

Model Instance Name:
CMS Palmetto GBA J11 MAC

MID: xVtkhQ8Yh84FUFVxYcpsBg==

Date: 2/24/2011



ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content <i>(1=Poor, 10=Excellent, Don't Know)</i>	Satisfaction <i>(1=Poor, 10=Excellent)</i>	Likelihood to Return <i>(1=Not Very Likely, 10=Very Likely)</i>
1 Please rate the accuracy of information on this site.	21 What is your overall satisfaction with this site?	24 How likely are you to return to this site ?
2 Please rate the quality of information on this site.	22 How well does this site meet your expectations ?	
3 Please rate the freshness of content on this site.	23 How does this site compare to your idea of an ideal website ?	
Functionality <i>(1=Poor, 10=Excellent, Don't Know)</i>		Recommend <i>(1=Not Very Likely, 10=Very Likely)</i>
4 Please rate the usefulness of the services provided on this site.		25 How likely are you to recommend this site to someone else ?
5 Please rate the convenience of the services on this site.		
6 Please rate the ability to accomplish what you wanted to on this site.		
Look and Feel <i>(1=Poor, 10=Excellent, Don't Know)</i>		Primary Resource <i>(1=Not Very Likely, 10=Very Likely)</i>
7 Please rate the ease of reading this site.		26 How likely are you to use this site as your primary resource for getting information on Medicare?
8 Please rate the clarity of site organization .		
9 Please rate the clean layout of this site.		
Navigation <i>(1=Poor, 10=Excellent, Don't Know)</i>		
10 Please rate the degree to which the number of steps it took to get where you want is acceptable.		
11 Please rate the ability to find information you want on this site.		
12 Please rate the clarity of the site map/directory .		
13 Please rate the ease of navigation on this site.		
Site Performance <i>(1=Poor, 10=Excellent, Don't Know)</i>		
14 Please rate the speed of loading the page on this site.		
15 Please rate the consistency of speed on this site.		
16 Please rate the reliability of site performance on this site.		
Search <i>(1=Poor, 10=Excellent, Don't Know)</i>		
17 Please rate the usefulness of search results on this site.		
18 Please rate how this site provides comprehensive search results .		
19 Please rate the organization of search results on this site.		
20 Please rate how the search feature helps you to narrow the results to find the information you want.		

Model Instance Name:
CMS Palmetto GBA J11 MAC
MID: xVtkhQ8Yh84FUFVxYcpsBg==
Date: 4/05/2012

CMS Palmetto GBA J11 MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SAC1415		Which best describes you?	SAC1415A001 Provider of medical services		Radio buttons



Single or Multi	Required Y/N	Special Instructions
Single	Y	Skip Group