

## Measures Name/Client name (CDs and Answer choices)

### FEMA Main v2 Survey

	<b>B</b>	Did you use the <b>narrow you search suggestions</b> at the top of the search results page?
	<b>Y</b>	How helpful were these suggestions in narrowing your search results?
	<b>C</b>	Did you use the Advanced Search tool today?
	<b>D</b>	Did you use the Frequently Asked Questions (FAQ) today?
CWS02185	<b>B</b>	In which section of the government are you an official or employee?

### CMS - Pinnacle BSI

		Did you use the site-wide search feature of the website today?
	<b>A</b>	Which of the following best describes your experience with the site-wide search feature today?

		Which of the following best describes your Navigation experience on this site?
		Are you subscribed to our list-serv?
	<b>A</b>	Please rate your satisfaction with the <b>frequency of communications</b> you receive via the Listserv.
	<b>B</b>	Why don't you use E-mail Updates (listserv)?
		If you are over the age of 18 and would like to be contacted by Pinnacle Business Solutions, Inc. (PBSI) regarding your feedback, please provide your email address, name and/or phone number?

**Healthfinder**

		Which of the following best describes the reason for your visit today?
	<b>A</b>	Other reason for your visit
		Which of the following best describes the type of information you were looking for today?
	<b>A</b>	Other information you are seeking
		Were you able to find what you were looking for?

	A	No, please specify:
		After using the healthfinder website today, how likely are you to do one of the following activities: [Please select all that apply]
	A	Other activity:
		Which of the following navigation problems, if any, did you encounter on the healthfinder.gov site today?

	<b>B</b>	Other Navigational difficulty, please specify
		What primary method did you use to locate information on the site?
	<b>A</b>	Please tell us what term(s) you used in your search
	<b>B</b>	What other method did you use to locate information?
		Did you use the Search feature today?
	<b>A1</b>	Which of the following best describes your experience with the search feature?
	<b>B</b>	Other Search experience, please specify
	<b>A2</b>	If you could make one improvement to the Search feature, which of the following would you make:

	C	Other Search improvement
		How often have you visited the site in the last month?
		How did you find out about this web
		Which best describes your role?
	A	Other role
		How old are you?
		How would you describe yourself?

		What is the highest level of education you have completed?
		If you could make one improvement to the healthfinder site what would it be?
		How likely are you to make a healthy lifestyle change <b>within 2 months based on the information you found on this site?</b>

<u>3712</u>	<b>A</b>	<i>Other Organizational Affiliation</i>
		Did you do any of the follow the NCJRS site today? (select all that apply)
	<b>A</b>	<i>Other Activity</i>
		Were you able to find what you were looking for?

		What is your age?
		Are you visiting MyPyramid.gov for your own personal knowledge or for someone else?

## UNICOR Satisfaction Survey

KFB05130		Which best describes you?
		Are you visiting UNICOR.gov to conduct market research?
		Where are you in the purchase process?

		What government agency/department do you work for?
	A	What agency do you work for?

NCI Main 2009

CWS03656	AD	Please specify what other research <del>partnership or collaboration</del> funding information you were looking for.
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CMS Palmetto GBA J1 MAC

KFB01529		<del>Which of the following self-service tools did you use on the site today? (please select all that apply)-</del> Which of the following self-service tools or top links did you use on the site today? (please select all that apply)
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DOD HEALTH MIL v2

AKR6299		Which of the following best describes your status?
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AKR6311		Which community or social media website(s) did you use to discuss or
NEW	SKIP AA	Please specify the site(s).

Yes	Y	Radio button, one-up vertical	Single	Y	Skip Logic Gro
No					
Don't Know					
1=not helpful at all		Radio button, scale, no don't know	Single	Y	Skip Logic Gro
2					
3					
4					
5					
6					
7					
8					
9					
10=very helpful					
Yes		Radio button, one-up vertical	Single	Y	Skip Logic Gro
No					
Don't Know					
Yes		vertical	Single	Y	Skip Logic Gro
No					
Don't Know					
Federal	C	vertical	Single	Y	Skip Logic Gro
FEMA employee/contractor					
Other Federal employee					
State					
Local					
Tribal					
Other					

Yes	A	Drop Down	Single	Y	
No					
Not Sure					
Returned too many results		Radio buttons	Single	Y	
Returned too few results					
Returned results that were too similar or redundant					

Results were helpful					
Results were not helpful					
I did not have difficulty navigating site		Radio buttons	Single	Y	
Yes	A B	Radio buttons	Single	Y	Skip Logic Group
No					
1-to-10 scale (with "does not apply) - 1 - too often, 10 - not often enough		Radio button, scale, no don't know	Single	Y	Skip Logic Group
serv)?		Text area, no char limit	Single	Y	Skip Logic Group
			Single	N	
		Text area, no char limit			

Wellness/Prevention information for myself	A	Radio Button One Up Vertical	Single	Y	OPS Group
Wellness/Prevention information for someone else (loved one, family, friend)					
Wellness/Prevention information for a patient or client					
Wellness/Prevention information for my work					
Other, please specify:					
		Text area, no char limit	Single	N	OPS Group
Cancer Screening and Prevention	A	Radio button, one-up vertical	Single	Y	OPS Group
Health News					
Heart Health					
HIV and STDs					
Nutrition and Fitness					
Pregnancy					
Other, please specify					
					OPS Group
Yes	A	Radio Button Two Up Vertical	Single	Y	OPS Group
No, please specify:					
Partially					

		Text area, no char limit	Single	N	OPS Group
Bookmark this page for later use		Checkbox One Up Vertical	Multi	Y	OPS Group
Do additional research online					
Download content to a portable device, like a mobile phone, PDA, or ipod					
Email the information to a friend or family member					
Join a health program, such as an exercise, weight loss or smoking cessation program					
Make an appointment with a doctor or healthcare provider					
Post Healthfinder content on your social networking profile, such as Facebook or MySpace					
Print the information and share it					
Send an e-card					
Talk to a friend or family member about the information I found today					
Watch an online video about this topic					
Write in an online diary or blog					
Other, please specify:	A				
		Text area, no char limit		N	OPS Group
Could not navigate back to previous information		Checkbox, one	Multi	Y	OPS Group
Had difficulty finding detailed information					
Had technical difficulties (error messages, broken links, etc)					
I did not have any navigation difficulty					
Links did not take me where I expected					
Links/labels are difficult to understand					

Too many links or navigational choices					
Other, please specify:	<b>B</b>				
		Text area, no c	Single	N	OPS Group
Search Tool	<b>A</b>	Checkbox, one	Multi	Y	Skip Logic Group
Left Navigation Bar					
Links in the center of the page					
My Healthfinder Feature					
Site Map					
Other, please specify	<b>B</b>				Skip Logic Group
		Text area, no c	N	N	Skip Logic Group
		Text area, no c	N	N	Skip Logic Group
Yes	<b>A</b>	Radio button,	Single	Y	Skip Logic Group
No					
Search worked well/returned the results I needed		Radio button,	Single	Y	Skip Logic Group
I was not sure what words to use in my search					
Results were not relevant to my search terms or needs					
Returned results that were similar/redundant					
Returned too many results					
Search returned no results at all					
The organization of the results was confusing					
Other, please specify	<b>B</b>				
					Skip Logic Group
Narrow results by a specific date		<b>Radio button, one-up vertical</b>	Single	Y	Skip Logic Group
Narrow results by the most popular to least popular					
Narrow by searching within the first set of results I receive					
Search by URL					
Search by document type, pdf, .wav., etc.					
Other, please specify	<b>C</b>				

		Text area, no c	Single	N	Skip Logic Group
This is my first time		Radio Button One Up Vertical	Single	Y	
Two or three times					
Four or five times					
A few times a week					
Daily					
More than a day					
Advertisement					
Conference/presentation					
E-card					
Email					
News story					
Personal recommendation					
Twitter/Other social media tool					
Other, please specify					
Caretaker	A	Radio button, one-up vertical	Single	Y	OPS Group
Doctor/Nurse/Health Care Provider					
Government Employee					
General Public					
Librarian					
Public Health Professional					
Researcher					
Student					
Teacher/Educator					
Other, please specify					
		Text area, no char limit	Single	N	OPS Group
19 or under		Dropdown (Select-one)	Single	Y	
20-34 years old					
35-49 years old					
50-64 years old					
65 or older					
Prefer not to answer					
Hispanic or Latino		Checkbox, one-up vertical	Multi	Y	
Black or African American					
White					
Asian					
American Indian or Alaska Native					

Native Hawaiian or Other Pacific Islander					
Prefer not to answer					
High school or less		Radio Button One Up Vertical	Single	Y	
Some college					
College degree					
Advanced degree					
Prefer not to answer					
		Text area, no char limit	Single	Y	

-		<i>Text field, &lt;100 char</i>	<u>S</u>	<u>N</u>	<i>OPS Group</i>
Found information or data on a topic	A	Checkbox, one-up vertical	M	Y	OPS Group
Read or ordered a specific publication					
Identified grant/funding opportunities					
Subscribed to a mailing list, listserv, or RSS feed					
Located conferences					
Updated mailing list, listserv, or other account information					
Other, please specify:					
I found the information, and it was VERY HELPFUL		Radio button, one-up vertical	S	Y	
I found the information, but it was TOO MUCH INFORMATION to be useful					
I found the information, but it was HARD TO UNDERSTAND					
I found related information but it was NOT ENOUGH					
I was NOT able to find the information I was looking for					
I was JUST BROWSING					
Don't know yet					



17 and under		Radio button, one-up vertical	Single	Y	
18 to 24					
25 to 34					
35 to 44					
45 to 54					
55 to 64					
65 and over					
I prefer not to respond					
My own personal knowledge		Radio button, one-up vertical	Single	Y	
Someone else					

Administrative Assistant	A	Radio button, one-up vertical	Single	Y	
Contracting Officer --> Contracting Officer/Specialist					
Program Manager					
Project Manager					
End user --> End user of UNICOR products					
Procurement (Buyer, Purchaser, etc.)					
Researcher / Academic					
Vendor					
Competitor					
Other (Please Specify)					
Yes		Radio button, one-up vertical	Single	Y	
No					
I have no intentions of purchasing UNICOR products		Radio button, one-up vertical	Single	Y	
Just browsing to see what is available. market research)					
I am ready to make a purchase from UNICOR					

Department of Agriculture Department of Commerce Department of Defense Department of Education Department of Health and Human Services Department of Homeland Security Department of Housing and Urban Development Department of Justice Department of Labor Department of State Department of the Interior Department of the Treasury Department of Transportation Department of Veterans Affairs Executive Office of the President Federal Legislative Branch Independent Agencies Judicial Branch Private Vendor Quasi Official INTNL & Non Govt Other None of the above	A	Drop down, select one	Single	Y	
		Text field, <100 char	Single	N	

		Text field, <100 char	Single	Optional	SKIP LOGIC GROUP
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Advance Payments to Providers		Checkbox, one-up vertical	Multi	Yes	
Alerts					
Appeals					
Beneficiary Eligibility					
Claims Status					

Log				
Denial Finder				
Drug Lookup and Calculator Tool				
EDI System Status				
FAQs				
Fee schedules				
Forms				
Global Surgery Denial Tool				
HIGLAS				
Interactive CMS 1500 Claim Form				
Interactive Voice Response (IVR) Job Aids				
LCDs				
MA Plan Lookup				
MSP lookup				
New to Medicare?				
NPI				
Overpayment Form				
Physician-Supplier Guide				
<del>Provider Enrollment</del>				
Application Finder Help Tool				
Provider Enrollment Application Status Lookup				
Provider Enrollment Applications				
Provider Lookup				
Lookup				
Recovery Audit Contractor (RAC)				
Self Administered Drugs				
Understanding the Remittance Advice				
service tools or top links today				

<p><b>A</b>-DIRECT CARE Military Health System (MHS) staff member. This includes military, civil service, and contractors working at a military treatment facility (MTF) or a military headquarters</p>		Radio button, one-up vertical	Single	Yes	OPS Group
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<del>A</del> PURCHASED CARE staff member. This includes TRICARE managed care contractors, network providers, and their support staff					
<del>A</del> n MHS staff member supporting BOTH direct care and purchased care					
<del>Not an MHS staff member, but a</del> TRICARE health plan beneficiary					
Member of the general public <del>NEITHER a TRICARE health plan beneficiary nor an MHS staff member (please specify)</del>	<del>A</del>				
Other (please specify)	A				
AOL	SKIP AA	Checkbox, one-up	Multi	Y	OPS Group
CNET					
Del.icio.us					
Digg					
Facebook					
Flickr					
Google					
LinkedIn					
MSN					
MySpace					
Twitter					
Yahoo					
Yahoo Buzz					
YouTube					
Other (please specify)					
None / Not applicable					
		Text field, <100 char	Single	No	OPS Group

narrow-use
narrow-helpful
Advanced Search
FAQ
Government


ip
ip
ip

Reason
Other Reason
Find

Did Not Find

After Visit Activities

Other Activity

Method
Search Term
Other Method
Search Usage
Search Experience
er Search Experience
Search Improvement



Search Improvement

Frequency

Age

Ethnicity

Education
One Improvement

<u>OE org.Affiliation</u>
Activities
OE Activities
Found Info

Age
Reason visit

Role
Mkt Research
Cycle

Agency Work  
For

Agency



Self-Service  
Tools

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Status
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