ ] Internship/Practicum (Please describe: _____)
   [ ] Career information
   [ ] Other (Please describe: _____)

12. If Child Welfare Information Gateway did not exist, which of the following would be true? (*Check all that apply.*)
   ❑ It would take me longer to find information/resources.
   ❑ It would be more difficult to find information about child welfare careers.
   ❑ It would make completing schoolwork more difficult.
   ❑ It would be harder to keep informed of effective practice.
   ❑ It would be harder to stay current on the latest research and trends.
   ❑ It would be harder to raise public awareness or conduct advocacy work.
   ❑ I would not have adequate access to child welfare related publications and products.
   ❑ Other (Please describe:_____)
   ❑ Not applicable/I would not be affected.

13. If you could improve one thing about Child Welfare Information Gateway, what would it be?

14. Do you have any additional comments?

Questions for Personal Customers
(selected a response option from Question 1c on page 1)

2. **In which State/territory do you live?**

3. **How did you first find out about Child Welfare Information Gateway? (*Check one.*)**
    ( ) Search engine (e.g., Google, Yahoo)
    ( ) Linked from another website
    ( ) Conference (Please name: _____)
    ( ) Advertisement (Please name: _____)
    ( ) Colleague or friend told me about it
    ( ) Social media (e.g., Facebook, Twitter)
    ( ) Hard-copy publication
    ( ) Other (Please describe: _____)

4. **How frequently do you contact Child Welfare Information Gateway? (*Check one.*)**
    ( ) This is my first time.
    ( ) More than once a week
    ( ) 1–4 times a month
    ( ) 1–4 times a year
    ( ) Less than once a year

5. **What was the primary topic of information you were looking for today? (*Check one.*)**
    ( ) Child abuse and neglect
    ( ) Family support and preservation
    ( ) Out-of-home care (e.g., foster care, kinship care, transitioning youth, residential group care)
    ( ) Adoption
    ( ) Systemwide (e.g., courts, domestic violence, substance abuse, mental health, youth)
    ( ) Other (Please describe: _____)

6. **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: _____)

7. **Please describe your overall experience with Child Welfare Information Gateway. (*Check one.*)**
    ( ) I found information easily.
    ( ) I found information but it was difficult.
    ( ) I did not find information I needed. (What information do you still need? _____)
    ( ) I'm not sure yet; I'm still looking.

8. **On a scale of 1 (poor) to 5 (excellent), please rate the Child Welfare Information Gateway website on each of the following based on your experiences:**

	1-Poor	2	3	4	5-Excellent	Not applicable (I did not visit the website)
Ease of finding information on the website	1	2	3	4	5	N/A
Website organization	1	2	3	4	5	N/A
Appeal of the website design	1	2	3	4	5	N/A
Content that matches my needs	1	2	3	4	5	N/A
Quality of search tool	1	2	3	4	5	N/A

9. **If Child Welfare Information Gateway did not exist, which of the following would be true?** *(Check all that apply.)*
( ) It would be more difficult to report child abuse and neglect.
( ) I would not know how to get information on how to regain custody of my child.
( ) I would not know how to file a complaint against a child welfare agency (CPS).
( ) It would be more difficult to get information related to kinship care (grandparents or relatives caring for a child).
( ) It would be more difficult to get information on financial assistance.
( ) Other (Please explain: _____)
( ) I would not be affected.

Adoption specific (only appears for those that select "Adoption" in Q5)
( ) I would not have full and accurate State-specific information about how to adopt.
( ) I would not have State-specific information on searching for my birth family.
( ) I would not know about the children and youth waiting for adoption.
( ) It would take me much longer to find State-specific information about the adoption laws in my State.
( ) I would not be aware of adoption agencies or support groups in my area.
( ) I would not know about the education and training vouchers that are available to me as a youth adopted from foster care.

10. **If you could improve one thing about Child Welfare Information Gateway, what would it be?**

11. **Do you have any additional comments?**