National Foster Care and Adoption Directory Customer Survey

1. **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)*:_____

2. **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)*:_____

3. **In which State/territory do you [insert either "live" or "work" depending on how they answer Q1]?**

4. **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

6. **Have you downloaded and used our new mobile app?**
   ( ) Yes
   ( ) No

   6a. If not, Interested? Find it by searching NFCAD in the [App Store] and for Android at [GooglePlay].
   6b. If yes, how would you rate its usefulness?
   - Very useful *(please explain)*:_____
   - Useful *(please explain)*: _____
   - Somewhat useful *(please explain)*: _____
   - Not useful *(please explain)*: _____

7. **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)*:_____

8. **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.

   _____

9. **Overall, how satisfied are you with NFCAD?**
   ( ) Very satisfied
   ( ) Somewhat satisfied
   ( ) Neither satisfied nor dissatisfied
   ( ) Somewhat dissatisfied *(please explain)*: _____
   ( ) Very dissatisfied *(please explain)*: _____

10. **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: _____

11. Do you have any additional comments?
_____
_____

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

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