

Measures Name/Client name (CC

FEMA ReadyGov

EDO11033	
EDO11034	A
	B
	A
	A
EDO11023	
EDO11024	A

VA eBenefits

CWS01722	
CWS01723	A
	A
	A-1
	B
	B-1
	B-1A
	B-2
	B-2A
	B-3
	B-3A
	B-4
	B-5
ACQOsl0002979	C

--	--

ACQOsI0002980	C-1
---------------	-----

CDC Jan 2011 - present

ACQOsI0004055

Dod TriWest

CJI0667	
CJI0668	A
CJI0669	B

CJI0670	C
CJI0671	D
CJI0672	E
CJI0673	F
CJI0674	G
CJI0675	
CJI0676	A
CJI0677	

CJI0678	
CJI0679	

Questions and Answer choices)

Did you find the information you were looking for?	EDO11033A001 EDO11033A002 EDO11033A003 EDO11033A004
Please specify what you were looking for.	
If you did not find your information, what will you do next?	
Please describe your navigation experience.	_____ _____ _____ _____ _____ _____ _____
What other experience did you have with navigation?	
If you used the search/text box feature of the site today to find your information, what was your experience with the search functionality?	_____ _____ _____ _____ _____ _____ _____
What other experience did you have with the search feature?	
Have you been through a disaster before?	_____ _____
How did you hear about the site? (Please select all that apply)	EDO11023A001 EDO11023A002 EDO11023A003 EDO11023A004 EDO11023A005 EDO11023A006 _____ _____ EDO11023A007
What other sources brought you to the site?	_____

Did you accomplish what you wanted to on the site?	
No, I wanted to:	
What primary task did you accomplish today?	
What other task did you primarily accomplish?	
What primary task were you unable to accomplish today?	
What difficulty did you have registering or logging into your account?	
What is the other issue you had registering or logging into your account?	
What difficulty did you have checking your compensation or pension claim status?	
What is the other reason that you could not check your claim status?	
What difficulty did you have checking your education claim status?	
What is the other reason you could not check your education claim status?	
What type of benefit did you try to apply for?	
What other task were you trying to accomplish?	
What will you do next?	ACQOsl0002979A01

	ACQOsI0002979A02
	ACQOsI0002979A03
	ACQOsI0002979A04
	ACQOsI0002979A05
What else would you do next?	

Would you access information from CDC through other electronic	ACQOsI0004055A16
	ACQOsI0004055A17
	ACQOsI0004055A18
	ACQOsI0004055A19
	ACQOsI0004055A03
	ACQOsI0004055A04
	ACQOsI0004055A05
	ACQOsI0004055A06
	ACQOsI0004055A07
	ACQOsI0004055A09
	ACQOsI0004055A10
	ACQOsI0004055A11
	ACQOsI0004055A12
	ACQOsI0004055A13
	ACQOsI0004055A14
ACQOsI0004055A15	

Please tell us if you are a beneficiary, provider, or government representative or another type of visitor to our Web site.	CJI0667A001
	CJI0667A002
	CJI0667A003
	CJI0667A004

Please use the dropdown menu below and select the category that best describes your military status.	CJI0668A001
	CJI0668A002
	CJI0668A003
	CJI0668A004
	CJI0668A005
	CJI0668A006
	CJI0668A007

What was the primary reason for this visit to TriWest.com?	CJI0669A001
	CJI0669A002
	CJI0669A003
	CJI0669A004
	CJI0669A005
	CJI0669A006
	CJI0669A007
	CJI0669A008

Please specify the reason for this visit.	
What was the primary reason for this visit to TriWest.com?	CJI0671A001 CJI0671A002 CJI0671A003 CJI0671A004 CJI0671A005 CJI0671A006 CJI0671A007 CJI0671A008 CJI0671A009
Please specify the reason for this visit.	
What was the primary reason for this visit to TriWest.com?	CJI0673A001 CJI0673A002 CJI0673A003 CJI0673A004 CJI0673A005 CJI0673A006 CJI0673A007 CJI0673A008 CJI0673A009 CJI0673A010
Please specify the reason for this visit.	
How easy was it to find the information you needed on TriWest.com?	CJI0675A001 CJI0675A002 CJI0675A003 CJI0675A004 CJI0675A005 CJI0675A006 CJI0675A007 CJI0675A008 CJI0675A009
What information were you looking for that you couldn't find?	
How satisfied are you overall with this Web site?	CJI0677A001 CJI0677A002

	CJI0677A003
	CJI0677A004
	CJI0677A005
	CJI0677A006
	CJI0677A007
	CJI0677A008
How satisfied are you, overall, with the services and support that you receive from TriWest Healthcare Alliance?	CJI0678A001
	CJI0678A002
	CJI0678A003
	CJI0678A004
	CJI0678A005
	CJI0678A006
	CJI0678A007
	CJI0678A008
Attention! Please do not include any personal or clinical information in the space provided below: Please tell us how we can make TriWest.com better and easier to use.	

Yes	B B A,B	Radio button, d	S	Y
Partially				
Still looking				
No (please specify what you were looking for)				
		Text area, no char limit		N
		Text area, no char limit		N
I had no difficulty browsing on this site.	A	Checkbox, on	M	Y
Could not navigate back to previous information				
Would often feel lost, not know where I was				
Links did not take me where I expected				
Links/labels are difficult to understand				
Too many links or navigational choices				
Had technical difficulties (e.g. broken link)				
Other, please specify:				
		Text area, no char limit		N
Search results were not helpful	A	Checkbox, on	M	Y
Returned too many results				
Returned not enough results				
Returned no results				
Returned results that were too similar/redundant				
Results were not relevant to my search				
I did not use the search feature today				
Other, please specify:				
		Text area, no char limit		N
Yes		Radio button,	S	Y
No				
TV Advertising	A	Checkbox, on	Multi	Y
Print Advertising				
Outdoor Advertising				
Radio Advertising				
Advertising on Social Networks (Facebook, Twitter)				
Internet Advertising				
Employer				
Search Engine				
I Already knew about the site				
Other, please specify:				
		Text area, no char limit		N

Yes	A			Ski
I wasn't planning to accomplish anything in particular	B, C	Radio button, one-up vertical	Single	Y
No, I wanted to:		Text area, no char limit	Single	N
I checked my claim status for compensation or pension	A-1	Radio button, one-up vertical	Single	Y
I checked my education claim status				
I registered for eBenefits				
I changed my profile or direct deposit information				
I looked for employment support				
Other (please specify)	A-1			
		Text area, no char limit		N
Register or Login	B-1	Radio button, one-up vertical	Single	Y
Check claim status for compensation or pension	B-2			
Check education claim status	B-3			
Apply for a benefit	B-4			
Manage my profile or direct deposit				
Find employment support				
Other, please specify	B-5			
The site was down		Radio button, one-up vertical		
My password expired				
I could not register for a Premium (Level 2) Account because I need to get approved in-person				
The information to register that I received in the mail did not work				
Other, please specify	B-1A			
		Text area, no char limit		
I found my status, but I don't think the data is correct		Radio button, one-up vertical		
I could not get status because I do not have a Premium (Level 2) account				
I could login, but my page did not display				
Other, please specify	B-2A			
		Text area, no char limit		
I wanted payment status		Radio button, one-up vertical		
I needed certificate of eligibility				
Other, please specify	B-3A			
		Text area, no char limit		
		Text area, no char limit		
		Text area, no char limit		N
Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y

Call the eBenefits call center	C-1			
Return to the eBenefits site later and try again				
Send an email				
Other (please specify)				
		Text area, no char limit		Y

Facebook
 Google+
 LinkedIn
 Twitter
 Mobile websites
 Mobile applications or "apps"
 Text messages
 Online Videos
 Podcasts
 Blogs
 eCards
 Widgets (i.e. module or application you can add to a website or personalized web page like iGoogle or My
 E-mail updates
 RSS Feeds
 Pinterest
 None of the above
 Other, please specify:

Beneficiary	A	button, one-up	S	Y
Provider/Provider staff	D			
Government representative	F			
Other	D			
Active Duty	B	pop down, select	S	Y
Retiree	B			
Reserve or Guard	B			
Active Duty family member	B			
Retiree family member	B			
Reserve or Guard family member	B			
Other/Not Listed	B			
Provider Directory	C	Radio button, one-up	S	Y
TRICARE Prime Information				
TRICARE Standard or Extra Information				
Reserve Component Information				
Reviewing Claims				
Enrollment				
Online Payment				
Other/Not Listed				

	Text area, no char limit		N	
Referrals and Authorizations (Public Access)	Radio button, one-up	S	Y	
Claims & Reimbursement (Public Access)				
TRICARE Policy Updates (Public Access)				
Resource Library				
Check referral authorization status (Registered Providers)				
Submit claims & check claim status online (Registered Providers)				
Check patient eligibility (Registered Providers)				
Consult tracking reports (Registered Providers)				
Other/Not Listed				E
	Text area, no char limit		N	
MMSO Authorizations & Referrals Work Queue	Radio button, one-up	S	Y	
MMSO Claims Work Queue				
MTF SHCP Claims Work Queue				
HBA/BCAS Claims Data				
West Region BSC				
West Region Government Reports				
JSOPP Reports				
West Region Balanced Scorecard (BSC)				
TriWest OLAP/BI Reports				
Other/Not Listed				G
				Text area, no char limit
0=Could Not Find Answer	A	button, one-up	S	Y
1=Very Difficult				
2				
3				
4				
5				
6				
7=Very Easy				
Don't Know				
1=Completely Dissatisfied	Radio button, scale, has d	S	Y	
2				

3				
4				
5				
6				
7=Completely Satisfied				
Don't Know				
1=Completely Dissatisfied	Radio button, scale, has d		S	Y
2				
3				
4				
5				
6				
7=Completely Satisfied				
Don't Know				
	Text area, no char limit			Y

Skip Logic	Find Information
Skip Logic	Information Seeking
Skip Logic	Steps to Find Info
Skip Logic	Information Experience
Skip Logic	Other Navigation Experience
Skip Logic	Search Experience
Skip Logic	Other Search Experience
	Disaster Survivor
Skip Logic	Heard About
Randomize	
Anchor Answer Choice	
Skip Logic	Heard About Source

op Logic Group	
Skip Logic Group	
op Logic Group	Acc-Primary Task
Skip Logic Group	OE_Acc-Primary Task
op Logic Group	Not Acc-Primary Task
	Not Acc-Reg/Login
	OE_Not Acc-Reg/Login
	Not Acc-C/P Claim
	OE_Not Acc-C/P Claim
	Not Acc-Edu. Claim
	OE_Not Acc-Edu. Claim
	OE_Not Acc-Ben Type
Skip Logic Group	OE_Not Acc-Other Task
Skip Logic Group	

Skip Logic	Group

Yahoo!)

p Logic Grp	Type of Visitor
	Military Status
	Beneficiary Primary Reason

	Beneficiary Other Reason
	Provider Primary Reason
	Provider Other Reason
	Government Primary Reason
	Government Other Reason
Logic Group	Easy to Find Info
	Info Not Found
	Site Satisfaction

	Service/ Support Satisfacti on
	Site Improvem ent