

Measures Name/Client name (CDs and Answer choices)

DHS Satisfaction Survey - Transparency

ACQOsI0001999		What is your primary purpose for visiting this site today?	ACQOsI0001999A01
			ACQOsI0001999A02
			ACQOsI0001999A03
ACQOsI0002000	A	What other purpose did you have for visiting this site today?	
ACQOsI0002001		Were you able to complete your task?	ACQOsI0002001A01
			ACQOsI0002001A02
ACQOsI0002002	A	Why were you unable to complete your task?	

NIAMS Survey

ACQOsI0002004	A	What type of health related information were you primarily looking for today?	ACQOsI0002004A01
			ACQOsI0002004A02
			ACQOsI0002004A03
			ACQOsI0002004A04
			ACQOsI0002004A05
ACQOsI0002005	C	What other type of health related information were you looking for?	

SSA Retirement Estimator v3

EDO06581		What is your preferred language for conducting business with the Social Security Administration?	EDO06581A001
			EDO06581A002
			EDO06581A003

EDO06582	A	Other preferred language	
EDO06583		What is your current marital status?	EDO06583A001 EDO06583A002 EDO06583A003 EDO06583A004 EDO06583A005 EDO06583A006 EDO06583A007
EDO06584	X	Other marital status	

Farm Bureau Financial Services

EDO06713	B	Please rate the process for making a payment on this site.	EDO06713A001 EDO06713A002 EDO06713A003 EDO06713A004 EDO06713A005 EDO06713A006 EDO06713A007 EDO06713A008 EDO06713A009 EDO06713A010 EDO06713A011
EDO06714		Did you have trouble signing into your account today?	EDO06714A001 EDO06714A002 EDO06714A003
EDO06715	A	What specifically caused you to have trouble while trying to login?	EDO06715A001 EDO06715A002 EDO06715A003 EDO06715A004
EDO06716	A1	Other login issues you encountered.	

EDO06717	B	Please rate how satisfied you were with the ease of the login/registration process.	EDO06717A001 EDO06717A002 EDO06717A003 EDO06717A004 EDO06717A005 EDO06717A006 EDO06717A007 EDO06717A008 EDO06717A009 EDO06717A010 EDO06717A011
EDO06718		Have you ever accessed fbfs.com from a mobile device? (Cell phone, iPhone, iPad, Blackberry, etc.)	EDO06718A01 EDO06718A02
EDO06719	A	Please rate how satisfied you were with your experience visiting fbfs.com using a mobile device.	EDO06719A001 EDO06719A002 EDO06719A003 EDO06719A004 EDO06719A005 EDO06719A006 EDO06719A007 EDO06719A008 EDO06719A009 EDO06719A010 EDO06719A011
EDO06720	B	How interested would you be in accessing fbfs.com through your mobile device? (Cell phone, iPhone, iPad, Blackberry, etc.)	EDO06720A001 EDO06720A002 EDO06720A003 EDO06720A004 EDO06720A005 EDO06720A006 EDO06720A007 EDO06720A008 EDO06720A009 EDO06720A010 EDO06720A011

FBI Internet Satisfaction Survey

	Y	Did you use the SEARCH box on our website to find what you needed?	
	Z	Please tell us how easy it was for you to find the application for benefits:	
	Z1	I found it somewhat difficult to find the application because (check all that apply):	
	Z2	Other:	
		How did you arrive on the Social Security website today?	

Healthfinder.gov

ACQOsI0002106	A	Please list the search terms you typed into the search box on the Healthfinder.gov site:	
ACQOsI0002107		Which of the following social media do you use regularly (at least once a month)? (Please select all that apply)	ACQOsI0002107A ACQOsI0002107A ACQOsI0002107A ACQOsI0002107A ACQOsI0002107A

NIDCR Spanish (Engl Equiv)

ACQOsI0002108		How would you best describe the Spanish-language information on this	ACQOsI0002108A01
			ACQOsI0002108A02
			ACQOsI0002108A03
			ACQOsI0002108A04

CMS - Highmark J12

ACQOsI0002163	F	What specific search terms did you use to try to find the information you were looking for?	
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Seeking a job	A	Radio button, one-up vertical	Single	Y	Other, please specify
I am a student conducting research					
Other, please specify					
		Text area, no char limit		Y	
Yes	A	Radio button, one-up vertical		Y	Skip Logic Group
No					
		Text area, no char limit		Y	

Arthritis/rheumatic diseases	C	Radio button, one-up vertical	Single	Y	
Bone health and/or diseases					
Skin diseases					
Muscle injury and/or diseases					
Other					
		Text field, <100 char	Open	N	

English	A	Radio button, one-up vertical	Single	Y	OPS Group	Preferred language
Spanish						
Other, please specify						

		Text field, <100 char		N	OPS Group	Other learned about
Married	x	Radio	Single	N	OPS Group	Marital
Separated						
Divorced						
Widowed						
Never married						
Prefer not to answer						
Other, please specify						
		Text field, <100 char		N	OPS Group	Other Marital

1-Very Difficult	x	Radio button, scale, has don't know	Single	Y	Skip Logic Group	Making a Payment
2						
3						
4						
5						
6						
7						
8						
9						
10- Very Easy N/A						
Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty Logging In
No Does not apply	B					
Forgot password	A1	Radio button, one-up vertical	Open	N	Skip Logic Group	Specific Login Difficulty
Forgot User Name						
System didn't recognize my User Name or Password						
Other						
		Text area, no char limit	Single	N	Skip Logic	OE_Login Difficulty

1-Very Dissatisfied		Radio button, scale, has don't know	Single	Y	Skip Logic	Rate Login
2						
3						
4						
5						
6						
7						
8						
9						
10- Very Satisfied						
N/A						
Yes	A	Radio button, one-up vertical	Single	Y		Mobile
No	B					
1-Very Dissatisfied						Satisfacti on with Mobile
2						
3						
4						
5						
6						
7						
8						
9						
10- Very Satisfied						
N/A						
1-Not Interested						Interest in Mobile
2						
3						
4						
5						
6						
7						
8						
9						
10- Very Interested						
N/A						

Better than the previous design		Radio button, one-up vertical	Single	Y	Redesign Q
The same as the previous design					
Worse than the previous design					
Don't Know					
It is easier to find what I am looking for		Radio button, one-up vertical	Single	Y	Redesign Q
It is harder to find what I am looking for					
My experience is no different when looking for information on the new site					
		Text area, no char limit		N	Redesign Op

Yes

No

Alabama		Drop down, select one
Alaska		
Arizona		
Arkansas		
California		
Colorado		
Connecticut		
Delaware		
District of Columbia		
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		
US Territory		
I live outside the U.S.	F	

Yes

No

Yes

No

Yes

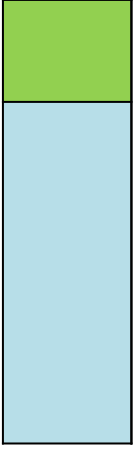
No	
Yes	
No	
I had little or no difficulty getting to the application	Z1
I found it somewhat difficult to find the application	
I did not know where to begin looking	Z2
It was not clear to me where the links would lead	
The information did not seem to be organized in a logical manner	
On the home page, it was not clear where the Medicare related links would lead	
I used the search function but the results didn't seem to apply to Medicare specifically	
Other reason (please describe)	
Typed ssa.gov or socialsecurity.gov into the browser	
Did a search (i.e. Google, Bing, Yahoo)	
Followed a link from medicare.gov	
Followed a link from another website	

		Text field,	Single	N	Logic	Search Term
Facebook		Checkbox , one-up vertical	Multi	Y		Social Media
Twitter						
LinkedIn						
Discussion boards						
Blogs						

Very difficult to understand		Radio button, one-up vertical	Single	Yes		Comprehension
Somewhat difficult to understand						
Somewhat easy to understand						
Very easy to understand						

		Text field, <100 char		N	
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This is not
a new
question



1

2

en

