Webpages and Products survey

Instructions for On-line Survey Development

For each product and webpage developed by the Center for States, a survey will be created in on-line survey software to gather feedback that can inform project planning. Given the changing nature and context of each product and the content on each webpage, it is important to be able to get feedback from recipients without creating undue burden by answering excessive questions that only marginally apply. To address this, the survey will be tailored to the unique information needs of each product/webpage to ensure low burden while informing high quality service provision. When creating each on-line survey, content specialists will use the required questions listed below and choose up to five context specific optional questions that can be added to the survey, as needed. This will allow for unique information needs to be met.

It is expected that each tailored survey will have no more than 17 questions, including 11 (products) or 13 (webpage) required questions and a maximum of 4-6 optional questions, with a burden of no more than 5 minutes.

Required Questions (11 product or 13 webpage)

	Strongly Disagree	2	3	Neither	5	6	Strongly Agree
1. I have easy and quick access to information.	SD	2	3	N	5	6	SA
2. I would recommend the [insert webpage, Name of Product] to others.	SD	2	3	N	5	6	SA
3. I was satisfied with the overall quality of the [insert webpage, Name of Product]	SD	2	3	N	5	6	SA
4. The information available from the [insert webpage, product] will be helpful in my work.	SD	2	3	N	5	6	SA
5. The content on the <insert webpage, product> felt relevant to the values and context of my agency.	SD	2	3	N	5	6	SA
6. The content on the <insert webpage, product> felt relevant to the values and context of the communities my agency serves.	SD	2	3	N	5	6	SA

7. The information presented seems credible and accurate. *(delete this question for products)*	SD	2	3	N	5	6	SA
8. The information on the <insert webpage, product> was clear and understandable.	SD	2	3	N	5	6	SA

9. I will share what I learned [on the webpage, from [Name of Product] with others.

SD	2	3	N	5	6	SA

(*Skip Pattern*):
If select 1-3 ask: If not, why not:_____

If select 5-7 ask:

    If so, how and with what groups of colleagues will share what you learned:_____

    Please provide the number of people you are planning *<insert share with/have shared with>*: ___

10. Which of the following best describes your professional background or role? (Check all that apply)

- o   Prevention/Family Support
- o   Child Protective Services
- o   Juvenile Justice
- o   Adoption
- o   Youth Services
- o   Foster Care/Foster Parenting
- o   Health/Mental Health
- o   Legal/Courts (e.g., GAL, CASA, attorney)
- o   Youth
- o   Researcher/Evaluator/Consultant
- o   Other (Please describe)

11. In which State/Territory do you work?_____

12. How often do you visit the <insert webpage name> webpage? (Check one) *(delete this question for products)*
- o   I am a first time visitor
- o   Rarely (e.g., every few months or less often)
- o   About once a month
- o   Every week
- o   Every few days
- o   Once a day or more

13. Please select the various ways you [*insert have already applied the information, plan to apply the information]* from the [webpage/Product] in your work. (Check all that apply)

- o   Support program improvement
- o   Support policy development
- o   Provide information to clients/families
- o   Share with peers
- o   Support public awareness/advocacy
- o   Grant writing/Fundraising
- o   Train staff/colleagues
- o   Conduct research & evaluation
- o   My own professional development (e.g., increased knowledge)
- o   I have not yet applied this to my work
- o   Other (Please describe):_____

    Please provide a specific example: _____

Optional Questions - choose up to 4 (webpage) or 6 (product)

Rating Questions (7pt likert scale)
- The information available (on the webpage, in the product) was timely and current.
- The [webpage, Name of Product] has increased my knowledge about [Topic 1]. (Insert/delete up to four topics as necessary)
- The information provided [on the webpage, in the [Name of Product].] helped me to understand the Collaborative Capacity Building Approach.
- The information provided [on the webpage, in the [Name of Product]] helped me to understand the five capacity domains.
- The <insert name> webpage helped me to access services from the Center for States.

Open-ended questions:
- In what ways could the <name of web page, name of product) be improved?
- What aspects of the [webpage, Name of Product] were most useful for your work?
- What information were you seeking when you [came to the webpage, found the product]?
- Do you have any additional comments?
- Was there anything missing from the [webpage, Name of Product]? (yes/no) If so, what was it?

Response choice questions:

How did you learn about the [name of webpage, Name of Product]? (Check all that apply)
- o Capacity Building Collaborative webpage
- o Center's Liaison
- o Listserv
- o Colleague
- o Hard-copy publication
- o Search engine (e.g., Google, Yahoo)
- o Social media (e.g., Facebook, Twitter)
- o Conference/presentation
- o Link from another webpage
- o Other (please specify):_____

How many people have you referred to the [name of webpage, Name of Product]?
- o I have not shared this yet
- o 1-5
- o 6-10
- o 10-20
- o 20 or more

How often do I anticipate (or am I) applying what was learned?
- o Daily
- o Weekly
- o Monthly
- o Quarterly
- o Annually
- o Never

Which of the following best describes your workplace? (Check one)
- o State public agency
- o Local or county public agency/organization
- o Federal agency
- o Non-profit (e.g. community-based organization, faith-based organization)
- o Legislature
- o Tribal agency/organization

- o Training and technical assistance provider
- o Capacity Building Center for States
- o Capacity Building Center for Tribes
- o Capacity Building Center for Courts
- o Other (Please describe)

Which of the following best describes your position? (Check one)
- o Administrative Leadership
- o Training Department
- o Supervisors
- o Case Workers/Direct Practice Workers
- o Data Managers & IT staff
- o Court/Attorney Data Managers & IT Staff
- o Foster Care Managers
- o Adoption Managers
- o Other (Please describe)

How many years of service do you have in your current profession? (Check one)
- o Less than 1 year
- o 1–5 years of service
- o 6–10 years of service
- o 11–15 years of service
- o 16+ years of service

I am involved in the following aspect of the Center for States capacity building services:
- o Select all that apply:
- o State team working with liaison
- o Participating in constituency group
- o Registered for one of the Center's learning
- o Experiences (such as the CQI Training Academy, etc.)

On a scale of 1 (poor) to 5 (excellent), please rate the following statements regarding Capacity Building Center for State's webpage:
- o Ease of finding information on the webpage
- o Webpage organization
- o Appeal of the webpage design
- o Content that matches my needs
- o Quality of search tool

Do you plan to use the information from [Name of Product] to train others? (yes/no)
If Yes:
   In what setting? (on the job, train the trainer, other)