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 sounding 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.