

Universal & Constituency Services Evaluation

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This survey is opportunity for you to provide feedback to the Center for Courts (CBCC) on the Universal and Constituency Services that CBCC provides. The data gathered for this survey will be used to modify, add, or discontinue specific Universal and Constituency Services that CBCC provides. The survey takes on average 25 minutes to complete. Participation is completely voluntary. Data will be kept private. All responses are anonymous and reported in the aggregate, at the national or regional level. If you have any comments on this collection of information, please contact Alicia Summers, Director of Research and Evaluation for CBCC, at aliciadsummers@gmail.com

Webpages

❖ CBCC Website

- **Have you ever visited the CBCC webpage?**

YES NO

*Skip Pattern

If no, question below and next topic area (yes/no topic question)

- **Are you aware of the CBCC webpage?**

YES NO

If yes, questions below:

Please answer the following questions about the CBCC Webpage.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
The information on the CBCC webpage was easy to find.							
I will use the CBCC webpage in the future.							

❖ CIPShare

- **Have you ever visited the CIPShare site?**

YES NO

*Skip Pattern

If no, question below and next topic area (yes/no topic question)

- **Are you aware of the CIPShare site?**

YES NO

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If yes, questions below:

Please answer the following questions about the CIPShare site.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
The information on the CIPShare site was easy to find.							
I will use the CIPShare site in the future.							



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Products

❖ Quick Sheets

- **Have you ever reviewed or used a CBCC Quick Sheet?**
 YES NO

*Skip Pattern

If no (question below and next topic area):

- **Are you aware of how to access the CBCC Quick Sheets?**
 YES NO

If yes (questions below):

- **Which ones have you reviewed or used? (Select all that apply)**
 - Court Observation
 - DCST
 - Hearing Quality
 - Lessons Learned: Surveys
 - Quality Parent Representation
 - Surveys: What NOT to do
 - Data Collection Methodologies
 - Educational Outcomes
 - ICWA
 - Protecting Participants in Data Collection
 - Survey Basics
- **Which of the published Quick Sheets was most useful to you? (Select all that apply).**
 - Court Observation
 - DCST
 - Hearing Quality
 - Lessons Learned: Surveys
 - Quality Parent Representation
 - Surveys: What NOT to do
 - Data Collection Methodologies
 - Educational Outcomes
 - ICWA
 - Protecting Participants in Data Collection
 - Survey Basics

Please answer the following questions about the Quick Sheets.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
Knowledge/Understanding Gained							
The information presented in the Quick Sheets increased my knowledge about the topics.							
The information presented in the Quick Sheets helped me to move work forward.							
Satisfaction							
Overall, the Quick Sheets met my needs.							
I will use the Quick Sheets in the future.							

Events

❖ **CIP ALL CALL**

- **Have you been a part of or involved in the CIP All Call?**
 YES NO

*Skip Pattern

If no (question below and skip to next topic area):

- **Are you aware of the CIP All Call?**
 YES NO

If yes (questions below):

Please answer the following questions about the CIP All Call.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
Perceptions of Knowledge Skills							
The knowledge and skills gained from the CIP All Call has helped move work forward in my court.							
General Satisfaction							
Overall, the CIP All Call met my needs.							
I will participate in the CIP All Call in the future.							

- **What aspects of the CIP All Call were the least relevant or useful for your work?**

Learning Experiences

❖ **CQI Consults**

- **Have you been a part or involved in a CBCC Continuous Quality Improvement (CQI) Consult?**
 YES NO

*Skip Pattern

If no (question below and next topic question):

- **Are you aware of the CBCC CQI Consults?**
 YES NO

If yes (questions below):

- **What project area was your CQI Consult around?**
 - Data Projects
 - Preventing Sex Trafficking and Safe Families Act (PSTSFA)
 - Timeliness
 - Hearing Quality
 - Engagement
 - Quality Legal Representation
 - Child Well-Being
 - Indian Child Welfare Act (ICWA)

Please answer the following questions	Strongly	Disagree	Somewhat	Neither	Somewhat	Agree	Strongly
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about the CQI Consult.	Disagree		Disagree	Agree nor Disagree	Agree		Agree
Perceptions of Knowledge Skills/Adaptability							
The knowledge and skills gained from the CQI Consult has helped move work forward in my court.							
I understand the CQI process better because of the CQI Consult.							
General Satisfaction							
Overall, the CQI Consult met my needs.							
I will use the CQI Consult service again in the future.							

- What aspects of the CQI Consult were the least relevant or useful for your work?

Constituency Groups (CG)

❖ Constituency Groups

- Have you been a part or involved in a CBCC Constituency Groups? (I.e. ICWA or P.L .113-183)

YES NO

*Skip Pattern

If no (question below and next topic area):

- Are you aware of the CBCC Constituency Groups?

YES NO

If yes (questions below):

- Which ones have you been a part or involved in? (Select all that apply)

ICWA P.L. 113-183

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Please answer the following questions about the Constituency Groups.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
Perceptions of Knowledge Skills							
The information presented in the Constituency Groups has increased my knowledge about the topics.							
The knowledge and skills gained from the constituency groups have helped move work forward in my court.							
General Satisfaction							
Overall, the constituency groups met my needs.							
I will participate in the Constituency Groups in the future.							

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- **What aspects of the constituency groups were the least relevant and useful for your work?**

Other

❖ *Work Plans*

- **Have you worked with your liaison to develop a work plan for your state CIP?**

YES NO

*Skip Pattern

If no (end of survey)

If yes (questions below):

Please answer the following questions about the Work Plans.	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree
Perceptions of Knowledge Skills/Adaptability							
The knowledge and skills gained from the work planning process have helped move work forward in my courts.							
I understand the CQI process better because of the work plan.							
General Satisfaction							
Overall, I was satisfied with the work plan.							
Overall, I was satisfied with the process to develop the work plan.							
Overall, the work plan met my needs.							