

Measures Name/Client name (CDs and Answer choices)

USA.gov v2

ACQOsI0002382		on the USA.gov site today? (Please select all that apply.)	ACQOsI0002382AC ACQOsI0002382AC ACQOsI0002382AC ACQOsI0002382AC ACQOsI0002382AC ACQOsI0002382AC
ACQOsI0002383		How would you describe your experience while looking for information on the USA.gov site today? (Please select all that apply.)	ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC ACQOsI0002383AC
ACQOsI0002384	A	Please list the difficulty you had while looking for information on the USA.gov site:	
ACQOsI0002385	B	What specific links/labels were difficult to understand?	
ACQOsI0002386	C	Can you describe any specific navigation links or paths that did	

SSA Disability Report

EDO07615	A	When the representative told you about the Internet Disability Report, did he or she tell you about the Disability Starter Kit?	EDO07615A001
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			EDO07615A002
			EDO07615A003
			EDO07615A004
			EDO07615A005
EDO07616	C	Did the Disability Starter Kit help you complete the online Disability Report?	EDO07616A001
			EDO07616A002
EDO07617	B	If you are helping a client, what is your role? (Select one)	EDO07617A001
			EDO07617A002
			EDO07617A003
			EDO07617A004
			EDO07617A005
			EDO07617A006
			EDO07617A007
			EDO07617A008
EDO07618	C	Please specify your role.	
EDO07619	A	Did you find the checklist helpful while completing your application?	EDO07619A001
			EDO07619A002
			EDO07619A003
EDO07620	B	Please rate how helpful the Disability Benefits Checklist was for you.	EDO07620A001
			EDO07620A002
			EDO07620A003
			EDO07620A004
			EDO07620A005
			EDO07620A006
EDO07621	F	How much time did you spend all together working on your Disability Report?	EDO07621A001
			EDO07621A002
			EDO07621A003

			EDO07621A004 EDO07621A005 EDO07621A006
EDO07622	G	If you chose not to finish your Disability Report in one sitting, please tell us why.	EDO07622A001 EDO07622A002 EDO07622A003 EDO07622A004 EDO07622A005 EDO07622A006 EDO07622A007 EDO07622A008 EDO07622A009 EDO07622A010 EDO07622A011 EDO07622A012 EDO07622A013
EDO07623	H	Please specify why you chose not to finish your Disability Report.	
EDO07624		What is the highest level of education you have completed?	EDO07624A001 EDO07624A002 EDO07624A003 EDO07624A004 EDO07624A005 EDO07624A006 EDO07624A007 EDO07624A008
EDO07625		What is your household income level?	EDO07625A001 EDO07625A002

			EDO07625A003 EDO07625A004 EDO07625A005 EDO07625A006 EDO07625A007 EDO07625A008
EDO07626		In addition to completing this Disability Report, did you also fill out Social Security's Disability Benefit Application online?	EDO07626A001 EDO07626A002 EDO07626A003
EDO07627	A	Please specify your site experience.	
EDO07628		Please provide any additional comments about your experience with the Internet Disability Report.	

Bureau of Reclamation Survey

ACQOsI0002394	K	If used the Search Reclamation Box , what type of difficulty, if any, did you encounter with the search?	ACQOsI0002394A02 ACQOsI0002394A03 ACQOsI0002394A04 ACQOsI0002394A05 ACQOsI0002394A06 ACQOsI0002394A07 ACQOsI0002394A08 ACQOsI0002394A09 ACQOsI0002394A01
ACQOsI0002356	N	Please describe your search experience.	
ACQOsI0002357	L	What specific search terms did you use to try and find the information of interest?	
ACQOsI0002358	M	How many searches did you conduct to find the information you were looking for?	ACQOsI0002358A01 ACQOsI0002358A02

			ACQOsI0002358A03 ACQOsI0002358A04
ACQOsI0002359	I	Please describe the specific navigation link or path that did not take you to what you were looking for.	
ACQOsI0002360	J	What specific links/labels were difficult to understand?	

Small Business Administration

EDO08056		How frequently do you visit this site?	EDO08056A001 EDO08056A002 EDO08056A003 EDO08056A004 EDO08056A005 EDO08056A006
EDO08057	A	If you had visited the site before and noticed the recent redesign, please rate this change:	EDO08057A001 EDO08057A002 EDO08057A003
EDO08058	E	Please tell us why it is negative:	
EDO08059	B	How would you rate the site navigation?	EDO08059A001 EDO08059A002 EDO08059A003
EDO08060	F	Please explain how it is less user friendly:	
EDO08061	C	How would you rate the site content?	EDO08061A001 EDO08061A002 EDO08061A003
EDO08062	G	Please explain how it is more difficult to understand:	

EDO08063	D	How would you rate the organization of the site ?	EDO08063A001 EDO08063A002 EDO08063A003
EDO08064	H	Please explain how it is harder to find information :	
EDO08065		Did you utilize our new web tool, SBA Direct , which allows users to personalize their experience on SBA.gov?	EDO08065A001 EDO08065A002
EDO08066	A	Was the new tool useful in helping you to access the information that was most relevant to you ?	EDO08066A001 EDO08066A002
EDO08067	B	Will you use SBA Direct as your primary means of navigating the site ?	EDO08067A001 EDO08067A002 EDO08067A003
EDO08068	C	If you could make one change/improvement to the new SBA Direct tool , what would it be?	
EDO08069	A	What area within Loans & Grants is of the most interest to you?	EDO08069A001 EDO08069A002 EDO08069A003 EDO08069A004 EDO08069A005
EDO08070	D	Please specify which area within Loans & Grants is of the most interest to you:	
EDO08071	B	Did you encounter any difficulty with the search feature ?	EDO08071A001 EDO08071A002

EDO08072	C	What type of difficulty did you primarily encounter?	EDO08072A001 EDO08072A002 EDO08072A003 EDO08072A004 EDO08072A005 EDO08072A006 EDO08072A007 EDO08072A008 EDO08072A009 EDO08072A010
EDO08073	D	Please describe the search difficulties you experienced:	
EDO08074	E	Please tell us which search results links were broken.	
EDO08075	A	Please tell us what links were broken, error messages you received or other technical difficulties that you experienced:	
EDO08076	B	Please describe your experience with the navigation process today:	
EDO08077		If you could make one change/improvement to the SBA.gov site, what would it be?	

CMS - Noridian DME MAC

EDO08161		How did you primarily look for information on this site today?	Browsed pages by clicking links
			Searched using the site search feature
			Used the site map
EDO08162	D	What keywords did you use?	

CMS - Noridian J3 MAC

EDO08163		How did you primarily look for information on this site today?	EDO08163A001 EDO08163A002 EDO08163A003
EDO08164	A	What keywords did you use?	

UNICOR Satisfaction Survey

EDO08305		What is your primary reason for visiting UNICOR.gov today?	EDO08305A001 EDO08305A002 EDO08305A003 EDO08305A004
EDO08306	AB	What kind of information are you seeking?	EDO08306A001 EDO08306A002 EDO08306A003 EDO08306A004 EDO08306A005 EDO08306A006 EDO08306A007
EDO08307	AG	Please describe what other kind of information you are seeking.	
EDO08308	AF	Which UNICOR business group(s) did you purchase products and services from?	EDO08308A001 EDO08308A002 EDO08308A003 EDO08308A004 EDO08308A005 EDO08308A006 EDO08308A007

EDO08309	AC	How often do you buy from UNICOR?	EDO08309A001 EDO08309A002 EDO08309A003 EDO08309A004 EDO08309A005
EDO08310	AD	How much do you typically spend on UNICOR products and services per year?	EDO08310A001 EDO08310A002 EDO08310A003 EDO08310A004 EDO08310A005 EDO08310A006
EDO08311	AM	Compared to other online shopping experiences, how would you rate UNICOR.gov on each of the following: Product ordering process	EDO08311A001 EDO08311A002 EDO08311A003 EDO08311A004 EDO08311A005
EDO08312	AM	Product pricing	EDO08312A001 EDO08312A002 EDO08312A003 EDO08312A004 EDO08312A005
EDO08313	AM	Shipping options	EDO08313A001 EDO08313A002 EDO08313A003 EDO08313A004 EDO08313A005
EDO08314	AE	What is the primary method you use when purchasing from UNICOR?	EDO08314A001 EDO08314A002 EDO08314A003 EDO08314A004

EDO08315

AH

Please describe any specific navigation links or paths that did not take you where they should have?

Search Feature		Checkbox,	Multi	Y		Method to Lo
Top Navigation Bar						
Links in the center of the page						
Popular Topics Links						
Site Map/A-Z Index						
Not Sure						
I had no difficulty looking for information on this site	exclusive	Checkbox,	Multi	Y	Skip Logic	erience Loc
Links often did not take me where I expected	C					
Had difficulty finding relevant information	B					
Links/labels are difficult to understand	B					
Too many links/navigational options to choose from	C					
Had technical difficulties (error messages, broken links, etc.)	C					
Could not navigate back to previous information	C					
I had a difficulty not listed above:	A					
		Text area,	no char limit	N	Skip Logic	ther Difficu
		Text area,	no char limit	N	Skip Logic	/Labels Dif
		Text area,	no char limit	N	Skip Logic	s/Paths Iss

Yes, the representative gave me a paper Disability Starter Kit.	C	Radio Butt	Single	Y	Skip Logic Group
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Yes, the representative mailed me a Disability Starter Kit.	C				
Yes, the representative told me how to go online and get the Disability Starter Kit.					
No					
Don't know					
Yes		Radio Butt	Single	Y	Skip Logic Group
No					
I am an attorney	C	Radio Butt	Single	Y	Skip Logic Group
I am a non-attorney representative					
I work for an insurance company					
I work for a government agency					
I work for a not-for-profit organization					
I work for a for-profit organization					
I work for a hospital, nursing care facility, or health services agency					
Other, please specify:					
		Text Field – limited to 100 characters		N	Skip Logic Group
Yes	B	Radio Butt	Single	Y	Skip Logic Group
No					
Don't know					
Extremely helpful		Radio Butt	Single	Y	Skip Logic Group
Very helpful					
Moderately helpful					
Slightly helpful					
Helpful, but barely					
Not helpful					
Under 1 hour		Radio Butt	Single	Y	Skip Logic Group
Between 1 and 2 hours					
Between 2 and 3 hours					

Between 3 and 4 hours					
Between 4 and 5 hours					
More than 5 hours					
Too many questions		Checkbox	Multi	Y	Skip Logic Group
Takes too long to fill out					
Too complicated to use without help					
My claim was denied less than 60 days ago					
I only had a limited amount of time to spend on it					
I was interrupted, for example by family demands					
I had problems entering dates or other information					
Did not understand what questions meant/how to answer					
I made a mistake on one of the screens, but couldn't correct it					
Received an error message or was "kicked out" of the application					
Didn't have information like addresses, dates or doctors' names readily available					
My disabling condition prevents me from working with a computer for long periods					
Other, please specify:	H				
		Text Area – no character li		N	Skip Logic Group
Did not graduate from high school		Dropdown	Single	N	
Completed high school or GED					
Some college or university courses, but no degree					
Bachelor's degree					
Some post-graduate courses					
Master's degree					
Doctorate					
Prefer not to answer					
Under \$25,000 per year		Dropdown	Single	N	
\$25,000 to \$50,000					

\$50,001 to \$75,000					
\$75,001 to \$100,000					
\$100,001 to \$150,000					
\$150,001 to \$200,000					
More than \$200,000					
Prefer not to answer					
Yes	A	Radio Butt	Single	Y	Skip Logic Group
No					
Don't know (please explain)					
		Text Area – no character li		N	Skip Logic Group
		Text Area – no character li		N	

Results were not relevant to my search terms	N	Checkbox, one-up vertical	Multi	Y	o Logic Gro	Search Difficulty
Too many results/I had to refine search results many times						
Received not enough or no results						
Received error message(s)						
Search speed was too slow						
There was too little information in the results to decide what to choose						
The results were not sorted in a helpful way						
Other						
I did not encounter any difficulties						
		Text area, no char limit		N	o Logic Gro	Other Search Difficulty
		Text area, no char limit		N	o Logic Gro	Search Terms
I received results on my first try		Drop down, select one	Single	N	o Logic Gro	Search Refinements
Two to three times						

Four or more times						
Don't recall						
		Text area, no char limit		N	o Logic Gro	Link Not Take Where Expected
		Text area, no char limit		N	o Logic Gro	Link Understa ndability

First time	A,B,C,D	Radio	Single	Y	Skip Logic	Visit
More than once a day						
Daily						
About once a week						
About once a month						
Every 6 months or less						
Positive	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Overall
Negative						
Neutral						
		Text area, no char limit		N	Skip Logic Group	OE_Rede sign Overall
More user friendly.	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Navigatio n
Less user friendly.						
About the same.						
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Navigatio n
Easier to understand.	G	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Content
More difficult to understand.						
About the same.						
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Content

Better organized - it's easier to find information.	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Organization
Not as well organized - it's harder to find information.						
Finding the information has the						
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Organization
Yes	A,B,C	Radio Button One Up Vertical	Single	Y		SBA Direct
No						
Yes		Radio Button One Up Vertical	Single	Y		SBA Direct Useful
No						
Yes		Radio Button One Up Vertical	Single	Y		SBA Direct Primary
No Not Sure						
		Text Area – no character limit	Single	N		OE_SBA Direct Improvements
Small Business Loans Grants Bonds Other Financial Assistance Other	D	Radio Button One Up Vertical	Single	Y		Loans and Grants
		Text Field – limited to 100 characters	Single	N		OE_Loans and Grants
Yes	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty with Search
No						

It returned no results.	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	What Difficulties
It returned too many results.						
Results links were broken.						
Results were not relevant to my search terms or needs.						
Results showed old versions of pages/documents.						
Search required too many attempts.						
Results were too similar/redundant.						
I was not sure what words to use in my search.						
Search speed was too slow.						
Other	D					
		Text area, no char limit		N	Skip Logic Group	Other - Difficulties
		Text area, no char limit		N	Skip Logic Group	Other - Broken Links
		Text area, no char limit		N	o Logic Gro	OE_Navigation Technical Difficulties
		Text area, no char limit		N	o Logic Gro	OE_Navigation Difficulty
		Text Area – no character limit	Single	N		OE_Improvements

D	Drop down, select one	Single	Y		
	Text area, no char limit	s	N		

Browsed pages by clicking links	A	Drop down, select one	Single	Y	If this, then 9709	
Searched using the site search feature					If this, then What keywords did you use?	
Used the site map					If this, then 9709	

Purchase products or services	N,C,Z,E, D,F,M	Radio button, one-up vertical	Single	Y	Skip Logic Group	Visit Reason
Browse products or services for a future purchase						
Seek information						
Other						
Order status	AF, AC,AD, AM,AE	Checkbox, one-up vertical	Single	Y	Skip Logic Group	Kind of Information
Waiver						
UNICOR corporate information						
UNICOR general information						
Event/Tradeshaw information						
Inmate training and transition programs						
Other						
		Text field, <100 char		Y	Skip Logic Group	OE_Information
Clothing & Textiles		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Product Group
Office Furniture						
Industrial Products						
Electronics						
Recycling						
Fleet Solutions						
Services						

Weekly or more often		Radio button, one-up vertical	Single	Y	Skip Logic Group	Order_Buy Freq
Every 1-3 months						
Every 3-6 months						
Every 6-12 months						
Less often than every 12 months						
\$1 - \$10,000		Radio button, one-up vertical	Single	Y	Skip Logic Group	Order_Annual Spend
\$10,001- \$25,000						
\$25,001 - \$100,000						
\$100,001 - \$250,000						
\$250,000 or more						
None						
Much Better		Drop down, select one	Single	Y	Multiple Lists Group	Order_Ordering Proc
Better						
About the same						
Worse						
Much Worse						
Much Better		Drop down, select one	Single	Y	Multiple Lists Group	Order_Product Pricing
Better						
About the same						
Worse						
Much Worse						
Much Better		Drop down, select one	Single	Y	Multiple Lists Group	Order_Shipping Options
Better						
About the same						
Worse						
Much Worse						
Online at UNICOR.gov		Checkbox , one-up vertical	Single	Y	Skip Logic Group	Purchase Method
By phone						
By mail						
By fax						

		Text area, no char limit		Y	Skip Logic Group	OE_Other Nav
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