

E-Benefits Suggested Model Questions

| E-Benefits | | |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <i>Model questions utilize the ACSI methodology to determine scores and impacts</i> | | |
| 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 Active duty Wounded, injured, or ill service member 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 | B B B A | Radio button, one-up vertical | Single | Y | |
| | 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 Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service | | Checkbox, one-up vertical | Multi | N | |
| | | Please select your age range. | 17 or under 18-24 25-34 35-44 45-54 55-64 65+ | | Radio button, one-up vertical | Single | N | |
| | | Please select your gender: | Male Female | | Radio button, one-up vertical | Single | N | |
| | | How frequently do you visit this site? | First time Daily About once a week About once a month About once or twice a year Less frequently than once a year | | Radio button, one-up vertical | Single | Y | |
| | | What information were you primarily looking for today? | Financial Education Employment Housing Health Burial Benefits Compensation Other, please specify | A | Radio button, one-up vertical | Single | Y | |
| | 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