Measures Name/Client name (CDs and Answer choices)

DOD TRICARE

ACQOsl0002176	H	Please describe your experience with the site's search feature?	ACQOsl0002176A01
			ACQOsl0002176A02
			ACQOsl0002176A03
			ACQOsl0002176A04
			ACQOsl0002176A05
			ACQOsl0002176A06
			ACQOsl0002176A07
			ACQOsl0002176A08
			ACQOsl0002176A09
			ACQOsl0002176A10
			ACQOsl0002176A11
ACQOsl0002177	H	What key word(s) did you use to search?	
ACQOsl0002178	H	Please indicate how helpful you feel the search feature was in finding the information you wanted/needed?	ACQOsl0002178A01
			ACQOsl0002178A02
			ACQOsl0002178A03
ACQOsl0002179	J	Why do you feel the search feature was not at all helpful?	
ACQOsl0002180	I	What would make the search feature more helpful?	

VA - My HealtheVet

EDO07291		Did you use a VA medical facility or service for any of your health care needs in the last 12 months?	EDO07291A001
			EDO07291A002

EDO07292		The “VA Blue Button: Download My Data” feature was recently added to My HealtheVet. Have you ever used this VA Blue Button feature?	EDO07292A001 EDO07292A002 EDO07292A003
EDO07293	**G**	Why have you not used the VA Blue Button? (Check all that apply)	EDO07293A001 EDO07293A002 EDO07293A003 EDO07293A004 EDO07293A005 EDO07293A006
EDO07294	**G2**	Why else did you not use the VA Blue Button?	
EDO07295	**A**	How did you hear about the VA Blue Button? (Check all that apply)	EDO07295A001 EDO07295A002 EDO07295A003 EDO07295A004 EDO07295A005 EDO07295A006 EDO07295A007 EDO07295A008 EDO07295A009
EDO07296	**A2**	How else did you hear about the VA Blue Button?	
EDO07297	**B**	How many times have you used the VA	EDO07297A001 EDO07297A002 EDO07297A003 EDO07297A004

EDO07298	**B2**	About how many times have you used the VA Blue Button?	
EDO07299	**B3**	For what purposes have you used it more than once?	
EDO07300	**C**	How did you use the VA Blue Button? (	EDO07300A001 EDO07300A002 EDO07300A003
EDO07301	**C2**	What did you do with the printed paper copy of your personal health information? (Check all that apply)	EDO07301A001 EDO07301A002 EDO07301A003 EDO07301A004 EDO07301A005 EDO07301A006 EDO07301A007
EDO07302	**C3**	What else did you do with the printed paper copy?	
EDO07303	**C4**	What did you do with the Blue Button file containing your personal health information? (Check all that apply)	EDO07303A001 EDO07303A002 EDO07303A003 EDO07303A004 EDO07303A005

			EDO07303A006 EDO07303A007 EDO07303A008 EDO07303A009 EDO07303A010 EDO07303A011
EDO07304	**C5**	What else did you do with the Blue Button file?	
EDO07305	**D**	Did you make any changes to the VA Blue Button file such as adding, changing, or removing information?	EDO07305A001 EDO07305A002 EDO07305A003
EDO07306	**E**	What did you find useful about your use of the VA Blue Button (Check all that apply)	EDO07306A001 EDO07306A002 EDO07306A003 EDO07306A004 EDO07306A005 EDO07306A006
EDO07307	**E2**	What else did you find useful about the VA Blue Button?	
EDO07308	**F**	What information in the VA Blue Button file was most useful? (Check all that apply	EDO07308A001 EDO07308A002 EDO07308A003

			EDO07308A004 EDO07308A005
EDO07309	**F2**	What information was most useful?	
EDO07310		What additional features would you find useful if added to the VA Blue Button? (Check all that apply)	EDO07310A001 EDO07310A002 EDO07310A003 EDO07310A004 EDO07310A005 EDO07310A006 EDO07310A007 EDO07310A008
EDO07311	**A**	What other features would you find useful?	
EDO07312		About how often do you plan to download your personal health information using the VA Blue Button?	EDO07312A001 EDO07312A002 EDO07312A003 EDO07312A004 EDO07312A005 EDO07312A006 EDO07312A007 EDO07312A008

			EDO07312A009 EDO07312A010
EDO07313	**A**	How often do you plan to download your information?	
EDO07314		How can you see yourself using the VA Blue Button download in the future? (Check all that apply)	EDO07314A001 EDO07314A002 EDO07314A003 EDO07314A004 EDO07314A005 EDO07314A006 EDO07314A007 EDO07314A008 EDO07314A009
EDO07315		Veterans who have completed In-Person Authentication (IPA) can download additional information using the VA Blue Button, including their VA Medication History and VA Wellness Reminders. Do you plan to complete In-Person Authentication in order to have access to this additional information?	EDO07315A001 EDO07315A002 EDO07315A003 EDO07315A004

ACQOsl0002189		Please rate how thoroughly this	01

		website discloses information about what this agency is doing.	ACQOsl0002189A02 ACQOsl0002189A03 ACQOsl0002189A04 ACQOsl0002189A05 ACQOsl0002189A06 ACQOsl0002189A07 ACQOsl0002189A08 ACQOsl0002189A09 ACQOsl0002189A10 ACQOsl0002189A11
ACQOsl0002190		Please rate how quickly agency information is made available on this website.	ACQOsl0002190A01 ACQOsl0002190A02 ACQOsl0002190A03 ACQOsl0002190A04 ACQOsl0002190A05 ACQOsl0002190A06 ACQOsl0002190A07 ACQOsl0002190A08 ACQOsl0002190A09 ACQOsl0002190A10 ACQOsl0002190A11
ACQOsl0002191		Please rate how well information about this agency's actions can be accessed by the public on this website.	ACQOsl0002191A01 ACQOsl0002191A02 ACQOsl0002191A03 ACQOsl0002191A04 ACQOsl0002191A05

			ACQOsl0002191A06 ACQOsl0002191A07 ACQOsl0002191A08 ACQOsl0002191A09 ACQOsl0002191A10 ACQOsl0002191A11

Highmark BCBS

EDO07331		What language do you speak most of the time at home?	EDO07331A001 EDO07331A002 EDO07331A003
EDO07332	**A**	What language do you speak at home? (other)	

FAA Public Site

EDO07333		Did you use the search feature during your visit today?	EDO07333A001 EDO07333A002 EDO07333A003
EDO07334	**A**	Please tell us about your experience with the search feature today. (Select all that apply.)	EDO07334A001 EDO07334A002 EDO07334A003 EDO07334A004 EDO07334A005
EDO07335	**B**	What were your issues with the searching process? (Select all that	EDO07335A001 EDO07335A002

			EDO07335A003 EDO07335A004
EDO07336	**E**	My Issue was:	
EDO07337	**C**	What were your issues with the design and layout of the search results? (Select all that apply.)	EDO07337A001 EDO07337A002 EDO07337A003 EDO07337A004 EDO07337A005
EDO07338	**F**	My Issue was:	
EDO07339	**D**	What were your issues with the results of the search? (Select all that apply.)	EDO07339A001 EDO07339A002 EDO07339A003 EDO07339A004 EDO07339A005 EDO07339A006 EDO07339A007
EDO07340	**G**	My issue was:	

RRB - Browse

ACQOsl0002311	X	What type of benefit information were you looking for today?	ACQOsl0002311A01
			ACQOsl0002311A02
			ACQOsl0002311A03
			ACQOsl0002311A04
			ACQOsl0002311A05

			ACQOsl0002311A06
			ACQOsl0002311A07
			ACQOsl0002311A08
			ACQOsl0002311A09
			ACQOsl0002311A10
			ACQOsl0002311A11
ACQOsl0002312	Y	What other type of benefit information were you looking for today?	
ACQOsl0002313	E	Please share with us any details about your experience while claiming bi-weekly sickness benefits that could have been improved.	
ACQOsl0002314		Did you need to login today in order to access the information you wanted?	ACQOsl0002314A
			ACQOsl0002314A02
			ACQOsl0002314A03
ACQOsl0002315	B	Please tell us what you typed into search today.	

NIH - Main

ACQOsl0002316		Are you looking for health information today?	**ACQOsl0002316A01**
			ACQOsl0002316A02
ACQOsl0002317	**1AA**	What specific health topic are you looking for?	

Travel.State Satisfaction Survey v2

ACQOsl0002318		How often have you visited this site to accomplish this task?	ACQOsl0002318A0
			ACQOsl0002318A0
			ACQOsl0002318A0
ACQOsl0002319		Did you find everything you were looking for?	ACQOsl0002319A0

			ACQOsl0002319A0 ACQOsl0002319A0
ACQOsl0002320	A	Information not found:	
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A0 ACQOsl0002322A1
ACQOsl0002297		What is your primary language?	ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0 ACQOsl0002297A0
ACQOsl0002298	A	Other language	
ACQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	ACQOsl0002323A0 ACQOsl0002323A0 ACQOsl0002323A0 ACQOsl0002323A0 ACQOsl0002323A0 ACQOsl0002323A0 ACQOsl0002323A0

AAMC Site

ACQOsl0002370	A	If you had visited the AAMC site before and noticed the recent redesign, please rate this change:	ACQOsl0002370A01 ACQOsl0002370A02 ACQOsl0002370A03

ACQOsl0002371	**E**	Please tell us why it is negative:	
ACQOsl0002372	**B**	How would you rate the site navigation?	ACQOsl0002372A01
			ACQOsl0002372A02
			ACQOsl0002372A03
ACQOsl0002373	**F**	Please explain how it is less user friendly:	
ACQOsl0002374	**C**	How would you rate the site content?	ACQOsl0002374A01
			ACQOsl0002374A02
			ACQOsl0002374A03
ACQOsl0002375	**G**	Please explain how it is more difficult to understand:	
ACQOsl0002376	**D**	How would you rate the organization of the site?	ACQOsl0002376A01
			ACQOsl0002376A02
			ACQOsl0002376A
ACQOsl0002377	**H**	Please explain how it is more difficult to understand:	
ACQOsl0002378	**D**	Please tell us what links were broken.	

I had no difficulty using the search feature on this site 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		Radio button, one-up vertical	Single	No	SKIP LOGIC GROUP
		Text area, no char limit		No	SKIP LOGIC GROUP
Very helpful Somewhat helpful Not at all helpful	 I I, J	Radio button, one-up vertical	Single	No	SKIP LOGIC GROUP
		Text area, no char limit		No	SKIP LOGIC GROUP
		Text area, no char limit		No	SKIP LOGIC GROUP

Yes No		Dropdown (Select-one)	Single	Y	

Yes	**A, B, C, D, E, F**	Drop down, select one	Single	Y	
No	**G**				
Not sure					
I was not aware of it		Checkbox, one-up vertical	Multi	Y	
I did not know how to use it					
I did not think it would be useful					
I want to learn more about it before I use it					
I was concerned about privacy or the security of my personal health information					
Other, please specify	**G2**				
		Text area, no char limit		Y	
I read about it on the My HealtheVet website		Checkbox, one-up vertical	Multi	Y	
I saw the Blue Button icon on the My HealtheVet website					
I saw or heard it promoted at a VA facility					
From a VA staff member					
From my VA health care provider					
From another Veteran					
From a member of a Veteran Service Organization					
I read about it in the news or on another website					
Other, please specify	**A2**				
		Text area, no char limit		Y	
Once		Drop down, select one	Single	Y	
More than once	**B2, B3**				
Not sure					
Never					

		Text area, no char limit		Y	
		Text area, no char limit		Y	
I used it to view my personal health information on the My HealtheVet website		Checkbox, one-up vertical	Multi	Y	
I printed a paper copy of my personal health information using the Print button	**C2**				
I used the download button to create a text file of my personal health information	**C4**				
I read it		Checkbox, one-up vertical	Multi	Y	
I saved it for my records					
I shared it (or plan to share it) with my VA health care provider					
I shared it (or plan to share it) with my Non-VA health care provider					
I shared it (or plan to share it) with my spouse, child, or other family member					
I discarded it					
Other, please specify	**C3**				
		Text area, no char limit		Y	
I saved it to my computer		Checkbox, one-up vertical	Multi	Y	
I stored the file on a CD, portable drive, or other media					
I uploaded the file to another website or software system					
I added the information to another personal health record					
I shared it (or plan to share it) with my VA health care provider					

I shared it (or plan to share it) with my Non-VA health care provider					
I shared it (or plan to share it) with my spouse, child, or other family member					
I deleted it					
I was not able to locate the file					
Nothing					
Other, please specify	**C5**				
		Text area, no char limit		Y	
Yes		Drop down, select one	Single	Y	
No					
Not sure					
Having my VA personal health information in one place		Checkbox, one-up vertical	Multi	Y	
Having an electronic file of my VA personal health information					
Being able to share a copy of my VA personal health information with someone else					
Being able to edit the copy of my personal health information					
Other, please specify	**E2**				
Did not find it useful					
		Text area, no char limit		Y	
My self-entered information		Checkbox, one-up vertical	Multi	Y	
My HealtheVet Account Summary					
My VA Medication History (available to In-Person Authenticated veterans)					

My VA Wellness Reminders (available to In-Person Authenticated veterans)					
Other, please specify	**F2**				
		Text area, no char limit		Y	
Being able to include additional kinds of information as it becomes available in My HealtheVet, such as VA lab test results		Checkbox, one-up vertical	Multi	Y	
Being able to select a date range for the data included in my VA Blue Button download					
Being able to pick which portions of my personal health information are included in my VA Blue Button download					
Being able to transfer my personal health information to a non-VA personal health record or application					
Being able to access the information on other devices (for example a portable drive or mobile device)					
Being able to choose the format of the VA Blue Button file					
Other, please specify	**A**				
None					
		Text area, no char limit		Y	
One time only		Radio button, one-up vertical	Singly	Y	
About once a month					
About once every three months					
About once every six months					
About once a year					
Less frequently than once a year					
Only when I have a VA health care visit					
Other, please specify	**A**				

Not sure					
Never					
				Y	
Save the information to another place (for example, by copying to a file on my computer)		Radio button, one-up vertical	Multi	Y	
Share the information with a family member or friend					
Share the information with my VA health care provider					
Share the information with my Non-VA health care provider					
Use the information with another program (for example, to check for drug interactions)					
Put the information into another Personal Health Record					
Put the information in another website (for example, to receive customized care recommendations or to apply other kinds of tools to my personal health information)					
I do not plan to use the VA Blue Button					
Not sure					
Yes		Drop down, select one	Single	Y	
No, I am already In-Person Authenticated					
No					
Not sure					

1=Poor		radio	Single	Y	Skip Logic	Transpare

2		button, scale, has Don't				
3						
4						
5						
6						
7						
8						
9						
10=Excellent						
Don't Know						
1=Poor		radio button, scale, has Don't	Single	Y	Skip Logic	Transparer
2						
3						
4						
5						
6						
7						
8						
9						
10=Excellent						
Don't Know						
1=Poor		radio button, scale, has Don't	Single	Y	Skip Logic	Transparer
2						
3						
4						
5						

6						
7						
8						
9						
10=Excellent						
Don't Know						

English		Radio button, one-up vertical	Single	Y	OPS Grou	Language
Spanish						
Other, please specify	**A**					
		Text field, <100 char		N	OPS Group	

Yes	**A**	Radio butt	Single	Y		Search Us
No						
Don't remember						
The search feature met my needs.		Checkbox, one-up vertical	Multi	Y		Search Ex
I had issues with the **searching process** (how to use it, what to enter).	**B**					
I had issues with the **design and layout** of the search results (text size, colors)**.**	**C**					
I had issues with the **results** of the search.	**D**					
None of these						
It was not clear how to use the search feature		, one-up vertical	Multi	N		Search Pro
I did not know what terms to use to get the results I wanted						

I wanted more advanced search capabilities (exclude certain terms, limit search scope)						
I had a different issue with the searching process:	E					
		Text area, no char limit				Other Sear
The link colors were hard to read		Checkbox, one-up vertical	Multi	N		Search De
I could not see enough of the descriptions to decide which link to choose						
The text was too small						
The page was too crowded						
I had a different issue with the design and layout of the results:	F					
		Text area, no char limit				Other Sear
Results were not relevant or not what I wanted		Checkbox, one-up vertical	Multi	N		Search Re
The order of the results was not what I expected						
There were no results or too few results						
The titles were not helpful						
The descriptions were not helpful						
I could not narrow the results of my search						
I had a different issue with the results of the search:	G					
		Text area, no char limit				Other Sear

Retirement		Checkbox, one-up vertical	Multi	Y	Skip Logic	Other Benefit Information
Survivor						
Disability						
Medicare						
Unemployment Benefits						

Sickness Benefits Change mailing address Reporting Death Enrolling in or Changing Direct Deposit Income Verification Other (please specify)	Y					
		Text area, no char limit	Single	N	Skip Logic	Other Benefit Information
		Text area, no char limit	Single	N	Skip Logic	Sickness Benefits
Yes No Not Sure		select one	Single	Y		Login
		Text area, no char limit		N	Skip Logic	Search Keyword

Yes No	**SKIP 1AA**	**Radio-button**	**Yes**	**Single**	**Skip Logic Group**	**Look For Health Info**
		Text field, <100 char	**No**		**Skip Logic Group**	**What Topic**

This is my first time 2-5 times More than 5 times		Radio Butt	Single	Y		
Yes, I found it quicklly		Radio Butt	Single	Y		

Yes, but it took longer than expected					
No, please specify what you were looking for:	A				
		Open-ended		Y	
1=Difficult to understand		Radio butt	Single	Y	
2					
3					
4					
5					
6					
7					
8					
9					
10=very clear and concise					
English		Radio Butt	Single	Y	Skip Logic
Spanish					
French					
Arabic					
Mandarin					
Russian					
Hindi					
Other, please specify:	A				
Mobile-friendly version of the site		Checkbox	Multi	Y	
Mobile app for smartphones					
Live chat help					
More robust Frequency Asked Questions feature					
Website in additional languages					
None of these features					

Positive		Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Overall
Negative	E					
Neutral						

		Text area, no char limit		N	Skip Logic Group	OE_Redesign Overall
More user friendly. Less user friendly. About the same.	**F**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Navigation
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Navigation
Easier to understand. More difficult to understand. About the same.	**G**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Content
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Content
Better organized - it's easier to find information. Not as well organized - it's harder to find information. Finding the information has the	**H**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Organization
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Organization
		Text area, no char limit		N	Skip Logic Group	Other - Broken Links

ncy CQ 1

ıcy CQ 2

ıcy CQ 3

age

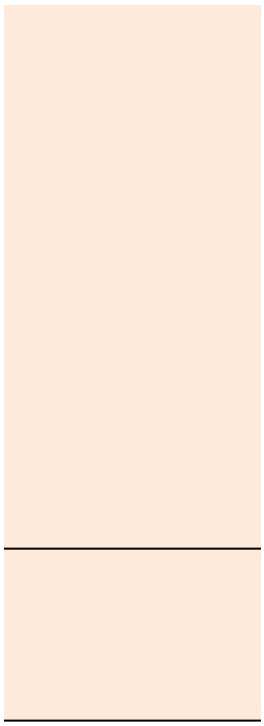
perience

ocess

rch Process

sign

rch Design

sults

rch Results