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CHILD WELFARE INFORMATION GATEWAY'S GENERAL CUSTOMER SURVEY – QUESTIONS FOR PROFESSIONALS

How are we doing? Please take 5 minutes to answer the questions below. Your input will help strengthen Child Welfare Information Gateway services to better meet your needs. Your participation in this survey is voluntary, and your responses will be reported anonymously. **This survey is intended for Child Welfare Information Gateway customers who are at least 18 years old.** If you have any questions, contact Child Welfare Information Gateway staff by email at info@childwelfare.gov or by telephone at [800.394.3366](tel:800.394.3366). Thank you for helping us help you.

1. Which of the following best describes why you are visiting Child Welfare Information Gateway?

- a. I am looking for information to help me in my work.
- b. I am looking for information to help me with my education.
- c. I am looking for information to help me with a personal situation.

2. Which of the following best describes your profession?

- a. Prevention/family support (within child welfare agency)
- b. Prevention/family support (outside child welfare agency)
- c. Child Protective Services
- d. Foster care
- e. Adoption
- f. Youth services
- g. Juvenile justice
- h. Health/mental health
- i. Substance use
- j. Legal/courts
- k. Researcher/evaluator/consultant
- l. Early childhood educator (0–5 years)
- m. Teacher (K–12)
- n. Professor/faculty (higher education)
- o. Other (*please describe*): _____

3. In which State or territory do you work? _____

4. Which of the following best describes your position? (Check one.)

- a. Frontline worker (e.g., caseworker, direct service worker)
- b. Supervisor/manager
- c. Director/administrator
- d. Other (*please describe*): _____

5. How frequently do you contact Information Gateway?

- a. This is my first time
- b. More than once a week
- c. 1 to 4 times a month
- d. 1 to 4 times a year
- e. Less than once a year

6. What were the topics of information you were looking for today? Select up to two. Mark "1" for your primary topic and "2" for your secondary topic (if applicable).

- a. Child abuse & neglect
- b. Prevention
- c. Family support & preservation
- d. Kinship care
- e. Out-of-home care (e.g., foster care, transitioning youth, residential group care)
- f. Permanency (e.g., reunification, guardianship)
- g. Adoption
- h. Management & supervision (e.g., training, workforce, system reform, evaluation)
- i. Systemwide (e.g., domestic violence, substance abuse, mental health, youth, human trafficking)
- j. Trauma-informed services
- k. Behavioral health and wellness
- l. Other

7. Please provide more detail regarding the topics(s) you selected in the space provided.

8. Overall, how satisfied are you with your experience with Information Gateway services? (Check one.)

- a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied (*please explain*): _____
- e. Very dissatisfied (*please explain*): _____

9. On a scale of 1 to 5, with 1 being "poor" and 5 being "excellent", please rate the Child Welfare Information Gateway website on each of the following based on your experiences:

	1 - Poor	2	3 - Neutral	4	5 - Excellent	N/A- I did not visit the website	If you selected "1" or "2", please describe why in the space provided.
Ease of finding information on the website	1	2	3	4	5	N/A	
Website organization	1	2	3	4	5	N/A	
Appeal of the website design	1	2	3	4	5	N/A	
Content that matches my needs	1	2	3	4	5	N/A	
Quality of search tool	1	2	3	4	5	N/A	

10. How do you intend to use the information or resources from Information Gateway?

- a. Increase my knowledge or inform my attitudes
- b. Share with families and/or clients
- c. Share with professionals or colleagues
- d. Support public awareness or advocacy efforts
- e. Share in a formal training environment
- f. Support practice improvement and/or sustain good practice
- g. Implement, sustain, or improve programs (e.g., program management, logic model development, program evaluation)
- h. Support policy change and/or sustain good policies
- i. Conduct research or evaluation
- j. Grant writing/fundraising
- k. Other (*please describe*): _____

11. If Information Gateway did not exist, please select the various ways in which your work might be affected.

- a. It would take me longer to find information/resources.
- b. It would cost more money to get the information/resources needed.
- c. It would be harder to stay informed of effective practice.
- d. It would be harder to implement and sustain effective policies and programs.
- e. It would be harder to stay current on the latest research and trends.
- f. It would be more difficult to share information/resources with others.
- g. It would be more difficult to train staff and other colleagues.
- h. I would not have adequate access to child welfare related publications and products
- i. It would make my job more difficult.
- j. Other (*please describe*): _____
- k. Not applicable. / My work would not be affected. / I would not be affected.

12. How did you first find out about Information Gateway?

- a. Search engine (e.g., Google, Yahoo)
- b. Linked from another website
- c. Conference or presentation (please name)
- d. Email from Information Gateway or Children's Bureau
- e. Colleague or friend told me about it
- f. Social media (e.g., Facebook, Twitter)
- g. Hardcopy publication
- h. Podcast/webinar
- i. Other (*please describe*): _____

13. Besides Information Gateway, where else do you go to access child welfare information?

- a. Search engine (e.g., Google, Yahoo)
- b. State or local public child welfare agency
- c. Federal agency website (e.g., Children's Bureau, Administration for Children and Families [ACF])
- d. Children's Bureau Capacity Building Collaborative website (e.g., Center for Tribes, Center for States, Center for Courts)
- e. University or nonprofit organizations (*please describe*): _____
- f. Networking with colleagues
- g. National organizations (e.g., Child Welfare League of America [CWLA], National Children's Alliance, etc.)
- h. Other (*please describe*): _____

14. Please indicate the extent to which you agree with the statements in the table below.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Child Welfare Information Gateway supports professionals working with children and families to have better access to relevant publications or products.						
Child Welfare Information Gateway provides information in a format that is useful to my needs (e.g., publications, searchable databases, links).						
Child Welfare Information Gateway provides timely and current information when I need it.						
Child Welfare Information Gateway increases knowledge or informs attitudes for professionals working with children and families.						
Child Welfare Information Gateway contributes to improved outcomes for children and families.						

15. If you could improve one thing about Information Gateway, what would it be?

16. Overall, what is your first impression of Information Gateway?

17. Do you have any additional comments?

If you have any questions about this survey or need further assistance, you can contact Information Gateway staff by phone at [800.394.3366](tel:800.394.3366).