

Transportation and Health Tool Website User Satisfaction Assessment

Form Approved
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Attachment 2 - On-line User Satisfaction Survey

Introduction

Welcome!

We are conducting a survey to find out about user's satisfaction and experiences with the Transportation and Health Tool website, which was developed by the Centers for Disease Control and Prevention (CDC) and the US Department of Transportation (US DOT). We are contacting people who registered for a webinar about the Transportation and Health Tool (THT) to participate in the survey. This survey is being conducted by Shattuck and Associates, an independent planning and evaluation company. We are working with the American Public Health Association (APHA) on an evaluation of the THT. The information you provide will be used to improve the THT.

The survey should take about 10 minutes to complete. You will be asked questions about your experiences and satisfaction with the THT.

We value your feedback so please read each question carefully and let us know what you think. We want you to know that:

- Your participation in the survey is voluntary
- Any information you provide is secure and will be reported in aggregate with other respondents
- We do not collect identifying information such as your name, email, or IP address

Please note that we will use the following abbreviations throughout the survey:

- THT = Transportation and Health Tool
- CDC = Centers for Disease Control and Prevention
- US DOT = United States Department of Transportation
- APHA = American Public Health Association

Thank you in advance for your time. Please contact me if you have any questions about the survey.

Click "**Next**" to continue to the survey.

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Awareness

1. How did you first hear about the Transportation and Health Tool (THT)?
 - APHA communications
 - CDC communications
 - US DOT communications
 - Communication from somewhere other than APHA, CDC, or US DOT, please specify: _____
 - Not sure
2. Did you attend a webinar about the THT?
 - Yes
 - No
 - Not sure

Use of the THT

3. How would you best describe your use of the THT website?
 - Have not visited the THT website at all [Skip to Q4]
 - Explored the THT website briefly (<10 minutes) on one occasion [Skip to Q5]
 - Explored the THT website in depth (10 minutes or longer) on one occasion [Skip to Q9]
 - Explored the THT website on more than one occasion [Skip to Q9]
 - Intentionally used the THT website to obtain or gather information [Skip to Q9]

Question for non-users

4. [For those who have not visited the website] Why haven't you visited the THT website?
 - Not applicable to my work [Skip to About You page]
 - Forgot about it [Skip to Q9]
 - Haven't had time [Skip to Q9]
 - Other, please specify [Skip to Q9]

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Questions for one-time brief user

5. [For those who explored the website briefly on one occasion] What is the main reason you have not returned to the THT website?
 - Not applicable to my work [Skip to About You page]
 - Forgot about it [Skip to Q9]
 - Haven't had time [Skip to Q9]
 - I got what I needed on my first visit [Skip to Q9]
 - Indicator data wasn't useful [Skip to Q7]
 - Couldn't find what I was looking for [Skip to Q8]
 - Didn't like the way the website worked [Skip to Q6]

6. [For Q5 respondents who did not like the way the website worked] What didn't you like about the way the website worked? [Choose one or more]
 - Took too long for the data to load [Skip to Q8]
 - Functionality of the map was cumbersome [Skip to Q8]
 - Inability to compare one geographic region to another at the same time [Skip to Q8]
 - Too many steps to get to what I was looking for [Skip to Q8]
 - Other [Skip to Q8]

7. [For Q5 respondents who had issues with the indicator data] What are your concerns about the indicator data? [Choose one or more]
 - Data was not available on the geographic level desired [Skip to Q8]
 - Data was out of date [Skip to Q8]
 - Didn't understand or like the scoring criteria [Skip to Q8]
 - Couldn't find the specific data I needed [Skip to Q8]
 - Inability to compare one geographic region to another at the same time [Skip to Q8]
 - Other [Skip to Q8]

8. [For Q5/Q6/Q7 respondents who didn't return because of any issue with the website] Please describe specific issues/dislikes with the THT website related to: how the website works, indicator data, or missing information

9. How likely are you to visit the THT website in the future?
 - Don't know [Skip to About You page]
 - Not likely [Skip to About You page]
 - Likely [Skip to About You page]
 - Very likely [Skip to About You page]

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Usability and Satisfaction

10. Please tell us which features of the Transportation and Health Tool you used.

If you **used** a feature, rate how easy it was to find that feature, how useful that feature was for you in your professional work, and how satisfied you were with that feature.

If you **did not use** a feature or **can't remember** if you used it, select “no” in the first column and continue down to the next feature.

<u>Feature</u>	<u>Did you view or use this feature?</u>	<u>Was this feature easy to find?</u>	<u>How useful was this feature?</u>	<u>How satisfied were you with this feature?</u>
Indicator data for States, Urbanized Areas, or Metropolitan Statistical Areas	<ul style="list-style-type: none"> • No or Don't remember • Yes 	<ul style="list-style-type: none"> • Not easy to find • Easy to find • Very easy to find • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not useful • Useful • Very useful • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not satisfied • Satisfied • Very satisfied • Don't remember/Not sure
Data spreadsheet download	<ul style="list-style-type: none"> • No or Don't remember • Yes 	<ul style="list-style-type: none"> • Not easy to find • Easy to find • Very easy to find • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not useful • Useful • Very useful • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not satisfied • Satisfied • Very satisfied • Don't remember/Not sure
Indicator Profiles that provide a detailed description of each indicator	<ul style="list-style-type: none"> • No or Don't remember • Yes 	<ul style="list-style-type: none"> • Not easy to find • Easy to find • Very easy to find • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not useful • Useful • Very useful • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not satisfied • Satisfied • Very satisfied • Don't remember/Not sure
Strategies, interventions, and policies information	<ul style="list-style-type: none"> • No or Don't remember • Yes 	<ul style="list-style-type: none"> • Not easy to find • Easy to find • Very easy to find • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not useful • Useful • Very useful • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not satisfied • Satisfied • Very satisfied • Don't remember/Not sure
Additional literature and resources related to transportation and health	<ul style="list-style-type: none"> • No or Don't remember • Yes 	<ul style="list-style-type: none"> • Not easy to find • Easy to find • Very easy to find • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not useful • Useful • Very useful • Don't remember/Not sure 	<ul style="list-style-type: none"> • Not satisfied • Satisfied • Very satisfied • Don't remember/Not sure

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11. If you are not satisfied with one or more features, please let us know more about why you are not satisfied.

12. Please use this space to offer suggestions for improving the Transportation and Health Tool?

Experience and Perceptions

13. How much do you agree with the following statements?

As a result of using the THT website, I know more about	Strongly disagree	Disagree	Agree	Strongly Agree	Don't Know/ Not Applicable
Available data and indicators related to transportation and health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance of a specific region or state related to transportation and health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How transportation decisions can impact public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How transportation decisions can increase equity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evidence-based policies, strategies, and interventions related to transportation and health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. As a result of using the THT website, how would you rate the importance of considering health impacts during transportation planning and decision-making?

- Less important than before using the THT
- Just as important as before using the THT
- A little more important than before using the THT
- A lot more important than before using the THT

15. As a result of using the THT website, how would you rate the importance of cross-sector collaboration in making a difference in population health?

- Less important than before using the THT
- Just as important as before using the THT
- A little more important than before using the THT
- A lot more important than before using the THT

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16. As a result of using the THT website, how confident do you feel about discussing or considering health impacts during transportation planning and decision making?

- Not very confident
- A little confident
- Confident
- Very confident

17. How likely are you to...

	Don't know/ Not sure	Not likely	Likely, but not sure when	Likely to do this in the next 6 months	Currently doing this or have recently done this
Use the THT website again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommend the THT website to your colleagues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Share data from the THT website with your colleagues?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use the THT website to initiate or enhance cross-sector partnerships or collaboration?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use the THT website to inform planning and decision-making around health and transportation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Propose or implement policies, strategies, and interventions that you found on the THT website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Use this space to tell us more specifically about how you have used or plan to use the THT website in your professional work.

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About you

19. In what sector do you work?
- Public Health
 - Transportation
 - Planning
 - Other, please specify
20. How would you best describe your organization?
- Tribal Government
 - Federal Government
 - State or Territorial Government
 - Local Government
 - Private Industry
 - Academia
 - Non-profit/NGO
 - Other, please specify
21. What is your ethnicity?
- Hispanic or Latino
 - Not Hispanic or Latino
22. What is your race? [Choose one or more]
- American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or other Pacific Islander
 - White

Sharing additional feedback

23. Would you be interested in sharing additional feedback, positive or negative, about your experiences with the Transportation and Health Tool? If you select “Yes,” you will be directed to a separate webpage where you can enter your contact information. Your contact information will not be linked to this survey.
- Yes [Link to other webpage]
 - No [Continue to Thank you page]

Thank you for completing our survey. If you have any questions about this survey, please contact me at sandy@shattuckandassociates.com.