

Evaluation Questions – Text4Mood Project

Thank you for using the AHS supportive text message service. We would like to get your feedback to improve this service for you and other users. The survey will take about 5-10 minutes to complete. Participation in this survey will be anonymous and will not affect your care in any way.

How did you hear about Text4Mood?

- Through a friend
- From a pamphlet
- From a poster
- On the news
- On a website
- From my doctor or nurse
- From my clinic
- Facebook
- Twitter
- Other?

Please tell us where you most often seek medical care

- North Zone
 - Fort Mc Murry and surrounding communities
 - Grande Prairie and surrounding communities
 - St John and surrounding communities
 - Peace River and surrounding communities
 - High Level and surrounding communities
- Edmonton Zone
- Central Zone
 - Red Deer and surrounding communities
 - Rocky Mountain House and surrounding communities
 - Sherwood Park and surrounding communities
 - Lloydminster and surrounding communities
- Calgary Zone (including Banff area)
- South Zone
 - Lethbridge and surrounding communities
 - Medicine Hat and surrounding communities
- Province in Canada other than Alberta
- Outside Canada

What is your age?

≤15 years

16-25 years

26-45 years

46-65 years

≥ 75 years

What is your gender?

Male

Female

Other gender

Ethnicity

Aboriginal/First Nations/Métis

Asian

Black

Caucasian

Hispanic

Other

Prefer not to disclose

What is the highest level of education you completed?

Elementary School

Junior High School

High School

Apprenticeship or trade certificate/diploma

College diploma

University degree or diploma (Bachelors)

Post Graduate degree (MSc, PhD)

Employment status

Employed fulltime

Employed part-time

Self-Employed

Home maker

Unemployed on a government social benefits

Unemployed with no income

Student

Retired

There are many reasons why people sign up for text based messages.

Why did you sign up for Text4Mood? Please check all that apply

- To elevate my mood
- To help me worry less
- To help me feel better
- Novelty/fun
- Other (please specify)_____

Have you ever been diagnosed with a mental health condition?

Yes

No

Unsure

Have you ever been diagnosed with a chronic medical condition?

Yes

Please specify _____

No

Unsure

When you receive the daily text messages, how do they make you feel?

Supported

Indifferent

Annoyed

Other (please specify) _____

On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please tell us whether Text4Mood helped you with the following.

Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

Don't know

Does not apply

The daily messages from Text4mood help me:

1. To cope with stress
2. To cope with loneliness
3. To manage suicidal thoughts
4. To monitor my mood
5. To remember my goals
6. Feel connected to a support system
7. Feel hopeful I can manage issues in my life
8. Know where to get help for depression or anxiety
9. Feel that I could be the one in charge of managing depression or anxiety
10. Feel like I know how to stay on track when life or every day stressors come up
11. Feel like I am making a change
12. Feel like I can bounce back if I make a mistake
13. Make better choices
14. Improve my overall mental wellbeing
15. Enhance my quality of life

Did you need help signing up for Text4Mood?

Yes

No

When you received the text messages how often did you read them?

Always

Often

Sometimes

Rarely

Never

How satisfied were you with the frequency of the text messages?

Very Satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Ideally, how often would you prefer to receive supportive text messages?

Once daily

Twice daily

Once every other day

Once weekly

When you received texts, what happened next?

I read the text only

I read the text and took time to reflect on the message

I read the text and took a positive or beneficial action

I read the text and took no action

I read the text and took a negative or harmful action

I returned to read the text for support more than once

I did not read the text

Other (please specify)

Since signing up and receiving text messages, have you accessed emergency or crisis services for mental health related problems?

Yes

No

Since signing up and receiving text messages, how often have you accessed emergency or crisis services for mental health problems?

More frequently
No Change
Less frequently
I have never used the emergency or crisis line for mental health problems

Did you understand the Text4Mood messages you received:

Always__ Mostly __ Sometimes__ Rarely__ Never

Did you find the Text4Mood messages were:

Positive? Always__ Mostly __ Sometimes__ Rarely__ Never__
Affirmative? Always__ Mostly __ Sometimes__ Rarely__ Never__
Succinct? Always__ Mostly __ Sometimes__ Rarely__ Never__
Relevant? Always__ Mostly __ Sometimes__ Rarely__ Never__

If you could change something about Text4Mood so it suits you better, what would you change?

(TEXT BOX)

Please share some comments, suggestions or feedback about Text4Mood here:

(TEXT BOX)

Would you welcome some of the following technology-based services as part of your health care?

- **Web based counselling**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()
- **Telephone counselling**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()
- **Consultation via video conferencing**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()
- **Text messaging for managing medical appointments**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()
- **Emails for managing medical appointments**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()
- **Text support with for follow up care**
Most Certainly () Probably () Not Sure () Probably Not () Certainly Not ()

Thank you for taking the time to share your feedback.

If at any time you need support, please call the mental health crisis line on 1-877-303-2642.