

ASPR TRACIE Technical Assistance User Feedback Survey

1. Which ASPR TRACIE services have you used? (Select all that apply)

- TRACIE Website
- TRACIE Listserv
- TRACIE Newsletter
- Technical Resources
- Assistance Center
- Information Exchange
- None [END SURVEY]

[Survey programming note: Create skip patterns so participants only complete the sections of the survey that relate to the services that they use.]

TRACIE WEBSITE FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE website.]

2. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

How satisfied were you with the ASPR TRACIE website's organization?	1	2	3	4	5
How satisfied were you with your ability to navigate the ASPR TRACIE website?	1	2	3	4	5
How satisfied were you with the ASPR TRACIE website's search engine?	1	2	3	4	5
Overall, how satisfied were you with the ASPR TRACIE website?	1	2	3	4	5

3. Please explain your response to the question above.

TRACIE LISTSERV FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE listserv.]

4. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

Overall, how satisfied were you with the quality of the information on the ASPR TRACIE listserv?	1	2	3	4	5
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5. Please explain your response to the question above.

6. How frequently do you think messages are sent on the ASPR TRACIE listserv?

- 1 Too frequently
- 2 Just right
- 3 Too infrequently

7. Are there any topics that you would like covered by the ASPR TRACIE listserv?

TRACIE NEWSLETTER FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE newsletter.]

8. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

Overall, how satisfied were you with the quality of the information in the ASPR TRACIE newsletter?	1	2	3	4	5
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9. Please explain your response to the question above.

10. Do you consider the ASPR TRACIE newsletter to be:...?

- 1 Too long
- 2 Just right
- 3 Too short

11. Are there any topics that you would like covered by the ASPR TRACIE newsletter?

TECHNICAL RESOURCES FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE Technical Resources.]

12. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

How satisfied were you with the Technical Resources component of the website?	1	2	3	4	5
How satisfied were you with your ability to find what you were looking for?	1	2	3	4	5
How satisfied were you with your ability to find new information?	1	2	3	4	5
How satisfied were you with the topics available?	1	2	3	4	5
Overall, how satisfied were you with the ASPR TRACIE Technical Resources?	1	2	3	4	5

13. Please explain your response to the question above.

ASSISTANCE CENTER FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE Assistance Center.]

14. What type of assistance did you request? (Select all that apply)

- Policy guidance
- Resource availability
- Subject matter expertise
- TRACIE web assistance
- Other: _____

15. Were you able to receive the assistance you needed?

- Yes
- No
- Not Sure

16. [If responded: No] What assistance did you want, but weren't able to receive?

17. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

How satisfied were you with the Assistance Center component of the website?	1	2	3	4	5
Overall, how satisfied were you with the ASPR TRACIE Assistance Center?	1	2	3	4	5

18. Please explain your response to the question above.

INFORMATION EXCHANGE FEEDBACK

[This section is for those participants who indicated that they used the ASPR TRACIE Information Exchange.]

19. Using the following scale, please indicate how much you agree or disagree with the following statements:

- 1 Very Dissatisfied
- 2 Dissatisfied
- 3 Neither Dissatisfied nor Satisfied
- 4 Satisfied
- 5 Very Satisfied

How satisfied were you with the Information Exchange component of the website?	1	2	3	4	5
How satisfied were you with the layout of the Information Exchange?	1	2	3	4	5
How satisfied were you with your ability to find people with similar interests?	1	2	3	4	5
How satisfied were you with your ability to interact with other people?	1	2	3	4	5
How satisfied were you with the quality of interactions you had on the Information Exchange?	1	2	3	4	5
Overall, how satisfied are you with the Information Exchange?	1	2	3	4	5

20. Please explain your response to the question above.

OVERARCHING FEEDBACK

[This section is for all survey respondents who have used ASPR TRACIE.]

21. Has ASPR TRACIE exceeded, met, or failed to meet your expectations?

- Exceeded
- Met
- Failed to meet
- Had no expectations

22. [If responded: Failed to meet] In what way did ASPR TRACIE fail to meet your expectations? (Select all that apply)

- Information needed was not available
- Information was incorrect
- Information was not relevant to my need
- Response was not complete
- Response took too long to receive
- Response included errors
- Response didn't answer my question
- Response did not provide new information
- I was unable to find a person interested in discussing my topic
- Discussions were not relevant to my needs
- Other: _____

DEMOGRAPHICS

23. Please select the organization type that best represents the organization you represent.

- Federal Government
- Hospital
- Non-Hospital Healthcare Facility
- Individual
- Non-Profit/Volunteer Organization
- Coalition
- State, Local, Tribal, or Territorial Government
- Other: _____

24. Are you a Hospital Preparedness Program grantee?

- Yes
- No

25. How many years of experience do you have in healthcare system preparedness?

- Under 1 year
- 1-3 years
- 3-5 years
- 5-10 years
- 10+ years