

**Attachment 5: NRC Public Website and Technical Assistance (TA)
Gateway User Feedback Forms**

OMB No. 0930-0197
Expiration Date: 1/31/2017

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**NRC Public Website and Technical Assistance (TA)
Gateway User Feedback Forms**

The National Resource Center for Mental Health Promotion and Youth Violence (NRC) engages and offers resources to the field through its **public website** (www.healthysafechildren.org) and to the SS/HS and Project LAUNCH grantees through the secure **Technical Assistance Gateway (TA Gateway)** (<https://healthysaechildren.groupsie.com>).

The NRC uses brief online feedback forms to gauge user feedback to continuously improve the usefulness and functionality of the NRC public website and password protected-TA Gateway. The NRC has customized, clickable “buttons” on selected pages of the public website and TA Gateway to direct users to the brief online surveys. Specifically, the survey on each page of the public website seeks feedback on page-specific content; the survey on the TA Gateway seeks overall feedback on the entire TA Gateway. Further, because SS/HS and Project LAUNCH grantees have separate access to the TA Gateway that shares the same web platform, there are separate surveys for SS/HS and Project LAUNCH grantees that ask parallel questions.

The NRC administers the online feedback form on an ongoing basis using the Drupal platform for the public website and SurveyMonkey for the TA Gateway. The NRC will capture and export survey data in an Excel format for analysis and reporting.

NRC Public Website User Feedback Form

1. Are you a:
 - SS/HS grantee
 - Project LAUNCH grantee
 - Other SAMHSA grantee
 - Other (please specify) _____

2. Was this page useful?
 - Yes
 - No

3. This webpage was easy to navigate.
 - Strongly disagree
 - Disagree
 - Agree
 - Strongly agree

4. The webpage answered the questions I had about this topic.
 - Strongly disagree
 - Disagree
 - Agree
 - Strongly agree

5. I would recommend this website to others.
 - Strongly disagree
 - Disagree
 - Agree
 - Strongly agree

Comments:

[Open Text Box Here]

Thank you for your feedback. Your participation is completely voluntary and confidential.

NRC [insert grant program name] TA Gateway Feedback Form

1. Are you a:

For SS/HS use:

- Current SS/HS grantee
- SS/HS grantee alum
- Other SAMHSA grantee
- Other (please specify) _____

For Project LAUNCH use:

- Current Project LAUNCH grantee
- Project LAUNCH grantee alum
- Other SAMHSA grantee
- Other (please specify) _____

2. Was the TA Gateway useful?

- Yes
- No

3. The TA Gateway was easy to navigate.

- Strongly disagree
- Disagree
- Agree
- Strongly agree

4. The TA Gateway provided the information or resources I was seeking.

- Strongly disagree
- Disagree
- Agree
- Strongly agree

5. I would recommend the TA Gateway to other project staff.

- Strongly disagree
- Disagree
- Agree
- Strongly agree

Additional comments on how to improve the TA Gateway:

[Open Text Box Here]

Thank you for your feedback. Your participation is completely voluntary and confidential.