

Model Instance Name: AHRQ Guideline Clearinghouse  
 Guideline Clearinghouse

MID: Zlg5gwI8BB19ZJJVothQNQ==

Partitioned (Y/N)? Y

Date: 10/11/2011



**AHRQ Guideline Clearinghouse Model**

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b></p>	<p>What is your <b>overall satisfaction</b> with this site?            (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p><b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b></p>
<p>Please rate your perception of the <b>accuracy of information</b> on this site.</p>	<p>How well does this site <b>meet your expectations</b>?            (1=Falls Short, 10=Exceeds)</p>	<p>How likely are you to use this site as your <b>primary resource</b> for clinical practice guidelines?</p>
<p>Please rate the <b>quality of information</b> on this site.</p>	<p>How does this site <b>compare to your idea of an ideal website</b>?            (1=Not Very Close, 10=Very Close)</p>	<p><b>Return (1=Very Unlikely, 10=Very Likely)</b></p>
<p>Please rate the <b>freshness of content</b> on this site.</p>		<p>How likely are you to <b>return to this site</b>?</p>
<p><b>Search (1=Poor, 10=Excellent, Don't Know)</b></p>		<p><b>Recommend (1=Very Unlikely, 10=Very Likely)</b></p>
<p>Please rate the <b>relevance of search results</b> on this site.</p>		<p>How likely are you to <b>recommend this site to someone else</b>?</p>
<p>Please rate the <b>organization of search results</b> on this site.</p>		
<p>Please rate how well the <b>search results help you decide what to select</b>.</p>		
<p>Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.</p>		
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>Please rate the <b>visual appeal</b> of this site.</p>		
<p>Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>Please rate <b>how well the site is organized</b>.</p>		
<p>Please rate the <b>options available for navigating</b> this site.</p>		
<p>Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b></p>		
<p>Please rate how <b>quickly pages load</b> on this site.</p>		
<p>Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		



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~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

green -- ECRI Institute

Guideline Clearinghouse CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Suggested Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
AML000910		How frequently do you visit this site?	AML000910A01	This is my first visit		Radio button, one-up vertical



Single or Multi	Required Y/N	Special Instructions
Single	Y	