

Agency Awareness Survey 2015

OMB

No. 0990-0379
Exp. Date 08/31/201

Thank you for agreeing to participate in this survey today. The survey should take 5-10 minutes.

Background

- 1) Please let us know how you came to this Survey.
 - From MTurk
 - Through an email from HHS.gov
 - Through a link on HHS.gov
 - From an HHS.gov blog post
 - Other – please specify

- 2) With which of the following groups do you most closely identify?
 - Consumer (member of the general public)
 - Health Care Professional (e.g., doctor, nurse)
 - Human Services Professional (e.g., social worker)
 - HHS Grantee
 - Public Policy Professional
 - HHS Employee or Contractor
 - Academic/Researcher
 - Journalist
 - Non-HHS Government Employee
 - Student

Experience

- 3) Which U.S. Government agencies provide information and services that help you remain healthy?

- 4) What is the first government website that comes to mind when you think of online health information?

- 5) How familiar are you with the U.S. Department of Health & Human Services (HHS)?
 - Very familiar
 - Moderately familiar
 - Somewhat familiar
 - Slightly familiar
 - Not at all familiar

- 6) Where have you or did you hear about the U.S. Department of Health & Human Services (HHS) [select all that apply]
 - Internet search
 - Referred by an organization or professional
 - Referred by a friend or family member
 - Referred by another website
 - News story (TV, radio, newspaper)
 - Workshop, presentation or other event
 - Television program

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

- Blog
 - Social network (Facebook, Twitter, etc.)
 - Other – please specify
- 7) How have you interacted with the U.S. Department of Health & Human Services? [select all that apply]
- I have not interacted with them
 - Visited their website HHS.gov
 - Signed up for Medicare/ Medicaid
 - Researched health information
 - Researched insurance
 - Signed up for insurance
 - Look for grant information
 - Looked for job openings
 - Looked for business opportunities
 - Signed up for their emails (Gov. Delivery)
 - Follow them on social media (Facebook, Twitter, etc.)
 - Visited the agency
 - Called the HHS hotline (phone)
 - Interacted with a sub-agency only (FDA, CDC, Medicare, etc.)
 - Other – please specify
- 8) Which of the following services do or would you associate with the U.S. Department of Health & Human Services (HHS)? Select all that apply.
- Medicare
 - Medicaid
 - Food Stamps
 - Welfare
 - Head Start
 - The Affordable Care Act
 - Obamacare
 - Health Insurance
 - Food Recalls
 - Child Support Enforcement
 - Health Information Privacy (HIPAA)
 - Tobacco and Smoking Information
 - Bullying Prevention
 - Ebola Response
 - Flu information
- 9) Which of the following government agencies do you associate with the Department of Health & Human Services (HHS)? Select all that apply.
- Administration for Children and Families (ACF)
 - Administration for Community Living (ACL)
 - Agency for Healthcare Research and Quality (AHRQ)
 - Agency for Toxic Substances and Disease Registry (ATSDR)
 - Centers for Disease Control & Prevention (CDC)

- Centers for Medicare & Medicaid Services (CMS)
- Food & Drug Administration (FDA)
- Health Resources and Services Administration (HRSA)
- Indian Health Service (IHS)
- National Health Institutes (NIH)
- Substance Abuse and Mental Health Services Administration (SAMHSA)

10) Is there a difference between the U.S. Department of Health & Human Services and your state or local Department of Health & Human Services?

- Yes
- No
- I'm not sure

Please tell us more.

Impressions

11) Generally, which of the following describes your overall impression of the U.S. Department of Health & Human Services (HHS)?

- Positive
- Neutral
- Negative
- No experience or impression

Please tell us more.

12) Please indicate how much you agree or disagree with the following phrases about the U.S. Department of Health & Human Services (HHS).

Scale:

- Strongly Agree
- Agree
- Not sure
- Disagree
- Strongly Disagree

Categories:

- I. HHS is a reliable agency.
- II. HHS is a responsible agency.
- III. HHS is an agency on which I can depend.
- IV. HHS makes it easy for me to find the information I need.
- V. I feel that my information is secure with HHS.
- VI. I have confidence in the information HHS provides.
- VII. HHS is out of touch with the needs of American families.
- VIII. HHS Information is difficult to understand.
- IX. HHS information is hard to find.
- X. HHS wastes money.

13) Do you trust the U.S. Department of Health & Human Services?

- Yes

- No
- Not sure

14) How did or how could HHS earn your trust?

15) Select three words below that you feel best describe the U.S. Department of Health & Human Services:

- I. Accessible
- II. Authoritative
- III. Consistent
- IV. Dependable
- V. Difficult
- VI. Dishonest
- VII. Disorganized
- VIII. Helpful
- IX. Inadequate
- X. Informative
- XI. Insignificant
- XII. Irrelevant
- XIII. Negligent
- XIV. Out of Touch
- XV. Proactive
- XVI. Professional
- XVII. Relevant
- XVIII. Unethical
- XIX. Unreliable
- XX. Useful

16) What other words might you use to describe HHS?

The HHS Website (HHS.gov)

17) Have you previously visited the U.S. Department of Health & Human Services website HHS.gov?

- Yes
- No
- I do not recall

18) How often have you visited HHS.gov?

- I visited the site once
- Visited 2-3 times before
- Regularly (at least once a week)
- Monthly (1-2 times a month)
- Quarterly (3-4 times a year)
- Annually (1-2 times a year)
- I have not visited HHS.gov
- Other - please specify

19) On your most recent visit, which of the following are true? Select all that apply.

- I was able to find exactly what I was looking for
- I was able to find a part of what I was looking for
- I was able to find something better than what I was looking for
- I had no specific agenda in mind when I visited
- I was not able to find what I was looking for

Please tell us more.

20) In general, which of the following describes your overall impression of the U.S. Department of Health & Human Services website (HHS.gov)?

- Positive
- Neutral
- Negative
- No experience or impression

Please tell us more.

21) Which of the following did you use to access HHS.gov? [select all that apply]

- A desktop or laptop computer
- A tablet computer
- A smartphone
- Other - please specify

22) What is the primary reason you visited HHS.gov?

- For work
- For personal reasons
- For school
- Other - please specify

Please tell us more.

23) How likely are you to recommend HHS.gov to a friend or colleague?

- Very Likely
- Likely
- Not sure
- Not very likely
- Not likely at all

Please tell us more.

24) Final comments about HHS.gov:

25) Final comments about the U.S. Department of Health & Human Services:

Thank you

Thank you for taking time out to participate in our survey. We truly value the information and recommendations you have provided.

