

Measures Name/Client name (CDs and Answer choices)

DOD TRICARE

ACQOsI0002176	H	Please describe your experience with the site's search feature?	ACQOsI0002176A01
			ACQOsI0002176A02
			ACQOsI0002176A03
			ACQOsI0002176A04
			ACQOsI0002176A05
			ACQOsI0002176A06
			ACQOsI0002176A07
			ACQOsI0002176A08
			ACQOsI0002176A09
			ACQOsI0002176A10
			ACQOsI0002176A11
ACQOsI0002177	H	What key word(s) did you use to search?	
ACQOsI0002178	H	Please indicate how helpful you feel the search feature was in finding the information you wanted/needed?	ACQOsI0002178A01
			ACQOsI0002178A02
			ACQOsI0002178A03
ACQOsI0002179	J	Why do you feel the search feature was not at all helpful?	
ACQOsI0002180	I	What would make the search feature more helpful?	

VA - My HealtheVet

EDO07291		Did you use a VA medical facility or service for any of your health care needs in the last 12 months?	EDO07291A001
			EDO07291A002

EDO07292		The "VA Blue Button: Download My Data" feature was recently added to My HealtheVet. Have you ever used this VA Blue Button feature?	EDO07292A001 EDO07292A002 EDO07292A003
EDO07293	G	Why have you not used the VA Blue Button? (Check all that apply)	EDO07293A001 EDO07293A002 EDO07293A003 EDO07293A004 EDO07293A005 EDO07293A006
EDO07294	G2	Why else did you not use the VA Blue Button?	
EDO07295	A	How did you hear about the VA Blue Button? (Check all that apply)	EDO07295A001 EDO07295A002 EDO07295A003 EDO07295A004 EDO07295A005 EDO07295A006 EDO07295A007 EDO07295A008 EDO07295A009
EDO07296	A2	How else did you hear about the VA Blue Button?	
EDO07297	B	How many times have you used the VA	EDO07297A001 EDO07297A002 EDO07297A003 EDO07297A004

EDO07298	B2	About how many times have you used the VA Blue Button?	
EDO07299	B3	For what purposes have you used it more than once?	
EDO07300	C	How did you use the VA Blue Button? (EDO07300A001 EDO07300A002 EDO07300A003
EDO07301	C2	What did you do with the printed paper copy of your personal health information? (Check all that apply)	EDO07301A001 EDO07301A002 EDO07301A003 EDO07301A004 EDO07301A005 EDO07301A006 EDO07301A007
EDO07302	C3	What else did you do with the printed paper copy?	
EDO07303	C4	What did you do with the Blue Button file containing your personal health information? (Check all that apply)	EDO07303A001 EDO07303A002 EDO07303A003 EDO07303A004 EDO07303A005

			EDO07303A006 EDO07303A007 EDO07303A008 EDO07303A009 EDO07303A010 EDO07303A011
EDO07304	C5	What else did you do with the Blue Button file?	
EDO07305	D	Did you make any changes to the VA Blue Button file such as adding, changing, or removing information?	EDO07305A001 EDO07305A002 EDO07305A003
EDO07306	E	What did you find useful about your use of the VA Blue Button (Check all that apply)	EDO07306A001 EDO07306A002 EDO07306A003 EDO07306A004 EDO07306A005 EDO07306A006
EDO07307	E2	What else did you find useful about the VA Blue Button?	
EDO07308	F	What information in the VA Blue Button file was most useful? (Check all that apply)	EDO07308A001 EDO07308A002 EDO07308A003

			EDO07308A004
			EDO07308A005
EDO07309	F2	What information was most useful?	
EDO07310		What additional features would you find useful if added to the VA Blue Button? (Check all that apply)	EDO07310A001
			EDO07310A002
			EDO07310A003
			EDO07310A004
			EDO07310A005
			EDO07310A006
			EDO07310A007
			EDO07310A008
EDO07311	A	What other features would you find useful?	
EDO07312		About how often do you plan to download your personal health information using the VA Blue Button?	EDO07312A001
			EDO07312A002
			EDO07312A003
			EDO07312A004
			EDO07312A005
			EDO07312A006
			EDO07312A007
			EDO07312A008

			EDO07312A009 EDO07312A010
EDO07313	A	How often do you plan to download your information?	
EDO07314		How can you see yourself using the VA Blue Button download in the future? (Check all that apply)	EDO07314A001 EDO07314A002 EDO07314A003 EDO07314A004 EDO07314A005 EDO07314A006 EDO07314A007 EDO07314A008 EDO07314A009
EDO07315		Veterans who have completed In-Person Authentication (IPA) can download additional information using the VA Blue Button, including their VA Medication History and VA Wellness Reminders. Do you plan to complete In-Person Authentication in order to have access to this additional information?	EDO07315A001 EDO07315A002 EDO07315A003 EDO07315A004

SSA Main

		website discloses information about what this agency is doing.	ACQOsI0002189A 02 ACQOsI0002189A 03 ACQOsI0002189A 04 ACQOsI0002189A 05 ACQOsI0002189A 06 ACQOsI0002189A 07 ACQOsI0002189A 08 ACQOsI0002189A 09 ACQOsI0002189A 10 ACQOsI0002189A 11
ACQOsI0002190		Please rate how quickly agency information is made available on this website.	- 01 ACQOsI0002190A 02 ACQOsI0002190A 03 ACQOsI0002190A 04 ACQOsI0002190A 05 ACQOsI0002190A 06 ACQOsI0002190A 07 ACQOsI0002190A 08 ACQOsI0002190A 09 ACQOsI0002190A 10 ACQOsI0002190A 11
ACQOsI0002191		Please rate how well information about this agency's actions can be accessed by the public on this website.	- 01 ACQOsI0002191A 02 ACQOsI0002191A 03 ACQOsI0002191A 04 ACQOsI0002191A 05

			ACQOsI0002191A 06
			ACQOsI0002191A 07
			ACQOsI0002191A 08
			ACQOsI0002191A 09
			ACQOsI0002191A 10
			ACQOsI0002191A 11

Highmark BCBS

EDO07331		What language do you speak most of the time at home?	EDO07331A001 EDO07331A002 EDO07331A003
EDO07332	A	What language do you speak at home? (other)	

FAA Public Site

EDO07333		Did you use the search feature during your visit today?	EDO07333A001 EDO07333A002 EDO07333A003
EDO07334	A	Please tell us about your experience with the search feature today. (Select all that apply.)	EDO07334A001 EDO07334A002 EDO07334A003 EDO07334A004 EDO07334A005
EDO07335	B	What were your issues with the searching process? (Select all that apply.)	EDO07335A001 EDO07335A002

			EDO07335A003 EDO07335A004
EDO07336	E	My Issue was:	
EDO07337	C	What were your issues with the design and layout of the search results? (Select all that apply.)	EDO07337A001 EDO07337A002 EDO07337A003 EDO07337A004 EDO07337A005
EDO07338	F	My Issue was:	
EDO07339	D	What were your issues with the results of the search? (Select all that apply.)	EDO07339A001 EDO07339A002 EDO07339A003 EDO07339A004 EDO07339A005 EDO07339A006 EDO07339A007
EDO07340	G	My issue was:	

RRB - Browse

ACQOsI0002311	X	What type of benefit information were you looking for today?	ACQOsI0002311A01
			ACQOsI0002311A02
			ACQOsI0002311A03
			ACQOsI0002311A04
			ACQOsI0002311A05

			ACQOsI0002311A06
			ACQOsI0002311A07
			ACQOsI0002311A08
			ACQOsI0002311A09
			ACQOsI0002311A10
			ACQOsI0002311A11
ACQOsI0002312	Y	What other type of benefit information were you looking for today?	
ACQOsI0002313	E	Please share with us any details about your experience while claiming bi-weekly sickness benefits that could have been improved.	
ACQOsI0002314		Did you need to login today in order to access the information you wanted?	ACQOsI0002314A02 ACQOsI0002314A03
ACQOsI0002315	B	Please tell us what you typed into search today.	

NIH - Main

ACQOsI0002316		Are you looking for health information today?	ACQOsI0002316A01 ACQOsI0002316A02
ACQOsI0002317	1AA	What specific health topic are you looking for?	

Travel.State Satisfaction Survey v2

ACQOsI0002318		How often have you visited this site to accomplish this task?	ACQOsI0002318AC ACQOsI0002318AC ACQOsI0002318AC
ACQOsI0002319		Did you find everything you were looking for?	ACQOsI0002319AC

ACQOsI0002371	E	Please tell us why it is negative:	
ACQOsI0002372	B	How would you rate the site navigation?	ACQOsI0002372A01
			ACQOsI0002372A02
			ACQOsI0002372A03
ACQOsI0002373	F	Please explain how it is less user friendly:	
ACQOsI0002374	C	How would you rate the site content?	ACQOsI0002374A01
			ACQOsI0002374A02
			ACQOsI0002374A03
ACQOsI0002375	G	Please explain how it is more difficult to understand:	
ACQOsI0002376	D	How would you rate the organization of the site?	ACQOsI0002376A01
			ACQOsI0002376A02
			ACQOsI0002376A
ACQOsI0002377	H	Please explain how it is more difficult to understand:	
ACQOsI0002378	D	Please tell us what links were broken.	

I had no difficulty using the search feature on this site		Radio button, one-up vertical	Single	No	SKIP LOGIC GROUP
The search feature was difficult to find					
The search feature was difficult to use					
Returned no results/received an error message					
Could not tell where the search results would take me					
Too many results					
Too few results					
Results were not related to what I was looking for					
Could not sort the results					
Could not refine the results					
Other					
		Text area, no char limit		No	SKIP LOGIC GROUP
Very helpful		Radio button, one-up vertical	Single	No	SKIP LOGIC GROUP
Somewhat helpful	I				
Not at all helpful	I, J				
		Text area, no char limit		No	SKIP LOGIC GROUP
		Text area, no char limit		No	SKIP LOGIC GROUP

Yes		Dropdown (Select-one)	Single	Y	
No					

Yes	A, B, C, D, E, F	Drop down, select one	Single	Y	
No	G				
Not sure					
I was not aware of it	G2	Checkbox , one-up vertical	Multi	Y	
I did not know how to use it					
I did not think it would be useful					
I want to learn more about it before I use it					
I was concerned about privacy or the security of my personal health information					
Other, please specify					
		Text area, no char limit		Y	
I read about it on the My HealtheVet website	A2	Checkbox , one-up vertical	Multi	Y	
I saw the Blue Button icon on the My HealtheVet website					
I saw or heard it promoted at a VA facility					
From a VA staff member					
From my VA health care provider					
From another Veteran					
From a member of a Veteran Service Organization					
I read about it in the news or on another website					
Other, please specify					
Once	B2, B3	Drop down, select one	Single	Y	
More than once					
Not sure					
Never					

		Text area, no char limit		Y	
		Text area, no char limit		Y	
I used it to view my personal health information on the My HealtheVet website	C2	Checkbox , one-up vertical	Multi	Y	
I printed a paper copy of my personal health information using the Print button					
I used the download button to create a text file of my personal health information					
I read it	C3	Checkbox , one-up vertical	Multi	Y	
I saved it for my records					
I shared it (or plan to share it) with my VA health care provider					
I shared it (or plan to share it) with my Non-VA health care provider					
I shared it (or plan to share it) with my spouse, child, or other family member					
I discarded it					
Other, please specify					
		Text area, no char limit		Y	
I saved it to my computer		Checkbox , one-up vertical	Multi	Y	
I stored the file on a CD, portable drive, or other media					
I uploaded the file to another website or software system					
I added the information to another personal health record					
I shared it (or plan to share it) with my VA health care provider					

I shared it (or plan to share it) with my Non-VA health care provider	C5				
I shared it (or plan to share it) with my spouse, child, or other family member					
I deleted it					
I was not able to locate the file					
Nothing					
Other, please specify					
		Text area, no char limit		Y	
Yes		Drop down, select one	Single	Y	
No					
Not sure					
Having my VA personal health information in one place	E2	Checkbox, one-up vertical	Multi	Y	
Having an electronic file of my VA personal health information					
Being able to share a copy of my VA personal health information with someone else					
Being able to edit the copy of my personal health information					
Other, please specify					
Did not find it useful					
		Text area, no char limit		Y	
My self-entered information		Checkbox, one-up vertical	Multi	Y	
My HealtheVet Account Summary					
My VA Medication History (available to In-Person Authenticated veterans)					

My VA Wellness Reminders (available to In-Person Authenticated veterans)					
Other, please specify	F2				
		Text area, no char limit		Y	
Being able to include additional kinds of information as it becomes available in My HealtheVet, such as VA lab test results	A	Checkbox , one-up vertical	Multi	Y	
Being able to select a date range for the data included in my VA Blue Button download					
Being able to pick which portions of my personal health information are included in my VA Blue Button download					
Being able to transfer my personal health information to a non-VA personal health record or application					
Being able to access the information on other devices (for example a portable drive or mobile device)					
Being able to choose the format of the VA Blue Button file					
Other, please specify					
None					
		Text area, no char limit		Y	
One time only	A	Radio button, one-up vertical	Singly	Y	
About once a month					
About once every three months					
About once every six months					
About once a year					
Less frequently than once a year					
Only when I have a VA health care visit					
Other, please specify					

Not sure					
Never					
				Y	
Save the information to another place (for example, by copying to a file on my computer)		Radio button, one-up vertical	Multi	Y	
Share the information with a family member or friend					
Share the information with my VA health care provider					
Share the information with my Non-VA health care provider					
Use the information with another program (for example, to check for drug interactions)					
Put the information into another Personal Health Record					
Put the information in another website (for example, to receive customized care recommendations or to apply other kinds of tools to my personal health information)					
I do not plan to use the VA Blue Button					
Not sure					
Yes		Drop down, select one	Single	Y	
No, I am already In-Person Authenticated					
No					
Not sure					

1=Poor

radio Single Y Skip Logic Transpare

2		button, scale, has Don't				
3						
4						
5						
6						
7						
8						
9						
10=Excellent						
Don't Know						
1=Poor		radio button, scale, has Don't	Single	Y	Skip Logic	Transpare
2						
3						
4						
5						
6						
7						
8						
9						
10=Excellent						
Don't Know						
1=Poor		radio button, scale, has Don't	Single	Y	Skip Logic	Transpare
2						
3						
4						
5						

6						
7						
8						
9						
10=Excellent						
Don't Know						

English	A	Radio button, one-up vertical	Single	Y	OPS Group	Language
Spanish						
Other, please specify						
		Text field, <100 char		N	OPS Group	

Yes	A	Radio butt	Single	Y		Search Us
No						
Don't remember						
The search feature met my needs.		Checkbox, one-up vertical	Multi	Y		Search Exj
I had issues with the searching process (how to use it, what to enter).	B					
I had issues with the design and layout of the search results (text size, colors).	C					
I had issues with the results of the search.	D					
None of these						
It was not clear how to use the search feature		, one-up vertical	Multi	N		Search Proc
I did not know what terms to use to get the results I wanted						

I wanted more advanced search capabilities (exclude certain terms, limit search scope)						
I had a different issue with the searching process:	E					
		Text area, no char limit				Other Search
The link colors were hard to read		Checkbox, one-up vertical	Multi	N		Search Design
I could not see enough of the descriptions to decide which link to choose						
The text was too small						
The page was too crowded						
I had a different issue with the design and layout of the results:	F					
		Text area, no char limit				Other Search
Results were not relevant or not what I wanted		Checkbox, one-up vertical	Multi	N		Search Results
The order of the results was not what I expected						
There were no results or too few results						
The titles were not helpful						
The descriptions were not helpful						
I could not narrow the results of my search						
I had a different issue with the results of the search:	G					
		Text area, no char limit				Other Search

Retirement		Checkbox, one-up vertical	Multi	Y	Skip Logic	Other Benefit Information
Survivor						
Disability						
Medicare						
Unemployment Benefits						

Sickness Benefits						
Change mailing address						
Reporting Death						
Enrolling in or Changing Direct Deposit						
Income Verification						
Other (please specify)	Y					
		Text area, no char limit	Single	N	Skip Logic	Other Benefit Informatio n
		Text area, no char limit	Single	N	Skip Logic	Sickness Benefits
Yes		select one	Single	Y		Login
No						
Not Sure						
		Text area, no char limit		N	Skip Logic	Search Keyword

Yes	SKIP 1AA	Radio- button	Yes	Single	Skip Logic Group	Look For Health Info
No			No			Skip Logic Group
		Text field, <100 char				

This is my first time		Radio Butt	Single	Y
2-5 times				
More than 5 times				
Yes, I found it quickly		Radio Butt	Single	Y

Yes, but it took longer than expected	A				Skip Logic
No, please specify what you were looking for:					
		Open-ended		Y	
1=Difficult to understand		Radio button	Single	Y	
2					
3					
4					
5					
6					
7					
8					
9					
10=very clear and concise					
English	A	Radio Button	Single	Y	
Spanish					
French					
Arabic					
Mandarin					
Russian					
Hindi					
Other, please specify:					
Mobile-friendly version of the site		Checkbox	Multi	Y	
Mobile app for smartphones					
Live chat help					
More robust Frequency Asked Questions feature					
Website in additional languages					
None of these features					

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. Less user friendly. About the same.	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Navigatio n
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Navigatio n
Easier to understand. More difficult to understand. About the same.	G	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Content
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Content
Better organized - it's easier to find information. Not as well organized - it's harder to find information. Finding the information has the	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign - Organizati on
		Text area, no char limit		N	Skip Logic Group	OE_ Redesign - Organizati on
		Text area, no char limit		N	Skip Logic Group	Other - Broken Links

acy CQ 2

acy CQ 3

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sign

rch Design

sults

rch Results



