

Measures Name/Client name (CDs and Answer choices)

USITC

CWS03793		How frequently do you visit the site?
7354		What is your primary reason for visiting the site today?
CWS03794	C	Other Primary Purpose
CWS03795		How do you look for information on the
CWS03796		Did you use the search feature today?
CWS03797	B	Please describe your experience with th
CWS03798		Did you come to Pueblo.gsa.gov today
CWS03799	A	Please describe your experience in get

USDA FSA Intranet

		Which areas of FSA Intranet did you use today?
	Z	Other Areas Used
CWS02855	K	Which Agency or Branch ?
		Which best defines your functional area/department?
	Z	Other Functional Area/Department
		How likely would you be to access a mobile version of the FSA Intranet website from your cell phone if it was available?
		Would you be interested in an Intranet site for sharing best practices and other experiences, such as a blog or
	A	Are there particular topics that you would like to collaborate and see information on?
	E	Please tell us what other topics you would like to see shared.
	B	Are there particular individuals or

		groups you would like to hear from through that sharing process?
	F	Please tell us who else you would like to hear from.
	C	What would be your preferred method for sharing information and best practices?
	G	Please tell us your preferred method for sharing information?
	D	If a blog was available for sharing best practices on the Intranet, would you:

FDA

AKR5237		For this visit to the FDA site, which of the following roles best describes you?
		Have you visited the FDA Basics area

	A	On a scale of 1 to 10, how useful was the information provided in the FDA Basics are of the site?
		Did you use the Search Feature on the site to look for information?
	A	Which of the following best describes your experience with the Search Tools?
	B	Please describe your experience with the search tool:
		While on the FDA.gov site today, which of the following describes your experience? (Please select all that apply)
	A	Please describe the difficulty you had while on the FDA.gov site today:

	A	In which state do you reside?

AED08566		How did you find this site?

Recreation.gov

		Is the purpose of your visit to Recreation.gov to participate in the lottery for one of the Four Rivers
	A	Did you find the process easy?
	B	If you could suggest one improvement to the lottery process, what would it
		What is your age?

FDA

AED08558		Within the last 3 months, have you done any of the following: (Please select all that apply.)
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	J	Which of the following would you like to see more of on the FDA website:
	K	Other interactive mediums you would like on the FDA site:

FDA

AKR5237		For this visit to the FDA site, which of the following roles best describes you?
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Regulations.gov

KFB07618		Did you watch any of the instructional videos on the homepage today?
KFB07619	A	Please tell us which videos you watched. (check all that apply)

CMS- Noridian DME, Noridian J3, NHIC J14, WPS J5

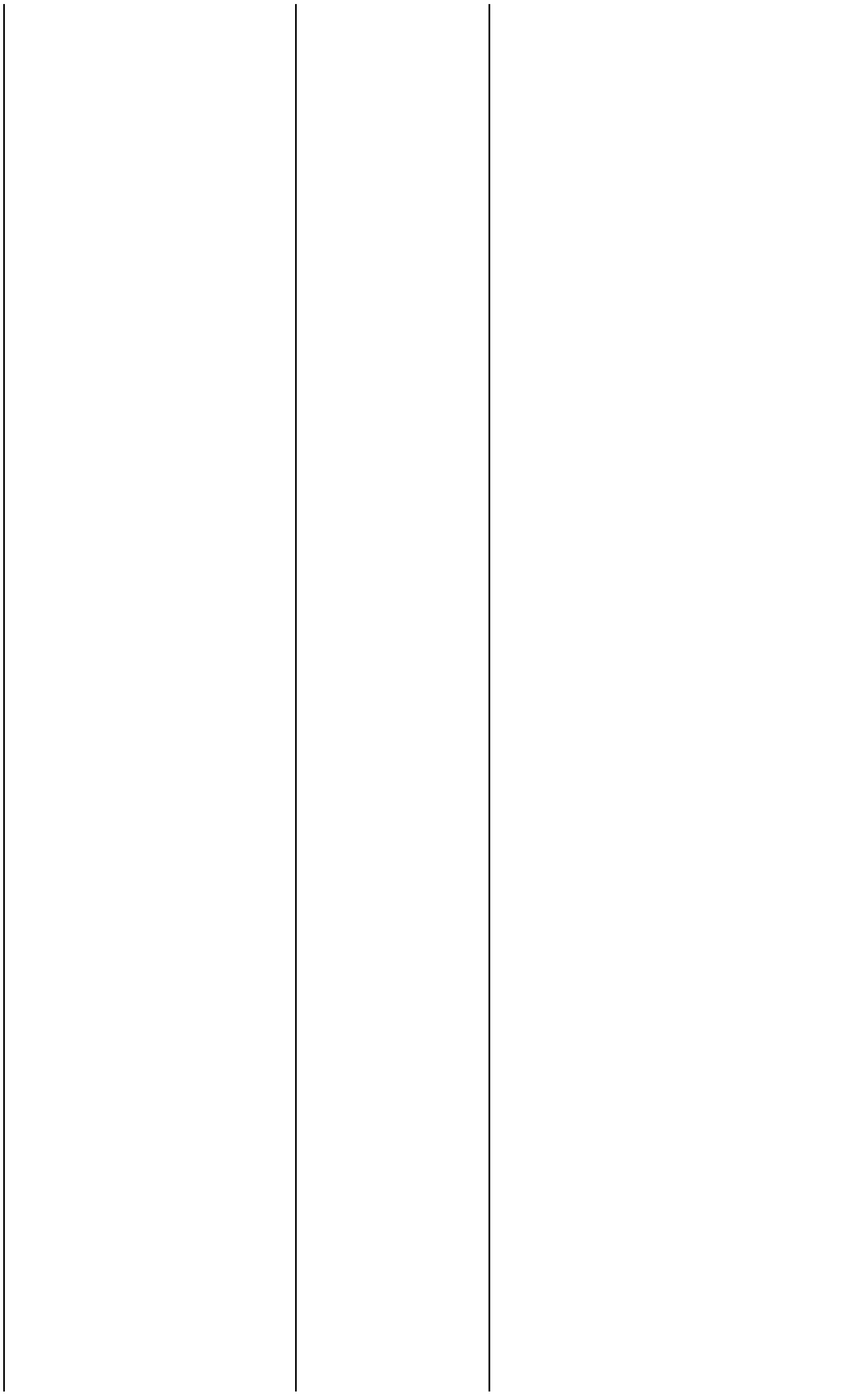
NEW		What is your primary reason for visiting this site today?
NEW	SKIP B	Other - primary reason?

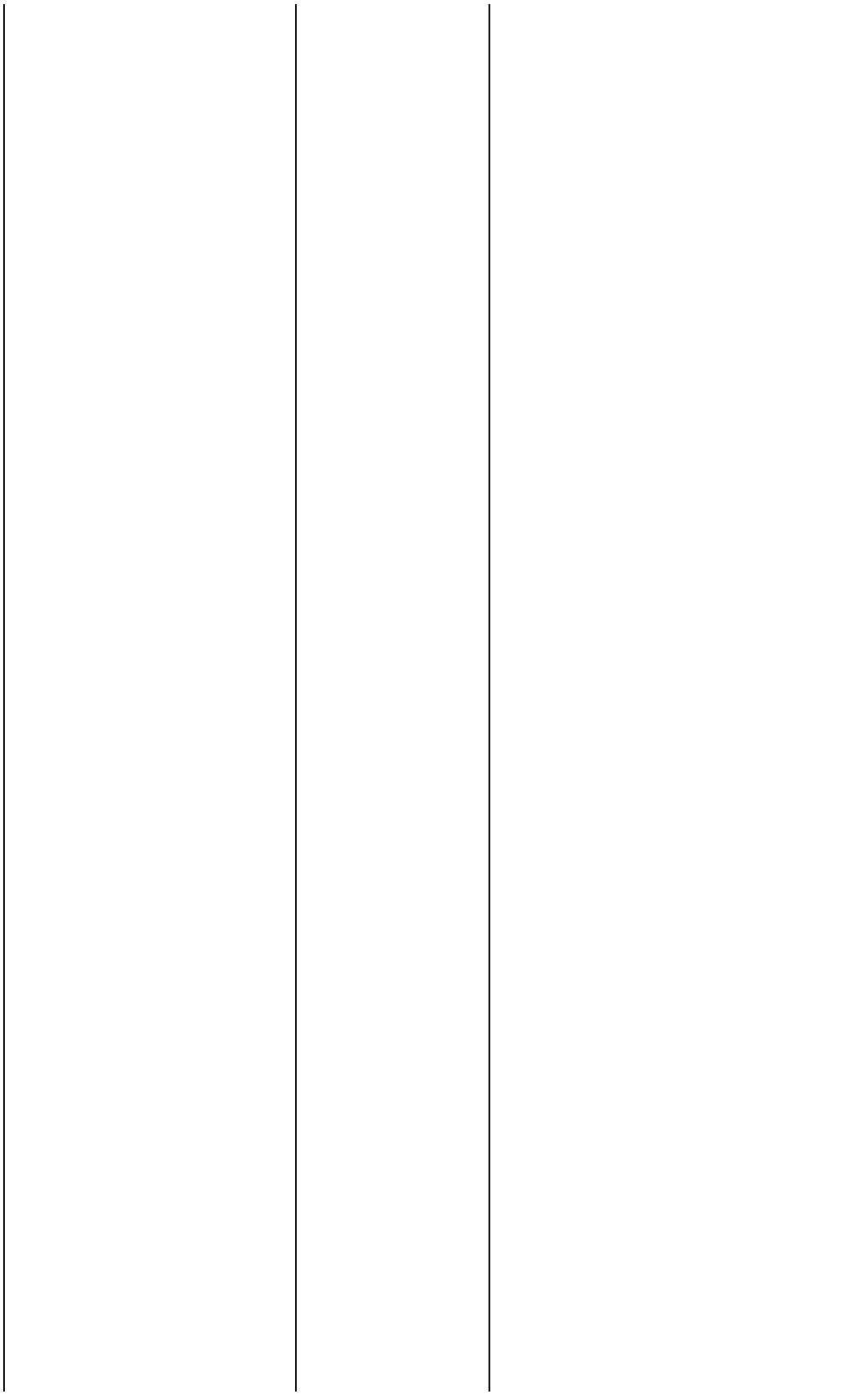
World Bank

ENEDO0909		What best describes your role in development?
ENEDO0910	A	Other Role
ENEDO0911		Which of the following best describes your organization?
ENEDO0912		What did you look for when visiting the site today? (check all that apply).

ENEDO0913	A	Please specify what you were looking for today.
ENEDO0914	B	What type of data and statistics did you look for? (check all that apply)
ENEDO0915	C	Please specify what other data and statistics you were looking for.
ENEDO0916		Did you find what you were looking for today?
ENEDO0917	A	No, please specify:
ENEDO0918		Do you use any of the following? (Please select all that apply)
ENEDO0919	B	Other Social Media
ENEDO0920		How would you most like to interact with the World Bank online? (Please select all that apply)

ENEDO0921	A	Other Interaction
ENEDO0922		Do you access the internet on your mobile device/phone?
ENEDO0923	A	What mobile device do you primarily use for internet access?
ENEDO0924	B	Other smart phone:
ENEDO0925	C	Other mobile device:
ENEDO0926		How frequently do you visit the World Bank site?
ENEDO0927		What is your gender?
ENEDO0928		What is your age?
ENEDO0929		In which country do you reside?





ENEDO0930		In which language do you prefer to find information on the site?
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ENEDO0931	A	Please specify the other language.
ENEDO0932	B	What would you like to see translated into your preferred language?
ENEDO0933	C	Please specify the other area you'd like to see translated into your preferred language.
ENEDO0934	D	Which project documents?
ENEDO0935		How could we improve the World Bank website to make it more useful for your work?

Access Washington

	F	What specifically were you looking for and which key words did you use when the search returned too many results ?
	G	What specifically were you looking for and which key words did you use when the search returned too few results ?
	H	What specifically did you expect to find when the search returned results not relevant to your needs?
	I	Which keywords did you use when the search returned no results ?

First time Daily Weekly Monthly Every 6 months or less		Radio button,	Single	Y	
Order publications	C	Radio button, one-up vertical	Single	Y	OPS Group
Looking for free publications					
Get latest consumer news					
Find information from the Press Room					
Learn about FCIC					
Contact FCIC					
Other: Please Specify					
		Text field, <100 char		n	OPS Group
Basic Search		Radio button,	Single	N	
Left Navigation bar					
Top Navigation bar					
Site Map					
Yes No	B	Radio button,	Single	N	Skip Logic Gro
I had no difficulty using the search feature on this site		Drop down, select one	Single	N	Skip Logic Group
The search feature was difficult to find					
The search feature was difficult to use					
Returned no results/received an error message					
Could not tell where the search results would take me					
Too many results					
Too few results					
Results were not related to what I was looking for					
Could not sort the results					
Could not refine the results					
Other					
Yes No	A		Single	N	Skip Logic Group
I had problems locating the specific publication I was lo		Checkbox, one	Multi	N	Skip Logic Gro
The specific publication I was looking for was out of stock					
I had difficulty finding the PDF version					
I had difficulty understanding the order process					

I had no problems					Grey out
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Records	Z	Checkbox, one-up vertical	Multi	Y	OPS Group
Applications					
Forms					
Notices					
Programs					
Payments					
Other (please specify):					
		Text field, <100 char		N	OPS Group
FAS	L	Radio button, one-up vertical	Single	Y	Skip Logic Gro
NRCS					
RMA					
Other					
Finance/Accounting	Z	Radio button, one-up vertical	Single	Y	OPS Group
Customer Service					
Human Resources					
Information Technology					
Public Relations					
Program Support					
Other (please specify):					
		Text field, <100 char		N	OPS Group
1- Not Very Likely		Radio button, scale, no don't know	Single	N	
2					
3					
4					
5					
6					
7					
8					
9					
Very Likely - 10					
Yes	A,B,C,D	Drop down, select one	Single	N	Skip Logic Gro
No					
Customer Service Best Practices	E	Checkbox, one-up vertical	Multi	N	Skip Logic Gro
Business Process Improvements					
Presidential Initiatives (e.g., Open Government)					
Developing Notices and Policies					
Other					
		Text area, no char limit		N	Skip Logic Gro
Administrator		Checkbox,	Multi	N	Skip Logic Gro

State Directors	F	one-up vertical			
Managers in General					
County Employees					
Other					
		Text area, no char limit		N	Skip Logic Gro
Blog	G	Radio button, one-up vertical	Single	N	Skip Logic Gro
Wiki					
Discussion Board					
SharePoint					
Other					
		Text area, no char limit		N	Skip Logic Gro
Read entries		Checkbox, one-up vertical	Multi	N	Skip Logic Gro
Write entries					
Comment of other's entries					
Not interested in a blog					

<u>Regulated industry/manufacturer</u>	A	Radio Button C	Single	Y	OPS Group
<u>Consumer</u>					
Scientist, researcher					
Patient					
Caregiver, friend, family member of a person interested in health issues					
Physician					
Nurse, physician's assistant, nurse					
Other type of healthcare provider					
State or local public health professional					
Not-for-profit public health professional					
<u>Consultant</u>					
<u>Attorney/Legal Counsel</u>					
Educator, professor, teacher					
Student					
Journalist/Media					
Policymaker, legislator, staff					
FDA grantee					
FDA employee					
<u>First responder</u>					
Other, please specify:					
Yes	A	Radio button, one-up vertical	Single	Y	Skip Logic Gro

No					
Not Sure					
1=Not at all useful		Drop down, se	Single	Y	Skip Logic Gro
2					
3					
4					
5					
6					
7					
8					
9					
10= Very useful					
Don't Know					
Yes	A	Radio button, one-up vertical	Single	Y	Skip Logic Gro
No					
I did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N	Skip Logic Gro
Returned too many results					
Returned results that were similar/redundant					
I was not sure what words to use in my search					
Search required too many refinements to get what I wanted					
Search returned no results at all					
Other, please specify:	B				
		Text area, no char limit	Single	N	Skip Logic Gro
I could not navigate back to previous information		Checkbox, one-up vertical	Multi	N	OPS Group
I would often feel lost, not know where I was					
Links did not take me where I expected					
Links/labels were difficult to understand					
There were too many links or navigational choices					
I had technical difficulties (e.g. broken links, error messages)					
Other, please specify:	A				
None of the above					
		Text area, no char limit	Single	N	OPS Group

Alabama		Drop down, select one	Single	N	
Alaska					
Arizona					
Arkansas					
California					
Colorado					
Connecticut					
Delaware					
Florida					
Georgia					
Hawaii					
Idaho					
Illinois					
Indiana					
Iowa					
Kansas					
Kentucky					
Louisiana					
Maine					
Maryland					
Massachusetts					
Michigan					
Minnesota					
Mississippi					
Missouri					
Montana					
Nebraska					
Nevada					
New Hampshire					
New Jersey					
New Mexico					
New York					
North Carolina					
North Dakota					
Ohio					
Oklahoma					
Oregon					
Pennsylvania					
Rhode Island					
South Carolina					
South Dakota					
Tennessee					
Texas					
Utah					
Vermont					
Virginia					
Washington					
West Virginia					
Wisconsin					

Wyoming					
Search engine	A	Radio Button Two Up Vertical	Single	Y	OPS Group
Assumed FDA had a website					
Referral or link from another site					
Media/news story					
Word of mouth					
Site bookmarked					
Email subscription/RSS feed					
Blog					
Podcast					
Received information from my doctor					
Twitter					
Widget					
Other, please specify:					

Yes	A,B	Drop down, select one	Single	Y	Skip Logic Group
No					
Don't know					
Yes		Drop down,	Single	Y	Skip Logic Group
No					
Don't know					
		Text area, no char limit	open	N	
Under 18		Drop down, select one	single	N	
18 - 24					
25 - 34					
35 - 44					
45 - 54					
55 - 64					
65 or older					
I prefer not to answer					

Browse a Web site using your mobile phone / device		Checkbox One Up Vertical	Multi	Y	
Send a text message using your mobile phone / device					
Receive a text message using your mobile phone / device					

Use a personalized web pages (such as My Yahoo!)					
Add a widget or gadget to your personalized web page					
Participate in an online social network (such as MySpace, Facebook, etc.)					
Bookmark or tag a website (using social bookmarking sites as Digg or Del.icio.us)					
Read a blog or Wiki					
Write a blog or contribute to a Wiki					
Post a comment, rating, or review on a Web site					
Listen to a podcast or audio on a Web site					
Watch a video on a Web site					
Upload a video to a Web site (such as YouTube)					
Browse through a photo gallery					
Subscribe to an RSS feed					
Sign up to receive an email update from a website					
None of the above					
Blogs	K				
Videos					
Email Updates					
Podcasts or Audio					
Mobile Alerts					
Webinars					
None of the above					
Other, please specify:					

Regulated industry/manufacturer		Radio Button C	Single	Y	
Consumer					
Scientist, researcher					
Patient					
Caregiver, friend, family member of a person interested in health issues					
Physician					
Nurse, physician's assistant, nurse practitioner					

Pharmacist	A				
Other type of healthcare provider					
State or local public health professional					
Not-for-profit public health professional					
Consultant					
Attorney/Legal Counsel					
Educator, professor, teacher					
Student					
Journalist/Media					
Policymaker, legislator, staff					
FDA grantee					
FDA employee					
First responder					
Other, please specify:					

Yes	A	Dropdown (Select-one)	Single	Y	Skip Logic
No					
John Moses speaking about Regulations.gov		Checkbox, one-up vertical	Multi	Y	Skip Logic
Explanation of the new features					
Explanation of the search tool					
Explanation of how to submit a comment					
Not Sure					

Access claim status and/or beneficiary eligibility	SKIP B	Radio buttons	select one	Y	OPS Group
Download forms					
Learn of, or register for, workshops, seminars or other training events					
Find contact information					
Find general Medicare program information					
Research a specific question on Medicare policy or billing					
Find information on fees or fee schedules					
Find out about a Local Coverage Determination (LCD)					
Read Medicare publications such as newsletters, articles,etc.					
Find enrollment information					
Take an on-line training course					
Other (please specify)					
					OPS Group

Write laws / regulations	A	Radio Button C	Single	Y	OPS Group
Implement laws / regulations					
Manage development projects					
Work on development projects					
Secure development funding					
Provide development funding					
Provide technical / scientific expertise					
Provide financial / business / legal expertise					
Manage business / agriculture enterprise					
Work for a business / agriculture enterprise					
Do research					
Teach					
Study					
Report on development activities					
A concerned citizen					
Other (please specify):					
		Text Area – no	Single	N	OPS Group
College / University		Radio Button C	Single	Y	
Government - Local / State					
Government - National					
Independent / Freelance Worker					
Media Organization					
Multilateral Organization					
NGO / Non-profit Organization - International					
NGO / Non-profit Organization - Local					
Primary or Secondary School					
Private Sector Firm (fewer than 500 employees)					
Private Sector Firm (more than 500 employees)					
World Bank					
Other					
Business opportunities (procurement information)		Checkbox One	Multi	Y	Skip Logic
Jobs / Internships / Scholarships					
Training or workshops					
Project information					
Information on lending products and mechanisms					
News and events					
Research (working papers)					

Data and statistics	B				
Investment opportunities					
Topic and sector information					
Books and other publications					
Photos, video, & audio					
Other (please specify):					
	A				
		Text Area – no	Single	N	Skip Logic
Operational data (lending portfolio, project data)	C	Checkbox One	Multi	Y	Skip Logic
Country-specific data					
Regional data					
Topic-specific data					
A data product (World Development Indicators, World Trade Indicators, Global Economic Prospects, Doing Business, etc.)					
Economic classification data (low income, high income, etc.)					
Millennium Development Goals data					
Other (please specify):					
		Text Area – no	Single	N	Skip Logic
Yes	A	Radio Button C	Single	Y	OPS Group
Not yet					
I wasn't looking for anything in particular					
No, please specify:					
		Text Area – no	Single	N	OPS Group
Facebook	B	Checkbox One	Multi	N	OPS Group
Twitter					
LinkedIn					
Blogs					
Flickr					
YouTube					
Social bookmarking tools (like Del.icio.us)					
Other Social Media websites (please specify):					
		Text Area – no	Single	N	OPS Group
Reading blogs		Checkbox One	Multi	N	OPS Group
Bookmarking or tagging pages					
In social networks					
In virtual worlds					

Viewing personalized pages/content based on my interests (by registering as a worldbank.org user)	A				
By adding comments, ratings, or reviews					
Contributing to wikis					
Receiving newsletters/email updates					
Subscribing to RSS feeds					
Listening to Podcasts or audio					
Watching video					
Adding a widget or gadget to my desktop or personalized page					
Using a microblog (like Twitter)					
On a mobile device					
None					
Other (please specify):					
		Text Area – no	character li	N	OPS Group
yes	A	Radio Button C	Single	Y	Skip Logic
no					
Blackberry	B C	Dropdown (Sel	Single	Y	Skip Logic
iPhone or iPod touch					
Android or other Google phone					
Other smart phone (please specify):					
Other mobile device (please specify):					
				N	Skip Logic
				N	Skip Logic
First time		Radio Button C	Single	Y	
More than once a day					
Daily					
About once a week					
About once a month					
Every 6 months or less					
Male		Radio Button C	Single	N	
Female					
18 or under		Radio Button C	Single	N	
19-25					
26-35					
36-50					
51+					
Afghanistan		Dropdown (Sel	Single	N	
Albania					
Algeria					
American Samoa					
Andorra					
Angola					
Anguilla					
Antarctica					

Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Austria
Azerbaijan
Bahamas, The
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana
Bouvet Island
Brazil
British Indian Ocean Territory
Brunei Darussalam
Bulgaria
Burkina Faso
Burundi
Cambodia
Cameroon
Canada
Cape Verde
Cayman Islands
Central African Republic
Chad
Chile
China
China, Hong Kong SAR
Christmas Island
Cocos (Keeling) Islands
Colombia
Commonwealth of Independent States
Comoros
Congo, Democratic Republic of
Congo, Republic of
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus

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Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
Ecuador
Egypt, Arab Republic of
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Falkland Islands (Malvinas)
Faroe Islands
Fiji
Finland
France
French Guiana
French Polynesia
French Southern Territories
Gabon
Gambia, The
Georgia
Germany
Ghana
Gibraltar
Greece
Greenland
Grenada
Guadeloupe
Guam
Guatemala
Guernsey, C.I.
Guinea
Guinea-Bissau
Guyana
Haiti
Heard and McDonald Islands
Holy See (Vatican City State)
Honduras
Hungary
Iceland
India
Indonesia
Iran, Islamic Republic of
Iraq
Ireland
Isle of Man
Israel
Italy

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Jamaica
Japan
Jersey, C.I.
Jordan
Kazakhstan
Kenya
Kiribati
Korea, Democratic People's Republic of
Korea, Republic of
Kosovo
Kuwait
Kyrgyz Republic
Lao People's Democratic Republic
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau
Macedonia, former Yugoslav Republic of
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Marshall Islands
Martinique
Mauritania
Mauritius
Mayotte
Mexico
Micronesia, Federated States of
Moldova
Monaco
Mongolia
Montenegro
Montserrat
Morocco
Mozambique
Myanmar
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles
New Caledonia

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New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
Northern Mariana Islands
Norway
Oman
Pakistan
Palau
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Pitcairn
Poland
Portugal
Puerto Rico
Qatar
Reunion
Romania
Russian Federation
Rwanda
S. Georgia and S. Sandwich Islands
Samoa
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia
Seychelles
Sierra Leone
Singapore
Slovak Republic
Slovenia
Solomon Islands
Somalia
South Africa
Spain
Sri Lanka
St. Helena
St. Kitts and Nevis
St. Lucia
St. Pierre & Miquelon
St. Vincent and the Grenadines
Stateless
Sudan
Suriname

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Svalbard and Jan Mayen Islands					
Swaziland					
Sweden					
Switzerland					
Syrian Arab Republic					
Taiwan, China					
Tajikistan					
Tanzania					
Thailand					
Timor-Leste					
Togo					
Tokelau					
Tonga					
Trinidad and Tobago					
Tunisia					
Turkey					
Turkmenistan					
Turks and Caicos Islands					
Tuvalu					
Uganda					
Ukraine					
United Arab Emirates					
United Kingdom					
United States					
United States Minor Outlying Islands					
Uruguay					
Uzbekistan					
Vanuatu					
Venezuela, Republica Bolivariana de					
Vietnam					
Virgin Islands, British					
Virgin Islands, US					
Wallis and Futuna Islands					
West Bank and Gaza					
Western Sahara					
Yemen, Republic of					
Zambia					
Zimbabwe					
Arabic	B	Radio Button C	Single	N	Skip Logic
Chinese	B				
English					
French	B				
Japanese	B				
German	B				
Portuguese	B				
Russian	B				
Spanish	B				
Turkish	B				
Other (please specify):	A, B				

		Text Area – no	character li	N	Skip Logic
Project information	D	Checkbox One	Multi	Y	Skip Logic
Business opportunities (procurement information)					
Training materials					
Information on lending products and mechanisms					
News or press releases					
Research (working papers)					
Data and statistics					
Investment opportunities					
Topic and sector information					
Multimedia					
Other (please specify):					
	C	Text Area – no	character li	N	Skip Logic
		Text Area – no	character li	N	Skip Logic
		Text Area – no	character li	N	

		Text area, no char limit		N	Skip Logic Group
		Text area, no char limit		N	Skip Logic Group
		Text area, no char limit		N	Skip Logic Group
		Text area, no char limit		N	Skip Logic Group

Frequency of Visit
Reason
Look for info
Use Search
Search Experience
Publications
Experience publications

Areas Used
OE_Area Used
Branch Agency
Department
OE_Department
Cell Access
Sharing Interest
Sharing Topics
OE_Sharing Topics
Sharing Authors

OE_Sharing Authors
Sharing Method
OE_Sharing Method
Blog Activity

FDA Basics

FDA Basics Useful

Search Feature

Search
Experience

Other Search
Experience

Navigation
Difficulties

Other Nav

State

Find Site

ip

ip

Social Media Quest:

Additional Activities

Role
OE Role
Best Describes
Looking for

OE_Looking
Data & Statistics
OE_Data & Statistics
Did you find
OE Did not find
Social Media
Other_Social Media
Interact

OE Interact
Mobile Use
Mobile Type
Other smart phone
Other mobile
Frequency of Visit
Gender
Age
Country

Language
Preference

Other Language
Language Preference
Other area language
Other Project documents
Improvement

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