# National Foster Care and Adoption Directory Customer Survey

#### What type of information are you looking for in the National Foster Care and Adoption Directory (NFCAD)? *(Check all that apply)*

( ) I am looking for information to help me in my work *(please describe)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

( ) I am looking for State foster/adopt information lines

( ) I am looking for search/reunion resources on how to find/reunite with my birth parent, birth sibling, or my biological child

( ) I am looking for contact information for a support group in my area

( ) I am looking for information on how to add my agency/organization to your directory

( ) I am looking for contact information for State officials

( ) I am looking for some other type of information *(please describe)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### I am a:

( ) Foster care/adoption professional

( ) Birth parent

( ) Legal guardian/relative (e.g., grandparent)

( ) Foster/adoptive parent

( ) Prospective adoptive parent

( ) Adopted person

( ) Foster youth (current or former)

( ) Other *(please describe)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### In which State/territory do you [insert either “live” or “work” depending on how they answer Q1]?

1. **How did you first find out about the NFCAD? *(Check one)***

( ) Search engine (e.g., Google, Yahoo)

( ) Linked from another website

( ) Colleague or friend told me about it

( ) Social media (e.g., Facebook, Twitter)

( ) Mobile app search

( ) Referred by other organization

( ) Browsing Child Welfare Information Gateway’s website

( ) Other *(please describe)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### 5. How frequently do you use NFCAD?

( ) This is my first time

( ) More than once a week

( ) 1 to 4 times a month

( ) 1 to 4 times a year

( ) Less than once a year

1. **Have you downloaded and used our new mobile app?**

( ) Yes

( ) No

**6a. If not,** **Interested? Find it by searching NFCAD in the** [**App Store**](https://www.childwelfare.gov/survey/?target=https%3A%2F%2Fitunes.apple.com%2Fus%2Fapp%2Fnational-foster-care-adoption%2Fid1030470863%3Fmt%3D8&referrer='https://www.childwelfare.gov/static/app/')**[external link](https://www.childwelfare.gov/disclaimer/) and for Android**

**at** [**GooglePlay**](https://www.childwelfare.gov/survey/?target=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dgov.childwelfare.locator&referrer='https://www.childwelfare.gov/static/app/')**[external link](https://www.childwelfare.gov/disclaimer/).**

**6b. If yes, how would you rate its usefulness?**

* + - Very useful *(please explain)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    - Useful *(please explain)*: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
    - Somewhat useful *(please explain)*: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*
    - Not useful *(please explain)*: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

1. **How do you intend to apply/use the information from NFCAD? *(Check all that apply)***

( ) Provide NFCAD with information about my agency's services and work

( ) Help me locate foster care and/or adoption agencies

( ) Help me find contact information for Foster Care and Adoption State officials

( ) Help me connect with support groups

( ) Assist in my efforts to find/reunite with my birth parent, birth sibling, or biological child

( ) Access foster care and adoption education and training resources

( ) Other intended application/use *(please describe)*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### On a scale of 1 (poor) to 5 (excellent), please rate your experiences with the following aspects of NFCAD:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1  Poor | 2 | 3 | 4 | 5  Excellent | N/A |
| Search functionality | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Ease of use | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Layout/appeal of the website | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Content that matches your needs | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Quality of information | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Please use the following space to explain your ratings. | | | | | | |

#### Overall, how satisfied are you with NFCAD?

( ) Very satisfied

( ) Somewhat satisfied

( ) Neither satisfied nor dissatisfied

( ) Somewhat dissatisfied *(please explain)*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

( ) Very dissatisfied *(please explain)*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### What suggestions do you have for improving NFCAD?

#### ( ) Include new categories of agencies/organizations

*Please describe*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### ( ) Expand current information about agency services (e.g., home study, post adoption, expectant parent counseling, etc.)

*Please describe*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

( ) Change website layout/interface (e.g., add more infographics)

*Please describe*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

( ) Other type of improvement

*Please describe*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Do you have any additional comments?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you for your response! We value your time and input!**