Measures Name/Client name (CDs and Answer choices)

DHS Satisfaction Survey - Transparency

ACQOsl0001999		What is your primary purpose for visiting this site today?	ACQOsl0001999A 01
			ACQOsl0001999A 02
			ACQOsl0001999A 03
ACQOsl0002000	А	What other purpose did you have for visiting this site today?	
ACQOsl0002001			ACQOsl0002001A 01
			ACQOsl0002001A 02
ACQOsl0002002	А	Why were you unable to complete your task?	

NIAMS Survey

ACQOsl0002004	А	What type of health related information were you primarily looking for today?	ACQOsl0002004A01
			ACQOsl0002004A02
			ACQOsl0002004A03
			ACQOsl0002004A04
			ACQOsl0002004A05
ACQOsl0002005	С	Miles to all and the second for a little males and	
		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 Socia Security Administration?	
		EDO06581A002 EDO06581A003

A	Other preferred language	
	What is your current marital status?	EDO06583A001 EDO06583A002
		EDO06583A003 EDO06583A004
		EDO06583A005 EDO06583A006 EDO06583A007
Х	Other marital status	
		What is your current marital status?

Farm Bureau Financial Services

EDO06713		Please rate the process for making a payment on this site.	EDO06713A001
	В		EDO06713A002
			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
			EDO06715A002 EDO06715A003
			LD000713A003
			EDO06715A004
EDO06716	A1	Other login issues you encountered.	

EDO06717	В	Please rate how satisfied you were with the ease of the login/registration process.	EDO06717A001
			EDO06717A002
			EDO06717A003
			EDO06717A004
			EDO06717A005
			EDO06717A006
			EDO06717A007
			EDO06717A008 EDO06717A009
			EDO00717A009 EDO06717A010
			EDO00717A010 EDO06717A011
EDO06718		100	
		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
			EDO00719A009 EDO06719A010
			EDO06719A011
EDO06720	В	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

ACQOsl0002099	В	How does the new FBI.gov site compare to the previous website design?	ACQOsI0002099A
			ACQOsl0002099A 02
			ACQOsl0002099A 03
			ACQOsl0002099A 04
ACQOsl0002100	С		ACQOsl0002100A 01
			ACQOsl0002100A 02
			ACQOsl0002100A 03
ACQOsl0001974	D		
		Please tell us what you think of the new FBI.gov site:	

USDA FSA v2

	Would a wizard (a step-by-step user interface; ex. Benefits Finder Wizard)	
D	เพารสโตชั่งใจน้าเปล่าคือไปอากองเจ้า be	
M	Please tell us what links were broken or the errors received.	
	Where are you located?	

	Would an app (ex. Program Eligibility Analyzer) to help determine which	
	Analyzer) to help determine which	
	DINDULATUS BURINTO ADMINE WERDINGS 10	
	help you find the notices and directives	ı
	Would के बिक्रिंग्स में मिल्रिंग के बिक्रिंग के बिक्रिंग के बिक्रिंग के Would be notices and directives that apply to you be helpful?	
	mai apply to you be nelplul?	

SSA iClaim

ACQDom0001966	X	Did you visit the Social Security home	
		<pre>page (www.socialsecurity.gov) today?</pre>	

Υ	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:	
	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

ACQOsl0002106	A	Please list the search terms you typed into the search box on the Healthfinder.gov site:	
ACQOsl0002107		you use regularly (at least once a	ACQOsl0002107/ ACQOsl0002107/ ACQOsl0002107/
			ACQOsl0002107 <i>A</i> ACQOsl0002107 <i>A</i>

ACQOsl0002108		How would you best describe the Spanish-language information on this	ACQOsl0002108A 01
			ACQOsl0002108A 02
			ACQOsl0002108A 03
			ACQOsl0002108A 04
CMS - Highmark J12			
ACQOsl0002163	F		
		What specific search terms did you use to try to find the information you were looking for?	

Seeking a job		Radio button, one-up vertical	Single	Y	Other, please specify
I am a student conducting research					
Other, please specify	Α				
		Text area, no char limit		Y	
Yes		Radio button, one-up vertical		Y	Skip Logic Group
No	Α				
		Text area, no char limit		Y	

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

English		Radio button, one-up vertical	Single	Υ	OPS Grouerred langu
Spanish Other, please specify	Α				

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

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

2 3 4 5 6 7 8 9 10- Very Satisfied		Radio button, scale, has don't know	Single	Y	Skip Logic	Rate Login
Yes	A B	Radio button, one-up vertical	Single	Y		Mobile
1-Very Dissatisfied 2 3 4 5 6 7 8 9 10- Very Satisfied N/A						Satisfacti on with Mobile
1-Not Interested 2 3 4 5 6 7 8 9 10- Very Interested N/A						Interest in Mobile

Better than the previous design The same as the previous design Worse than the previous design Don't Know	Radio button, one-up vertical	Single	Y	Redesign Q
It is easier to find what I am looking for It is harder to find what I am looking for My experience is no different when looking for information on the new site	Radio button, one-up vertical	Single	Y	R <mark>edesign Q</mark>
	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	

Yes No Yes No

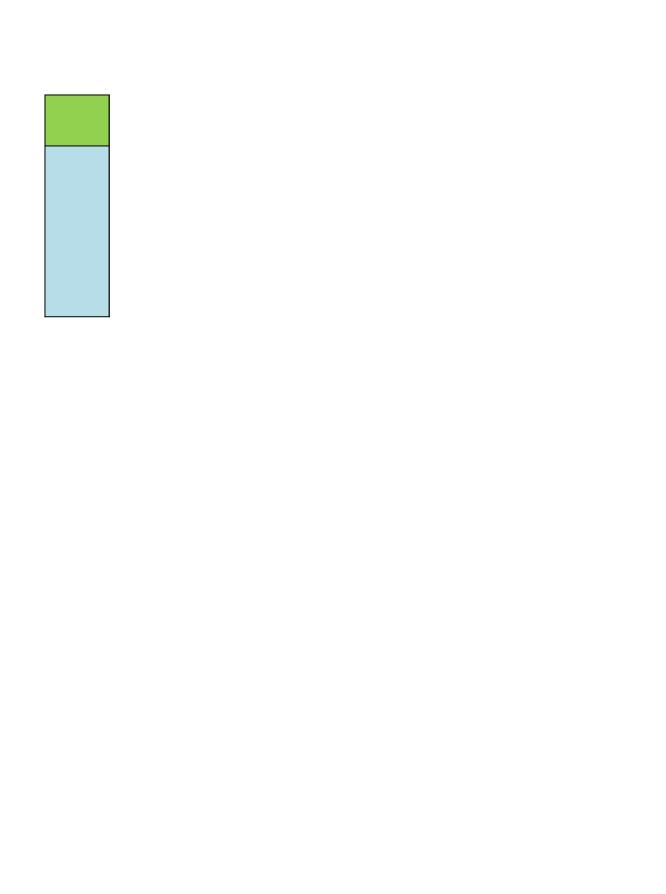
Yes	

No	
Yes	
No	
I had little or no difficulty getting to the application	
I found it somewhat difficult to	Z1
find the application	
I did not know where to begin looking	
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)	Z2
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	
	l .

	Т	ext field,	Single	N	Logic Gr	earch Tern
Facebook		Checkbox	Multi	Y		Social
Twitter		, one-up				Media
LinkedIn		vertical				
Discussion boards						
Blogs						

Somewhat difficult to understand Somewhat difficult to understand Somewhat easy to understand Very easy to understand	Radio button, one-up vertical	Single	Yes	Compreh ension
	Text field, <100 char		N	

This is not a new question



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