



North Carolina Department of Health and Human Resources Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

May 9, 2005

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

Attention: Child Welfare Program Managers and Supervisors

Subject: E-Learning and Technology Survey

In our effort to be responsive to County training needs the Division is committed to moving forward with the development of a web based learning system as part of our training delivery. The Family Support and Child Welfare Services Section, North Carolina Division of Social Services, in partnership with the Family and Children's Resource Program (Jordan Institute for Families, School of Social Work at UNC-Chapel Hill), is conducting a Readiness Survey to learn about the state of technology in all 100 County Departments of Social Services. This survey will provide critical information to the Division's Statewide Training Partnership about the counties capacity for participating in Child Welfare and Work First e-learning activities.

Your participation in this study involves the completion of an online survey. In approximately one week you should receive an email reiterating the content of this letter and providing detailed information about informed consent; approximately 2-3 business days later you should receive an email with a link to the web survey.

The survey is composed of questions pertaining to your agency's computer equipment and internet access, your own and your agency's interest and experience with e-learning, and some demographic questions used to describe the participants of this study. The survey will also ask you to provide contact information (name, email, phone number) for your Agency's Information Technology Manager, Lead Program Manager/Supervisor for Child Welfare and Work First, and Staff Development Trainer as applicable. In anticipation of their participation please share this letter with them. The survey team from the Jordan Institute will contact them at a later date.

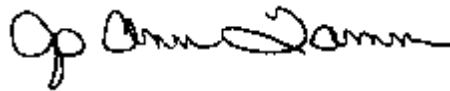
Completion of the questionnaire should take no longer than 40 minutes. Your participation is completely voluntary; if you choose to take the survey you may skip any question. The information you provide will be kept in strict confidence, and individual counties will not be identified. The only persons with access to the raw survey data are the researchers at the Jordan Institute for Families.

There are no personal risks should you choose to participate in this study; there is no financial cost or benefit associated with your participation. DSS staff members will benefit from this study as the information we obtain can be used to inform important changes to the existing training system.

The results of this survey will be reported to the Division and the workgroup that is collaborating with the Division to look at our training system. Survey data may also be communicated to the professional associations, or submitted for publication in a professional journal.

We hope that you will share your opinions and experiences so that your voice will help shape the future of the NC Division of Social Services' statewide training partnership and e-learning. If you have any questions, please feel to contact Teresa Turner, Staff Development Team, at 919-733-7672 or Teresa.Turner@ncmail.net or John Painter, Jordan Institute for Families, at 919-962-6517 or painter@email.unc.edu.

Sincerely,

A handwritten signature in black ink, appearing to read "Jo Ann Lamm". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Jo Ann Lamm, Section Chief
Family Support and Child Welfare Services Section

TT/jp

Cc: Pheon Beal
Teresa Turner
John Painter
Children's Services Program Representatives
Work First Program Representatives
FSCWS Team Leaders

FSCWS-18-05