

Evaluation of tool/resources used by state and local Health Departments

Form Approved

OMB Control No.: 0920-1050

Expiration Date: 07/31/2025

Introduction

Thank you for taking this survey so that CDC may evaluate the quality of your experience with the tool/resource you accessed.

Your feedback will help us improve the tool/resource and the service we provide to you. The survey should take you less than 10 minutes to complete five questions. All responses will be analyzed and reported in aggregate for internal use only and will be handled in a confidential and secure manner.

Note - Phase One Questions: These questions will be sent to respondents after they initially locate and access the tool/resource.

1. What tool/resource did you access (name, if not, e.g., Budget Period guidance documents, grants management documents, exercise resources, PORTS resources, Operational Readiness Review resources, On-TRAC resources, etc.)? (required)
2. Where did you access the tool/resource? (mark all that apply)
 - a. PORTS (via SAMS access)
 - b. On-TRAC
 - c. PERFORMS
 - d. DSLR Friday Update
 - e. DSLR website
 - f. CDC website (other than those listed)
 - g. Other (please specify)
3. How did you find out about the tool/resource? (mark all that apply)
 - 1 = DSLR Friday Update newsletter
 - 2 = Browsing On-TRAC
 - 3 = Browsing the internet/linked from another website
 - 4 = Referred by CDC staff
 - 5 = Referred by colleague/other professional
 - 6 = Other (please specify)

CDC estimates the average public reporting burden for this collection of information as 10 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

4. Please rate your satisfaction with the time it took to find the tool/resources you sought.

(1 = Highly dissatisfied, 2 = Dissatisfied, 3 = Neither satisfied nor dissatisfied, 4 = Satisfied, 5 = Highly satisfied)

Note to reviewers – Will build in skip pattern. If response to #4 is ≤ 3 , then go to question 5. If response to #4 is >3 , then go to question 6.

5. Why were you not satisfied with the time it took to find the tool/resource? (mark all that apply – will be check boxes, current numbering does not convey ranking)
 - 1 = Took too long to find the tool/resource because it was difficult to navigate site
 - 2 = I did not know where to look for the tool/resource
 - 3 = The keyword “search” feature did not yield the answers I was seeking
 - 4 = Other (please describe)
6. May we contact you for follow up in one to two weeks after you have had the chance to use the tool/resource? (Yes/No). If yes, provide email address. If no, is there a better time for follow up? (Yes/No) If Yes, when? (provide) and email address (provide)

Note – Phase Two Questions: These questions will be sent to respondents who agreed to be contacted when they took initial survey and after they have had time to use the resource (1-2 weeks after initially accessing the resource or another time if provided by user).

Thank you for taking this survey so CDC may evaluate the quality of your experience with the public health emergency preparedness and response-related tool/resource you accessed at a CDC site. Your feedback will help us improve the tool/resource and the service we provide to you. All responses will be analyzed and reported in aggregate for internal use only and will be handled in a confidential and secure manner.

1. What tool/resource did you access (name, if not, e.g., Budget Period guidance documents, grants management documents, exercise resources, PORTS resources, Operational Readiness Review resources, On-TRAC resources, etc.)?)? (required)

Please rate your satisfaction with each of the following using the following scale.

2. Overall satisfaction with the tool/resource you accessed. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)
3. The flexibility to adapt the tool to your work/practice. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)
4. Why were you not satisfied with the usefulness of the tool/resource found? (open ended)
5. What were the useful aspects of the tool/resource? (open ended)
6. Please rate how easy it was to use the tool. (1=Very Difficult, 2=Somewhat Difficult, 3=Neither Difficult nor Easy, 4=Somewhat Easy, 5=Very Easy)

Note – Build in skip pattern. If response to #6 is ≤ 3 , then go to question 7. If response to #6 is > 3 , then go to question 8.

7. Why was the tool/resource difficult to use? (open ended)

8. What about the tool/resource made it easy to use? (open ended)

9. How likely are you to recommend the tool/resource to others? (1=Highly Unlikely, 2=Unlikely, 3=Neither likely nor unlikely, 4=Likely, 5=Highly Likely)

10. Did you need any help from DSLR to understand/use the tool/resource? (Yes/No)

Note – Build in skip pattern. If response to #10 is Yes, then go to question 11. If response to #10 is No, then go to question 14.

11. What kind of help did you require from DSLR to understand the tool/resource? (open ended)

12. Were you able to receive the help you required? (Yes/No)

Note – Build in skip pattern. If response to #12 is No, then go to question 13. If response to #12 is Yes, then go to question 14.

13. Why were you unable to receive the help you required?

14. Are there any further comments you'd like to provide so that CDC may improve the accessibility, quality, adaptability, and/or awareness of the tool/resource? (open ended)