

Welcome text

Customer Satisfaction Survey

Thanks for visiting the HealthIT.gov website. You've been randomly chosen to take part in our survey.

Your feedback will help us provide enhance our site and serve you better in the future.

Thank You text

Thank you for taking our survey. Your input is very valuable to us and we will take it into consideration.

rt in a brief survey to let us know what we're doing well and where we can improve.

. All results are strictly confidential.

ito consideration.

Model Instance Name:

MID: NEW

Date: July 12, 2011

red & strike-through: DELETE

underlined & italicized: RE-ORDE

pink: ADDITION

blue + -->: REWORDING

| CQID | Skip Logic Label | Question Text | AnswerID's | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|----------|------------------|--|--|---|---|-------------------------------|
| CWS07627 | | Which of the following best describes you? | CWS07627A001 CWS07627A002 CWS07627A003 CWS07627A004 CWS07627A005 CWS07627A006 CWS07627A007 CWS07627A008 CWS07627A009 | Academic/Researcher General Public Government employee (State & Local) Government employee (Federal) Clinician/Healthcare Provider Health IT Professional Commercial Vendor Media Other | B A | Radio button, one-up vertical |
| CWS07628 | A | Please describe your role. | | | | Text area, no char limit |
| CWS07629 | B | Please indicate your specific role as a clinician or | CWS07629A001 CWS07629A002 CWS07629A003 CWS07629A004 CWS07629A005 CWS07629A006 CWS07629A007 CWS07629A008 CWS07629A009 CWS07629A010 CWS07629A011 | Doctor of medicine or osteopathy Doctor of dental surgery or dental medicine Doctor of podiatry Doctor of optometry Chiropractor Nurse practitioner Certified nurse-midwife Dentist Physician assistant Nurse Other | C | Radio button, one-up vertical |
| CWS07630 | C | Please describe your role as a clinician or healthcare provider. | | | | Text area, no char limit |
| CWS07631 | | Are you currently a grantee/partner of ONC? | CWS07631A001 CWS07631A002 | Yes No | | Drop down, select one |
| CWS07632 | | What is your primary reason for visiting this site today? | CWS07632A001 CWS07632A002 CWS07632A003 CWS07632A004 CWS07632A005 CWS07632A006 CWS07632A007 CWS07632A008 CWS07632A009 CWS07632A010 | Find funding opportunities Find FACA meeting materials Learn about Meaningful Use Join the NHIN Read use cases Learn about Health IT Read Dr. Blumenthal's updates Just browsing Contact ONC Other | D | Radio button, one-up vertical |
| CWS07633 | D | Please describe your primary reason for visiting this site. | | | | |
| CWS07634 | | Did you find what you were looking for ? | CWS07634A001 CWS07634A002 CWS07634A003 | I wasn't looking for anything in particular Yes No | E | Radio button, one-up vertical |
| CWS07635 | E | What specifically were you looking for? | | | | Text area, no char limit |
| CWS07636 | | Did you use the site-wide search feature on this site? | CWS07636A001 CWS07636A002 | Yes No | 1A, 1F | Radio button, one-up vertical |
| CWS07637 | 1A | How would you rate the helpfulness of the site-wide | CWS07637A001 CWS07637A002 CWS07637A003 | Very helpful Somewhat helpful Not helpful | 1B | Radio button, one-up vertical |
| CWS07638 | 1B | Which of the following describes your experience with the | CWS07638A001 CWS07638A002 CWS07638A003 CWS07638A004 CWS07638A005 CWS07638A006 | Search difficult to use Received too few results Received too many results Search results were not what I was looking for Could not sort or refine results Other | 1C 1D 1E | Radio button, one-up vertical |
| CWS07639 | 1C | What search term(s) did you use? | | | | Text area, no char limit |
| CWS07640 | 1D | What search term(s) did you use? | | | | Text area, no char limit |

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| CWS07641 | 1E | Please briefly explain your experience with the site-wide search. | | | | Text area, no char limit |
| CWS07642 | 1F | What one improvement to the site-wide search feature would be most beneficial? | | | | Text area, no char limit |
| CWS07643 | | How often do you visit this site ? | CWS07643A001 CWS07643A002 CWS07643A003 | First time Daily About once a week | | Radio button, one-up vertical |

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|----------|------------------|---|--|---|---------|-------------------------|
| | | | CWS07643A004 CWS07643A005 | About once a month Less often than monthly | | |
| CWS07644 | | Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). | CWS07644A001 CWS07644A002 CWS07644A003 CWS07644A004 CWS07644A005 CWS07644A006 CWS07644A007 CWS07644A008 CWS07644A009 CWS07644A010 CWS07644A011 CWS07644A012 CWS07644A013 CWS07644A014 CWS07644A015 CWS07644A016 CWS07644A017 | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with the organization Email directly from the organization Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Typed the address (URL) into my browser Link from another website Internet advertising Don't know Other | | Drop down, select one |
| CWS07645 | | Rank 2 (Optional) | CWS07645A001 CWS07645A002 CWS07645A003 CWS07645A004 CWS07645A005 CWS07645A006 CWS07645A007 CWS07645A008 CWS07645A009 CWS07645A010 CWS07645A011 CWS07645A012 CWS07645A013 CWS07645A014 CWS07645A015 CWS07645A016 CWS07645A017 | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with the organization Email directly from the organization Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Typed the address (URL) into my browser Link from another website Internet advertising Don't know Other | | Drop down, select one |
| CWS07646 | | Rank 3 (Optional) | CWS07646A001 CWS07646A002 CWS07646A003 CWS07646A004 CWS07646A005 CWS07646A006 CWS07646A007 CWS07646A008 CWS07646A009 | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with the organization Email directly from the organization | | Drop down, select one |

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| | | | CWS07646A010 | Search engine results | | |
| | | | CWS07646A011 | Word of mouth recommendation from someone I know | | |
| | | | CWS07646A012 | TV, radio, newspaper, or magazine advertising | | |
| | | | CWS07646A013 | Typed the address (URL) into my browser | | |
| | | | CWS07646A014 | Link from another website | | |
| | | | CWS07646A015 | Internet advertising | | |
| | | | CWS07646A016 | Don't know | | |
| | | | CWS07646A017 | Other | | |
| CWS07647 | | How do you currently receive Health IT information from | CWS07647A001 | Social networks (i.e., Facebook, LinkedIn) | | Checkbox, one-up vertical |
| | | | CWS07647A002 | Reading blogs | | |
| | | | CWS07647A003 | Following a microblog (i.e., Twitter) | | |
| | | | CWS07647A004 | Contributing to wikis | | |
| | | | CWS07647A005 | Receiving newsletters/email updates/RSS feeds | | |
| | | | CWS07647A006 | Listening/Viewing Podcasts or Vodcasts | | |
| | | | CWS07647A007 | None | | |
| | | | CWS07647A008 | Other | F | |
| CWS07648 | F | I currently receive Health IT information via: | | | | Text area, no char limit |
| CWS07649 | | Are you interested in participating in usability testing for | CWS07649A001 | No | | Radio button, one-up vertical |
| | | | CWS07649A002 | Yes, my email address is | G | |
| CWS07650 | G | Email addresses for visitors interested in participating in usability testing | | | | Text field, <100 char |
| CWS07651 | | If you could change one thing about the site, what would it be? | | | | Text area, no char limit |

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| Single or Multi | Required Y/N | Special Instructions |
|-----------------|--------------|----------------------|
| | | Skip Logic Group |
| | | Skip Logic Group |
| single | Y | |

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| Single or Multi | Required Y/N | Special Instructions |
|-----------------|--------------|--|
| single | Y | Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice Anchor Answer Choice |
| single | N | Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice Anchor Answer Choice |
| single | N | Rank Group Adjust Template/Style Sheet Randomize |

ER

| Single or Multi | Required Y/N | Special Instructions |
|-----------------|--------------|--|
| | | Anchor Answer Choice Anchor Answer Choice |
| multi | Y | Skip Logic Group |
| | N | |
| single | Y | OPS Group |
| single | N | |
| single | N | |