

Model Instance Name:
CDC (Jan 2011-present)

MID: Y9h8gZZ0ghx0VYtM1w8I8A==

Date: 1/1/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on this site.</p> <p>Please rate the quality of information on this site.</p> <p>Please rate the freshness of content on this site.</p>	<p>Satisfaction</p> <p>What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p> <p>How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p> <p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the features provided on this site.</p> <p>Please rate the convenience of the features on this site. Please rate the variety of features on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p> <p>Trust (1=Not at all Trustworthy, 10=Very Trustworthy) Please rate your level of trust in this agency.</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.</p> <p>Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p> <p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on this site. Please rate the organization of search results on this site. Please rate how well the search results help you decide what to select. Please rate how well the search feature helps you to narrow the results to find what</p>		
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know) is doing. Please rate how quickly agency information is made available on this Web site. Please rate how well information about what this agency is doing can be accessed by the public on this Web site</p>		

Model Instance Name:
 CDC (Jan 2011-present) - English

MID: 9U0B0ZRZoldc1hE89hM0IA==

Date: 1/1/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on this site.</p> <p>Please rate the quality of information on this site.</p> <p>Please rate the freshness of content on this site.</p>	<p>Satisfaction</p> <p>What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p> <p>How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p> <p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the features provided on this site.</p> <p>Please rate the convenience of the features on this site. Please rate the variety of features on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p> <p>Trust (1=Not at all Trustworthy, 10=Very Trustworthy) Please rate your level of trust in this agency.</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.</p> <p>Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p> <p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on this site. Please rate the organization of search results on this site. Please rate how well the search results help you decide what to select. Please rate how well the search feature helps you to narrow the results to find what</p>		
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know) is doing. Please rate how quickly agency information is made available on this Web site. Please rate how well information about what this agency is doing can be accessed by the public on this Web site</p>		

Model Instance Name:

CDC (Jan 2011-present) - Spanish

MID: QEtRNNchocpRY99oZMsNZQ==

Date: 1/1/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTOS (determinantes de la satisfacción)	SATISFACCIÓN DEL CONSUMIDOR	COMPORTAMIENTOS FUTUROS
Contenido (1=Malo, 10=Excelente, No sabe)	Satisfacción	Probabilidad de que vuelva (1=Muy poco probable, 10=Muy probable)
Por favor evalúe la precisión de la información de este sitio.	¿Cuál es su nivel de satisfacción general con este sitio? (1=Muy insatisfecho, 10=Muy satisfecho)	¿Qué tan probable es que vuelva a visitar este sitio ?
Por favor evalúe la calidad de la información de este sitio.	¿En qué medida este sitio satisface sus expectativas ? (1=Por debajo, 10=Excede)	Recomendación a otros (1=Muy poco probable, 10=Muy probable)
Por favor evalúe la actualidad del contenido de este sitio.	¿Cómo se compara este sitio con su sitio web ideal ? (1=No muy cercano, 10=Muy cercano)	¿Qué tan probable es que recomiende este sitio a alguien ?
Funcionalidad (1=Mala, 10=Excelente, No sabe)		Participación futura (1=Muy poco probable, 10=Muy probable)
Por favor evalúe la utilidad de las herramientas que provee este sitio.		¿Qué tan probable es que exprese sus ideas u opiniones a esta agencia en los próximos 90 días?
Por favor evalúe la conveniencia de las herramientas de este sitio. Por favor evalúe la variedad de las herramientas de este sitio.		Confianza (1=No es confiable para nada, 10=Muy confiable)
Aspecto y presentación (1=Malos, 10=Excelente, No sabe)		Por favor califique su nivel de confianza en esta agencia.
Por favor evalúe la apariencia visual de este sitio. Por favor evalúe el balance entre gáficas y texto de este sitio. Por favor evalúe cuán legibles son las páginas de este sitio.		
Navegación (1=Mala, 10=Excelente, No sabe)		
Por favor evalúe la organización de este sitio. Por favor evalúe las opciones de navegación de este sitio. Por favor evalúe cuánto le ayuda la distribución de este sitio a encontrar lo que está buscando.		
Por favor evalúe el número de clicks que debe dar para poder encontrar lo que desea en este sitio Web.		
Funcionamiento del sitio (1=Malo, 10=Excelente, No sabe)		
Por favor, evalúe cuán rápido descargan las páginas de este sitio Web. Por favor, evalúe la consistencia de la velocidad entre página y página de este sitio Web. Por favor, evalúe la habilidad de descargar páginas sin recibir un mensaje de error en este sitio Web.		
Búsqueda (1=Mala, 10=Excelente, No sabe)		
Por favor evalúe la relevancia de los resultados de búsqueda en este sitio Web. Por favor evalúe la organización de los resultados de búsqueda en este sitio Web. Por favor evalúe cuánto le ayudaron los resultados de búsqueda a decidir qué Por favor evalúe cuánto le ayuda la herramienta de búsqueda a refinar los resultados a		
Transparencia de la información en línea (1=Mala, 10=Excelente, No sabe)		
actividades que realiza esta agencia. Por favor califique con qué rapidez puede acceder a la información sobre la agencia en		
Por favor califique qué tan bien este sitio web le permite al público acceder a la información de lo que hace esta agencia.		

Model Instance Name:
CDC (Jan 2011-present)
MID: Y9h8gZZ0ghx0VYtM1w8I8A==
Date: 3/1/2008



QID	Skip Logic Label	Question Text
CWS06063		Which category best describes the health topic you were looking for?

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

CDC (Jan 2011-present) CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Diseases and Conditions (ADHD, birth defects, cancer, diabetes, fetal alcohol syndrome, flu, hepatitis, HIV/AIDS, STDs...)	A	Radio button, one-up vertical	Single	Y



Special Instructions

Skip Logic Group

Model Instance Name: CDC (Jan 2011-present) - English	
MID:	9U0B0ZRZoldc1hE89hM0IA==
Date:	3/1/2008



QID	Skip Logic Label	Question Text
ENCWS06063		Which category best describes the health topic you were looking for?

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

CDC (Jan 2011-present) - English CUSTOM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Diseases and Conditions (ADHD, birth defects, cancer, diabetes, fetal alcohol syndrome, flu, hepatitis, HIV/AIDS, STDs...)	A	Radio button, one-up vertical	Single	Y



Special Instructions

Skip Logic Group

Model Instance Name: CDC (Jan 2011-present) - Spanish		red & strike-through : DELETE			
MID:	QEtRNNchocpRY99oZMsNZQ==	<u>underlined & italicized</u> : RE-ORDER			
Date:	3/1/2008	pink: ADDITION			
		blue + -->: REWORDING			

CDC (Jan 2011-present) - Spanish CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
SPCWS06063		¿Qué categoría describe mejor el tema de salud que está buscando?	Enfermedades y afecciones (TDAH, defectos de nacimiento, cáncer, diabetes, síndrome alcohólico fetal, influenza o gripe, VIH/sida, ETS...)	A	Radio button, one-up vertical	Single

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Required Y/N	Special Instructions
Y	Skip Logic Group