

Voice-of-Customer Surveys for HHS.gov

Site-Level Survey for Visitor Feedback

Introductory Text

The screenshot shows a web browser window with the URL <http://www.hhs.gov/survey/feedback/index.html>. The page header includes the HHS.gov logo, navigation links (Home, About Us, HHS Secretary, News, Jobs, Grants/Funding, Families, Prevention, Diseases, Regulations, Preparedness), and utility links (Email Updates, Font Size, Print, Download Reader). The main content area features the survey title "How was your visit to HHS.gov?" and a request for feedback: "Could you please take a few minutes to let us know what we can do to improve our website? Click 'Next' to participate in this quick survey." A disclaimer at the bottom of the survey text states: "According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer." A "Next Page" link is provided below the survey text. The footer contains various navigation links and the address: "U.S. Department of Health & Human Services - 200 Independence Avenue, S.W. - Washington, D.C. 20201".

Questions

1. What were you looking for on HHS.gov today?
 - Get information about HHS and offices within HHS
 - Learn more about the HHS Secretary
 - Get health information privacy (HIPAA) information
 - Find job openings within HHS
 - Learn about a specific disease or health condition
 - Get answers for health insurance questions

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- Get news and updates about HHS.gov
 - I had nothing specific in mind when I came to the website today.
 - Other: -----
2. Were you able to find what you were looking for?
- Yes
 - Partially
 - No

[If Q2 response is YES]

3. How long did it take to find the information?
- Immediately
 - Few minutes
 - A long time
4. Did you find the information helpful?
- Yes
 - Partially
 - No

[If Q4 response is YES]

5. What did you like best about the content?
6. Based on today's visit, how would you rate the following?
- Overall site experience
 - Site design
 - Ease of navigation
7. How can we improve HHS.gov?

[If Q4 response is PARTIALLY or NO]

5. What can we do to make the information more helpful?
6. Based on today's visit, how would you rate the following:
- a. Overall site experience
 - b. Site design
 - c. Ease of navigation
7. What can we do to make HHS.gov better?

[If Q2 response is PARTIALLY or NO]

3. What information were you looking for and did not find on HHS.gov?
4. Based on today's visit, how would you rate the following:
- a. Overall site experience
 - b. Site design
 - c. Ease of navigation
5. What can we do to make HHS.gov better?

Thank You Text

How was your visit to HHS.gov? | HHS.gov

http://www.hhs.gov/survey/feedback/thank-you.html

U.S. Department of Health & Human Services
HHS.gov

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[Home](#) > [Surveys](#) > [How was your visit to HHS.gov?](#) > Thank you for taking our survey!

Thank you for taking our survey!

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Your **feedback** is important to us and will help improve our website.

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Page-Level Survey

Layout

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Was this page helpful?

Yes No

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Was this page helpful?

I found this page helpful because the content on the page (check all that apply):

had the information I needed
 was trustworthy
 was up-to-date
 was written well
 other

Other: _____

[Next >>](#)

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Was this page helpful?

What can we do to improve this page?

Enter feedback here..

Questions

1. Was this page helpful?

- Yes
- No

[IF Q1 RESPONSE is YES]

2. I found this page helpful because the content on the page: (check all that apply)

- Had the information I needed
- Was trustworthy
- Was up-to-date
- Was written well
- Other: _____

3. What can we do to improve this page?

[IF Q1 RESPONSE is NO]

2. I did not find this page helpful because the content on the page: (check all that apply)

- Had too little information
- Had too much information
- Was confusing
- Was out-of-date
- Was poorly written
- Other: _____

3. What can we do to improve this page?