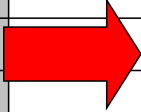
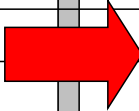


FORESEE RESULTS MODEL QUESTIONS SAMHSA NCADI and Mental Health

Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) <i>All questions under each element are required. Element questions are partitioned among surveys.</i> | CUSTOMER SATISFACTION <i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i> | FUTURE BEHAVIORS <i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i> |
|---|---|--|
| 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) | | Primary Resource (1=Not Very Likely, 10=Very Likely) |
| Please rate the usefulness of the services provided on this site. | | How likely are you to use this site as your primary resource for obtaining information from this organization? |
| Please rate the convenience of the services on this site. | | Likelihood to Download & View (1=Not Very Likely, 10=Very Likely) |
| Please rate the ability to accomplish what you wanted to on this site. | | How likely are you to download and/or view publications from this site? |
| Look and Feel (1=Poor, 10=Excellent, Don't Know) | | Likelihood to Order Publications (1=Not Very Likely, 10=Very Likely) |
| Please rate the visual appeal of the site. | | How likely are you to order publications from this site? |
| Please rate the amount of graphics and text on each page of the site. | | |
| Please rate the ease of reading the pages on this site. | | |
| Navigation (1=Poor, 10=Excellent, Don't Know) | | |
| Please rate how well the site is organized . | | |
| Please rate the options that are available for you to navigate on this site. |  |  |
| Please rate how well the site layout helps you find what you are looking for . | | |
| Please rate the number of clicks to get where you want on this site. | | |
| Search (1=Poor, 10=Excellent, Don't Know) | | |
| Please rate the relevance of search results on this site. | | |
| Please rate the organization of search results on this site. | | |
| Please rate how well the search results help you decide what to select . | | |
| Please rate how well the search feature helps you to narrow the results to find what you want . | | |
| Site Performance (1=Poor, 10=Excellent, Don't Know) | | |
| Please rate the speed that pages load on this site. | | |
| Please rate the consistency of speed from page-to-page on this site. | | |
| Please rate the ability to load pages without getting errors on this site. | | |
| Ordering Process (1=Poor, 10=Excellent, Don't Know) | | |
| Please rate the ease of ordering on this site. | | |
| Please rate the variety of shipping options on this site. | | |
| Please rate the variety of payment options on this site. | | |
| Please rate the clarity of order summary information provided to you during the checkout process. | | |
| Please rate the security of the ordering process on this site. | | |
| Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know) | | |
| Please rate the ease of completing task(s) on this site. | | |
| Please rate the degree of privacy in completing tasks on this site. | | |
| Please rate the verification of task completion on this site. | | |
| Please rate the availability of help with questions or problems on this site. | | |

**Please See Next Tab for Recommended Custom Questions*

CUSTOM QUESTIONS SAMHSA NCADI and Mental Health
Custom questions complement the model questions and allow for additional data analysis

| Question Text | Answer Choices (limited to 50 characters) | Type <i>drop-down menu check boxes radio buttons open- ended</i> | Required Y/N | Select one or all that apply |
|---|--|---|-----------------|------------------------------------|
| How frequently do you visit this site? | First time Daily More than once a day About once a week About once a month Every 6 months or less | Drop-down menu | Y | select one |
| Which of the following best describes your role when visiting this site? | Criminal Justice/Legal Professional Educator/School Employer Faith Community Government (Federal, State, Local) Library/Information/Resource Center Managed Care/Insurance Org. Media Non-Profit/Community-Based Org/Coalition Personal Interest/Family/Friend Policy/Advocacy Org. Researcher SAMHSA Staff Student Substance Abuse/Mental Health Professional Other Health Professional Other | Drop-down menu | Y | select one |
| If you answered "Other" to the question above, please describe your role below. | | Open-ended | N | |

CUSTOM QUESTIONS SAMHSA NCADI and Mental Health
Custom questions complement the model questions and allow for additional data analysis

| Question Text | Answer Choices (limited to 50 characters) | Type <i>drop-down menu check boxes radio buttons open- ended</i> | Required Y/N | Select one or all that apply |
|--|--|---|-----------------|------------------------------------|
| Which of the following is the reason for your current visit to the website? | Find information on a specific drug Research information by audience Research information by issues/topic Get help for mental health problems Find a mental health facility Information on children's health Find a prevention program Find a drug treatment program Latest national drug abuse surveys/statistics and data Order publications for myself or my family Order publications for my organization Get latest news/press releases Grants or funding opportunities Sign up for email updates Find phone/email contact information Other | Drop-down menu | Y | select one |
| Did you find what you were looking for? | Yes No Partially Still looking | Radio buttons | Y | select one |
| If you could not find what you were looking for, what was it? | | Open-ended | N | |
| How do you prefer to access SAMHSA's publications and other information? | Online and place order to receive hard copies by mail Online and view web page (ex. - HTML format) Online and print (ex. - download PDF version or printer-friendly format) Call and speak to an Information Specialist Send an email to request information or ask a question Other | Radio buttons | Y | Select One |
| If you selected "Other" to the question above, please describe how you would like to access SAMHSA's publications and other information. | | Open-ended | N | |
| If you could improve one thing about this site, what would it | | Open-ended | N | |