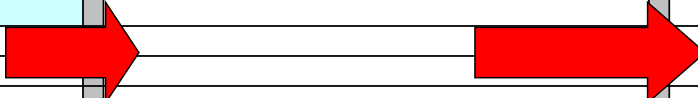


PROPOSED FORESEE RESULTS MODEL QUESTIONS FOR VA/VHA
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<i>All questions under each element are required. Element questions are partitioned among surveys.</i>	<i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i>	<i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i>
REQUIRED ELEMENTS (common to all websites)		
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Poor, 10=Excellent)	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
Please rate the accuracy of information on this site.	What is your overall satisfaction with this site?	How likely are you to return to this site ?
Please rate the quality of information on this site.	How well does this site meet your expectations ?	Recommend (1=Not Very Likely, 10=Very Likely)
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ?	How likely are you to recommend this site to someone else ?
Functionality (1=Poor, 10=Excellent, Don't Know)		
Please rate the usefulness of the services provided on this site.		
Please rate the convenience of the services on this site.		
Please rate the ability to accomplish what you wanted to on this site.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the ease of reading this site.		
Please rate the clarity of site organization .		
Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate the degree to which the number of steps to get where you want is acceptable.		
Please rate the ability to find information you want on this site.		



Please rate the clarity of site map/directory .		
Please rate the ease of navigation on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate the speed of loading the page on this site.		
Please rate the consistency of speed on this site.		
Please rate the reliability of site performance on this site.		
OPTIONAL ELEMENTS (Based on your site's functionality)		
Search (1=Poor, 10=Excellent, Don't Know)		
Please rate the usefulness of search results on this site.		
Please rate how this site provides comprehensive search results .		
Please rate the organization of search results on this site.		
Please rate how the search feature helps you to narrow the results to find the information you want.		
<i>*Please See Next Tab for Recommended Custom Questions</i>		