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Part C Website Review Questions

State Website Reviews -Thank you for agreeing to help us with this important review. Enter all information about a single State in one one form Please provide as much detail as you can You will need to complete the information on one website and click the "Submit" button before you can start entering information on another state If you have any questions, please call:

Your Name

- ❍ John Smith
- ❍ Ann Miller
- ❍ Chris Jones
- ❍ Other

Which State's Part C website are you reviewing? _____

Web Search

What web browser(s) did you use for your review? Check all that apply

- ❑ Firefox
- ❑ Chrome
- ❑ Internet Explorer
- ❑ Safari
- ❑ Other (please specify) _____

What search engine did you use to search for the site?

- ❍ Google
- ❍ Bing
- ❍ Yahoo
- ❍ Other (please specify) _____

Reminder – be sure to log out of Google before doing the following searches Using your preferred search engine, search for these phrases and record whether any of the following are returned on the first page of results: (Check all that apply for each phrase)

{State} I'm concerned about my child's hearing

- ❑ The Part C website?
- ❑ The State EHDI site
- ❑ Any State Website?
- ❑ Any Parent Support Agencies or Family Support Groups in that state (Parent Centers, Disability Law Centers, Family to Family Health Networks, Hands and Voices, Peer Family Groups, AG Bell etc…)
- ❑ Anything about Early Intervention
- ❑ None of the above

{State} can my baby hear me?

- ❑ The Part C website?
- ❑ The State EHDI site
- ❑ Any State Website?
- ❑ Any Parent Support Agencies or Family Support Groups in that state (Parent Centers, Disability Law Centers, Family to Family Health Networks, Hands and Voices, Peer Family Groups, AG Bell etc…)
- ❑ Anything about Early Intervention
- ❑ None of the above

{State} Help for my deaf baby

- ❑ The Part C website?
- ❑ The State EHDI site
- ❑ Any State Website?
- ❑ Any Parent Support Agencies or Family Support Groups in that state (Parent Centers, Disability Law Centers, Family to Family Health Networks, Hands and Voices, Peer Family Groups, AG Bell etc…)
- ❑ Anything about Early Intervention
- ❑ None of the above

Enter any additional notes about your web searches here

Overview of Part C

Is there an overview of the State Part C Program?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Is there an overview of the State Part C Program? Yes is Selected

If yes, what information does the website provide on the overview

What is the name of the Program?

Does the site say that it is part of the Individuals with Disabilities Education Act (IDEA)?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Enter any additional notes about the Website's Overview of Part C here

Contact Information

Is there information on contacting Part C staff?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Is there information on contacting Part C staff? Yes is Selected

If yes, what information is available? (Check all that apply)

	State	Local/Regional
Contact Name	❑	❑
Email Address	❑	❑
Telephone Number	❑	❑
Toll Free Number	❑	❑
TTY Information	❑	❑
FAX Number	❑	❑
Web Form	❑	❑
Physical Address	❑	❑
Any additional contact information	❑	❑

Is there contact information for those who speak languages other than English?

- ❍ Yes
- ❍ No

Display This Question:
If Is there information on contact information for languages other than English? Yes Is Selected

If yes, what languages are available?

Enter any additional notes about the Website's contact information here

Help Determining if a Child May Have a Delay

Does the website provide information (milestones, checklists, things to look for) to help you determine if your child might have a delay?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the website provide information (milestones, checklists, things to look for) to help you determine if your child might have a delay? Yes is Selected

If yes, is there any information specific to hearing?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If If yes, is there any information specific to hearing? Yes is Selected

If yes, what information does the website provide on determining if your child may have hearing loss?

Display This Question:
If If yes, is there any information specific to hearing? Yes is Selected

What is the URL where information about determining a D/HH delay is listed?

Enter any additional notes about the Website's information on help determining if there is a delay?

Eligibility

Does the site specifically mention whether children with hearing loss may be eligible?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the site specifically mention whether children with hearing loss may be eligible? Yes is Selected

If yes, what eligibility information do they provide about children who are D/HH?

Display This Question:
If Does the site specifically mention whether children with hearing loss may be eligible? Yes is Selected

What is the URL for eligibility information?

Does the website provide information on referring a child?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the website provide information on referring a child? Yes is Selected

If yes, what does the website say regarding referring a child?

Display This Question:
If Does the website provide information on referring a child? Yes is Selected

What is the URL where the referral information is listed?

Who does the site say can refer a child? (Check all that apply)

- ❑ Parent
- ❑ Audiologist
- ❑ Primary Care Doctor
- ❑ Anyone who knows the child
- ❑ Others (Please specify) _____
- ❑ I couldn't find this information

Does the website describe the process for determining eligibility?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the website describe the process for determining eligibility? Yes is Selected

If yes, how does the website describe the process for determining if the child can receive services?

Display This Question:
If Does the website describe the process for determining eligibility? Yes is Selected

What is the URL where the determination process information is listed?

Does the site provide a clear path to getting started (e.g. who to contact and/or links to appropriate forms)?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the site provide a clear path to getting started (e.g. who to contact and/or links to approp... Yes is Selected

If yes, what information about the path is given?

Display This Question:
If Does the site provide a clear path to getting started (e.g. who to contact and/or links to approp... Yes is Selected

What is the URL where the getting started information is listed?

Does the site provide information on any of the following? (Check all that apply)

- ❑ Early Head Start (an additional income based program)
- ❑ Parent Training and Information Centers
- ❑ Family Support Organizations (Ag Bell, Hands and Voices, ASDC etc…)
- ❑ EHDI
- ❑ School for the Deaf EI Services
- ❑ WIC (Women, Infants and Children program)
- ❑ Home Visiting
- ❑ Others (please specify) _____

Enter any additional notes about the Website's information on Eligibility here

Financial Information

Does the site let parents know that some or all services are free (like care coordination)?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Does the site discuss services that may bill public or private Insurance or services that involve fees?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the site discuss services that may bill public or private Insurance or services that involve... Yes is Selected

If yes, what does the site say about services that bill insurance or involve fees?

Display This Question:
If Does the site discuss services that may bill public or private Insurance or services that involve... Yes is Selected

What is the URL where financial information is listed?

Enter any additional notes about the Website's information on Financial Information here

Services

Does the site list the services that may be provided?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the site list the services that may be provided? Yes is Selected

If yes, which services are mentioned?

Display This Question:
If Does the site list the services that may be provided? Yes is Selected

What is the URL where the services information are listed?

Does the website provide information on IFSPs?

- ❍ Yes - simple to find
- ❍ Yes - hard to find
- ❍ No / couldn't find

Display This Question:
If Does the website provide information on IFSPs? Yes is Selected

If yes, what information does the site provide on IFSPs?

Display This Question:
If Does the website provide information on IFSPs? Yes is Selected

What is the URL for information on IFSPs?

Enter any additional notes about the Website's information on Services here

Overall Quality

Was there any information on the website that you found inaccurate or outdated?

- ❍ Yes
- ❍ No

Display This Question:
If Was there any information on the website that you found inaccurate or outdated? Yes Is Selected

What was inaccurate or outdated? Please include the URL where you found the information

Did the links you used take you to the appropriate place?

- ❍ Yes
- ❍ No

Display This Question:
If Did the links you used take you to the appropriate place? No Is Selected

If no, which ones were wrong/dead?

Is the site culturally aware (does the text and visual content reflect diversity and an awareness of multicultural values)?

- ❍ Yes
- ❍ No

Is there information available in other languages?

- ❍ Yes
- ❍ No/Couldn't Find

Display This Question:
If Is there information available in other languages? Yes Is Selected

What other languages are available?

In your opinion, is the look and feel of the site welcoming and friendly?

- ❍ Extremely welcoming and friendly
- ❍ Welcoming and friendly
- ❍ Neither welcoming and friendly nor unwelcoming and unfriendly
- ❍ Unwelcoming and unfriendly
- ❍ Extremely unwelcoming and unfriendly

In your opinion, is navigating the site intuitive - did you understand where to look for specific information or was it confusing?

- ❍ Extremely intuitive
- ❍ Intuitive
- ❍ Neither intuitive nor confusing
- ❍ Confusing
- ❍ Extremely confusing

In your opinion, how easy is the site for parents to use?

- ❍ Extremely easy
- ❍ Easy
- ❍ Neither easy nor difficult
- ❍ Difficult
- ❍ Extremely difficult

Why did your rate the website's look and feel as you did?

Why did you rate the website's navigation as you did?

Why did you rate the website as ease of use as you did?

What recommendations not already covered (if any) do you have for improving the site?

If you have any other thoughts or comments please share them here