

# **SAMHSA Review of Verint Survey Questions**

Navigation (1=Poor, 10=Excellent, Don't Know)

- Please rate how well the menu helps you find what you are looking for

Site Performance (1=Poor, 10=Excellent, Don't Know)

- Please rate how quickly pages load
- Please rate the consistency of page load times
- Please rate the ability to load pages without getting an error message

Site Information (1=Poor, 10=Excellent, Don't Know)

- Please rate the quality of the information on this site
- Please rate how complex the information is on this site
- Please rate how well the information answers your questions

Look and Feel (1=Poor, 10=Excellent, Don't Know))

- Please rate the visual appeal of this site
- Please rate the balance of graphics and text on this site

Information Browsing (1=Poor, 10=Excellent, Don't Know)

- Please rate the ability to sort information by criteria that is important to you
- Please rate the ability to narrow choices to find the information you are looking for

Satisfaction (1=Poor, 10=Excellent, Don't Know)

- What is your overall satisfaction with this site?
- How well does this site meet your expectations?
- How likely are you to return to this site?
- How likely are you to recommend this site to someone else?
- How likely are you to use this site as your primary resource for obtaining information about mental health and substance abuse issues?

## Other Questions

1. What best describes your role?
  - a. Academic/researcher
  - b. Educator
  - c. General public
  - d. Grantee
  - e. Health care professional
  - f. Government employee/contractor
  - g. Media/journalist
  - h. Parent/caretaker
  - i. Program/service provider
  - j. Social worker/counselor
  - k. Student
  
2. What is the main reason for your visit today?
  - a. Find a treatment program/facility or helpline numbers
  - b. Find grant information
  - c. Find SAMHSA's contact information (phone number or email)
  - d. Get help for mental health and/or substance use disorders
  - e. Get information on SAMHSA's programs, campaigns, technical assistance centers or resource centers
  - f. Get latest news, events or press releases
  - g. Get online training or other learning resources (such as webinars)
  - h. Get survey/statistical data or data reports
  - i. Learn about SAMHSA, including SAMHSA's policies and priorities
  - j. Order publications
  - k. Research information by issues/topics, including how to prevent, treat and recover from substance use disorders and mental illness
  - l. Other, please specify
  
3. Did you accomplish what you wanted to on this site?
  - a. Yes
  - b. No (please say more about why you were unable to accomplish your task on the site today)
  
4. How frequently do you visit this site?
  - a. First time
  - b. Daily
  - c. Weekly
  - d. Monthly
  - e. Once every few months or less often
  
5. What method did you primarily use today to find your information?
  - a. Site search feature

- b. Advanced search
  - c. Top navigation bar
  - d. Quick links in the pages
  - e. Site map
  - f. Just browsed the pages
  - g. Other, please specify
6. Please tell us about your experience with the site's search feature today.
- a. The search feature met my needs today
  - b. It was not clear to me how to use the search feature
  - c. I had issues with the search results I received (what were your issues with the search results)
    - i. Results were not relevant/not what I wanted
    - ii. I could not see much difference between the listings/items
    - iii. There was too little information in the results for me to decide which to choose
    - iv. The visual display of the results (such as image use, font color, and font size) was not helpful
    - v. There were too many results
    - vi. There were not enough results
    - vii. There were NO results
    - viii. I had a different issue with the search results
  - d. I had issues with sorting, filtering, advanced search, or lack of these options
    - i. Please briefly describe the issue you faced with sorting, filtering, or advanced search options
  - e. I had a different issue with the search feature
    - i. Please briefly describe the issue you faced with the search feature
7. Is there anything else that is not covered above, which you feel is important for us to know?
8. What is your primary interest in substance abuse and mental health topics?
- a. Personal
    - i. For whom are you looking for information and resources?
      1. Yourself
      2. Family member
      3. Friend
  - b. Professional
    - i. What best describes your organization type?
      1. behavioral health treatment facility
      2. criminal justice/courts
      3. health insurer
      4. human resources/employee assistance programs
      5. individual or group private practice
      6. managed care/insurance company office
      7. military/veterans' group

8. nonprofit/community-based organization/coalition
  9. non-residential/out-patient facility
  10. public place/interacting in community
  11. residential/in-patient facility
  12. school/university
  13. other (please specify your organization)
- ii. For whom are you primarily looking for information and resources?
    1. Professional education for self/colleagues
    2. Use with patients/clients
    3. Use within classroom/youth setting
    4. Public awareness campaign/event
    5. Other
- iii. Which of the following best describes the age of your patients, clients, or students?
    1. 12 and under
    2. 13-17
    3. 18-24
    4. 25-34
    5. 35-44
    6. 45-54
    7. 55-64
    8. 65 and older
- iv. Were you primarily looking for information on any of the following topics?
    1. Treatment and recovery (please specify the topic of interest for treatment and recovery)
      - a. Patient/client educational materials
      - b. Evidence-based practices
      - c. Information for working with a specific population
      - d. Information about specific substances of misuse
      - e. Information about specific mental illness
    2. Substance abuse prevention (please specify the topic of interest for substance abuse prevention)
      - a. Alcohol
      - b. Marijuana
      - c. Prescription drugs
      - d. Tobacco
      - e. Other substances (e.g., cocaine, heroin)
      - f. Parenting/family resources
    3. Preventing mental illness/promoting mental wellness (please specify the topic of interest for preventing mental illness and promoting mental wellness)
      - a. Anger management
      - b. Bullying prevention
      - c. Eating disorders

- d. Mood disorders
  - e. PTSD
  - f. Schizophrenia
  - g. Stress management
  - h. Suicide prevention
  - i. Parenting/family resources
4. Trauma (please specify the topic of interest for trauma)
- a. Grief
  - b. Physical or sexual abuse
  - c. Natural disaster
  - d. Mass violence
  - e. Post-military deployment
5. Other, please specify (please specify other information looking for)

9. Did you find what you were looking for?

- a. Yes
- b. No
- c. Partially
- d. Still looking

10. How satisfied were you with the available content?

- a. Very satisfied
- b. Somewhat satisfied
- c. No opinion
- d. Somewhat dissatisfied (please tell us how our products and resources could be improved)
- e. Very dissatisfied

11. Please tell us how our products and resources could be improved.

12. What is your gender?

- a. Female
- b. Male
- c. Prefer not to respond

13. Please select the category that includes your age?

- a. 17 and under
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65 and older
- h. Prefer not to respond

14. Which of the following best describes the highest level of education you have completed?

- a. Current middle or high school student
- b. Did not complete high school
- c. High school graduate
- d. Some college/vocational school
- e. College graduate
- f. Some postgraduate school
- g. Graduate/professional degree
- h. MD/PhD
- i. Prefer not to respond

15. How do you describe your ethnicity?

- a. Hispanic
- b. Non-Hispanic
- c. Prefer not to respond

16. How do you describe your race?

- a. American Indian or Alaska Native
- b. Asian or Pacific Islander
- c. African American or Black
- d. White
- e. Other
- f. Prefer not to respond

17. If you have a visual impairment, was the content accessible?

- a. Yes
- b. No
  - o If No, please share your difficulties regarding your experience

18. Please rate if you were able to access the content in the language of your choice

- a. Yes
- b. No
  - o If No, please explain

