

Voice-of-Customer Surveys for Vaccines.gov

Site-Level Survey for Visitor Feedback

Introductory Text

The screenshot shows a web browser window with the URL <http://www.vaccines.gov/survey/feedback/index.html>. The page header includes the Vaccines.gov logo and navigation links: HOME, ABOUT, CONTACT US, EMAIL UPDATES, and En Español. A search bar is located in the top right. Below the header is a navigation menu with tabs: BASICS, DISEASES, WHO & WHEN, GETTING VACCINATED, TRAVEL, and MORE INFO. The main content area features a breadcrumb trail: Home > Surveys > How was your visit to Vaccines.gov?. The survey title is "How was your visit to Vaccines.gov?". On the right side, there is a notice: "Form Approved OMB No. 0990-0379 Exp. Date 06/03/2014". The survey text asks: "Could you please take a few minutes to let us know what we can do to improve our website? Click 'Next Page' to participate in this quick survey." Below this is a detailed disclaimer: "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. The footer contains the Vaccines.gov logo, contact information, and several columns of links: Site Map, Our Partners (CDC, FDA, HRSA, National Vaccine Injury Compensation Program), Related Websites (AIDS.gov, Biomedical Advanced Research and Development Authority (BARDA), CDC Vaccines, Countermeasures Injury Compensation Program, Flu.gov, Healthcare.gov, Healthfinder.gov, Mivaz, National Vaccine Program Office (NVPO), National Vaccine Injury Compensation Program, Veterans Affairs), and Additional Information (About Vaccines.gov, Privacy Policy, Accessibility, Disclaimers, Contact Us, Viewers & Players).

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Questions

1. What were you looking for on Vaccines.gov today?
 - Find out what I should know before getting vaccinated.
 - Get information about a vaccine for a particular disease.
 - Learn about vaccines for an infant or young child.
 - Learn about vaccines for older people.
 - Find out what I should do/get vaccinated for before I travel.
 - I had no agenda in mind when I came to the website today.
 - Other: _____
2. For whom were you looking for information on Vaccines.gov?
 - Myself
 - My spouse, partner or significant other
 - My child(ren)
 - My parents
 - A relative
 - A friend
 - No one in particular
3. Were you able to find what you were looking for?
 - Yes
 - Partially
 - No

[If Q3 response is YES]

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

[If Q5 response is YES]

6. What did you like best about the content?
7. Based on today's visit, how would you rate the following?
 - Overall site experience
 - Site design
 - Ease of navigation
8. How can we improve Vaccines.gov?
9. Would you recommend Vaccines.gov to a family member or friend?
10. Based on the information you found on this website, rate the probability of this statement: **I am going to get the vaccine(s) I was researching because of information I found on Vaccines.gov.**
 - Most likely
 - Likely
 - Not likely
 - No impact – I get vaccinated regularly
 - No impact – I don't get vaccinated regularly

11. Based on the information you found on this website, rate the probability of this statement: **I am going to get the flu vaccine because of information I found on Vaccines.gov.**
- Most likely
 - Likely
 - Not likely
 - No impact – I get the flu vaccine every year
 - No impact – I don't get the flu vaccine every year

[If Q5 response is PARTIALLY or NO]

6. What can we do to make the information more helpful?
7. Based on today's visit, how would you rate the following:
- a. Overall site experience
 - b. Site design
 - c. Ease of navigation
8. What can we do to make Vaccines.gov better?
9. Would you recommend Vaccines.gov to a family member or friend?
10. Based on the information you found on this website, rate the probability of this statement: **I am going to get the vaccine(s) I was researching because of information I found on Vaccines.gov.**
- a. Most likely
 - b. Likely
 - c. Not likely
 - d. No impact – I get vaccinated regularly
 - e. No impact – I don't get vaccinated regularly
11. Based on the information you found on this website, rate the probability of this statement: **I am going to get the flu vaccine because of information I found on Vaccines.gov.**
- a. Most likely
 - b. Likely
 - c. Not likely
 - d. No impact – I get the flu vaccine every year
 - e. No impact – I don't get the flu vaccine every year

[If Q3 response is PARTIALLY or NO]

4. Are there questions about a vaccine or vaccines in general you didn't find the answer to?
5. Based on today's visit, how would you rate the following: How will this be rated? Qualitative comments wanted
- a. Overall site experience
 - b. Site design
 - c. Ease of navigation
6. What can we do to make Vaccines.gov better?
7. Based on the information you found on this website, rate the probability of this statement: **I am going to get the vaccine(s) I was researching because of information I found on Vaccines.gov.**
- a. Most likely
 - b. Likely
 - c. Not likely
 - d. No impact – I get vaccinated regularly
 - e. No impact – I don't get vaccinated regularly
8. Based on the information you found on this website, rate the probability of this statement: **I am going to get the flu vaccine because of information I found on Vaccines.gov.**

- a. *Most likely*
- b. *Likely*
- c. *Not likely*
- d. *No impact - I get the flu vaccine every year*
- e. *No impact - I don't get the flu vaccine every year*

Thank You Text

Thank you for taking our survey! | Vaccines.gov

http://www.vaccines.gov/survey/feedback/thankyou.html

HOME | ABOUT | CONTACT US | EMAIL UPDATES | *En Español*

vaccines.gov
your best shot at good health

Search vaccines.gov SEARCH

BASICS DISEASES WHO & WHEN GETTING VACCINATED TRAVEL MORE INFO

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

Thank you for taking our survey!

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

If you want to get updates about Vaccines.gov, you can stay connected through:






Email Updates

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vaccines.gov
your best shot at good health

A federal government website managed by the U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201

Site Map
Home
Basics
Diseases
Who and When
Travel
Getting Vaccinated
More Info
Glossary

Our Partners
 
 


Related Websites
AIDS.gov
Biomedical Advanced Research and Development Authority (BARDA)
CDC Vaccines
Countermeasures Injury Compensation Program
Flu.gov
Healthcare.gov
Healthfinder.gov
MVAx
National Vaccine Program Office (NVPO)
National Vaccine Injury Compensation Program
Veterans Affairs

Additional Information
[About Vaccines.gov](#)
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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 >>](#)

Was this page helpful?

What can we do to improve this page?

Enter feedback here..

Submit

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 clearly
- 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)

- a. Had too little information
- b. Had too much information
- c. Was confusing
- d. Was out-of-date
- e. Other: _____

3. What can we do to improve this page?