

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

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?

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

2. What degree are you pursuing?

- B.S.W.
- M.S.W.
- D.S.W.
- Ph.D. (please indicate your fields of study): _____
- Other _____
- None of the above

3. In which State or territory is your school located? _____

4. How frequently do you contact Information Gateway?

- 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

5. 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).

- Child abuse & neglect
- Prevention
- Family support & preservation
- Kinship care
- Out-of-home care (e.g., foster care, transitioning youth, residential group care)
- Permanency (e.g., reunification, guardianship)
- Adoption
- Management & supervision (e.g., training, workforce, system reform, evaluation)
- Systemwide (e.g., domestic violence, substance abuse, mental health, youth, human trafficking)

- j. Trauma-informed services
- k. Behavioral health and wellness
- l. Other

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

7. 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*): _____

8. On a scale of 1 to 5, with 1 being "poor" and 5 being "excellent", please rate the 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 | |

9. How do you intend to use the information or resources you were looking for today? (Check all that apply.)

- a. Class assignment
- b. Research (e.g., dissertation, paper) (*please describe*): _____
- c. Internship/Practicum (*please describe*): _____
- d. Career information
- e. Other (*please describe*): _____

10. If Information Gateway did not exist, which of the following would be true.

- a. It would be harder to stay informed of effective practice.
- b. It would be harder to stay current on the latest research and trends.
- c. I would not have adequate access to child welfare related publications and products.
- d. It would be more difficult to find information about child welfare careers.
- e. It would make completing school work more difficult.
- f. It would be harder to raise public awareness or conduct advocacy work.
- g. Other (*please describe*): _____
- h. Not applicable. / My work would not be affected. / I would not be affected.

11. 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).