E-Benefits Suggested Model Questions

E-Benefits		
Model questions utilize the ACSI methodology to determine scores and impacts		
ELEMENTS (drivers of satisfaction)	**CUSTOMER SATISFACTION**	**FUTURE BEHAVIORS**
Content *(1=Poor, 10=Excellent, Don't Know)*	**Satisfaction** *(1=Poor, 10=Excellent)*	**Likelihood to Return** *(1=Not Very Likely, 10=Very Likely)*
1 Please rate the **accuracy of information** on this site.	17 What is your **overall satisfaction** with this site?	20 How likely are you to **return to this site**?
2 Please rate the **quality of information** on this site.	18 How well does this site **meet your expectations**?	**Recommend** *(1=Not Very Likely, 10=Very Likely)*
3 Please rate the **freshness of content** on this site.	19 How does this site **compare to your idea of an ideal website**?	21 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)*
4 Please rate the **usefulness of the features provided** on this site.		22 How likely are you to use this site as your **primary resource for obtaining benefit information?**
5 Please rate the **convenience of the features** on this site.		
6 Please rate the **variety of features** on this site.		
Look and Feel *(1=Poor, 10=Excellent, Don't Know)*		
7 Please rate the **visual appeal** of this site.		
8 Please rate the **balance of graphics and text** on this site.		
9 Please rate the **readability of the pages** on this site.		
Navigation *(1=Poor, 10=Excellent, Don't Know)*		
10 Please rate **how well the site is organized**.		
11 Please rate the **options available for navigating** this site.		
12 Please rate **how well the site layout helps you find what you are looking for.**		
13 Please rate the **number of clicks to get where you want** on this site.		
Site Performance *(1=Poor, 10=Excellent, Don't Know)*		
14 Please rate how **quickly pages load** on this site.		
15 Please rate the **consistency of speed from page to page** on this site.		
16 Please rate the **ability to load pages without getting error messages** on this site.		

E-Benefits Custom Questions

CUSTOM QUESTION LIST								
QID (Group ID)	**Skip Logic Label**	**Question Text**	**Answer Choices (limited to 50 characters)**	**Skip to**	**Type (select from list)**	**Single or Multi**	**Required Y/N**	**Special Instructions**
		Which of the following best describes your role in visiting this site today? (Check all that apply)	Veteran	B	Radio button, one-up vertical	Single	Y	
			Active duty	B				
			Wounded, injured, or ill service member	B				
			Family of a service member or veteran					
			Caregiver or delegate of a service member or veteran					
			Health Care team member for a service member or veteran					
			Other	A				
	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	
	B	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi	N	
			Korean Conflict					
			Vietnam Era					
			Persian Gulf War					
			Operation Enduring Freedom					
			Operation Iraqi Freedom					
			No conflict/war service					
		Please select your age range.	17 or under		Radio button, one-up vertical	Single	N	
			18-24					
			25-34					
			35-44					
			45-54					
			55-64					
			65+					
		Please select your gender:	Male		Radio button, one-up vertical	Single	N	
			Female					
		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y	
			Daily					
			About once a week					
			About once a month					
			About once or twice a year					
			Less frequently than once a year					
		What information were you primarily looking for today?	Financial		Radio button, one-up vertical	Single	Y	
			Education					
			Employment					
			Housing					
			Health					
			Burial					
			Benefits					
			Compensation					
			Other, please specify	A				
	A	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	

Types

Text field, <100 char
Text area, no char limit
Drop down, select one
Radio button, one-up vertical
Radio button, two-up vertical
Radio button, three-up vertical
Radio button, scale, has don't know
Radio button, scale, no don't know
Checkbox, one-up vertical
Checkbox, two-up vertical
Checkbox, three-up vertical

Instructions

Randomize
Shared
OPS Group
Matrix Group
Rank Group
Comparative Matrix Group
Skip Logic Group
Multiple Lists Group
Partitioned