

Measures Name/Client name (CC

NHSTA

ACQCol0010154	
CWS04091	
CWS04092	A

DOD Triwest

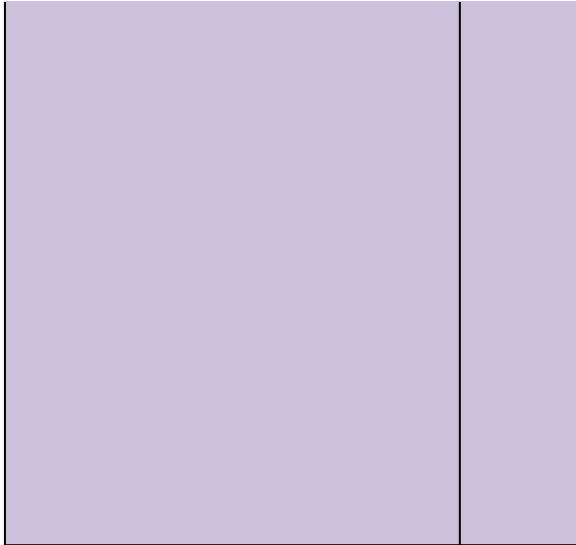
CJI0667	
CJI0668	A
CJI0669	B
CJI0670	C
CJI0671	D

CJI0672	E
CJI0673	F
CJI0674	G
CJI0675	
CJI0676	A
CJI0677	
CJI0678	
CJI0679	

NHTSA

ACQCol0010157

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FDIC Social Media

MMW2316	
MMW2317	
MMW2318	A
MMW2319	B
MMW2320	C
MMW2321	D
MMW2322	E
MMW2323	F

MMW2324	G
MMW2325	H
MMW2326	I
MMW2327	
MMW2328	
MMW2329	
MMW2330	
MMW2331	

MMW2332	

Questions and Answer choices)

How do you want to use the information you were looking for today?	ACQCol0010154A01 ACQCol0010154A02 ACQCol0010154A03
What best describes your role during your site visit today?	
Other best describes	

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.	
How did you learn about this site?	ACQCoI0010157A02
	ACQCoI0010157A03

	ACQCol0010157A04
	ACQCol0010157A05
	ACQCol0010157A06
	ACQCol0010157A01
Other way learned	
<p>Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)</p>	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
	12
	13
	14
	15
<p>Rank 2 (Optional)</p>	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11
	12
	13
	14
	15
<p>Rank 3 (Optional)</p>	1
	2

	3
	4
	5
	6
	7
	8
	9
	10
	11
	12
	13
	14
	15

Please indicate which FDIC social media platforms you visit/interact with. (Please check all that apply)	MMW2316A01 MMW2316A02 MMW2316A03 MMW2316A04
Which FDIC social media source did you visit to complete this survey?	MMW2317A01 MMW2317A02 MMW2317A03 MMW2317A04
What best describes how often you visit Facebook?	MMW2318A01 MMW2318A02 MMW2318A03 MMW2318A04 MMW2318A05 MMW2318A06 MMW2318A07
How do you view the Facebook posts from FDIC?	MMW2319A01 MMW2319A02 MMW2319A03
Approximately how many organizations/businesses/groups are you a fan of on Facebook?	MMW2320A01 MMW2320A02 MMW2320A03 MMW2320A04
What do you think of the frequency of posts from FDIC?	MMW2321A01 MMW2321A02 MMW2321A03 MMW2321A04
Please tell us about other topics you would be interested in seeing posts on from FDIC.	
How many FDIC YouTube videos did you watch today?	MMW2323A01

	MMW2323A02
	MMW2323A03
	MMW2323A04
	MMW2323A05
What best describes how often you watch any YouTube videos?	MMW2324A01
	MMW2324A02
	MMW2324A03
	MMW2324A04
	MMW2324A05
What do you think of the availability of new YouTube videos from FDIC?	MMW2325A01
	MMW2325A02
	MMW2325A03
	MMW2325A04
What do you think of the frequency of FDIC tweets?	MMW2326A01
	MMW2326A02
	MMW2326A03
	MMW2326A04
Which of these best describes you?	MMW2327A01
	MMW2327A02
	MMW2327A03
	MMW2327A04
	MMW2327A05
	MMW2327A06
	MMW2327A07
	MMW2327A08
	MMW2327A09
	MMW2327A10
	MMW2327A11
	MMW2327A12
What is your age?	MMW2328A01
	MMW2328A02
	MMW2328A03
	MMW2328A04
	MMW2328A05
	MMW2328A06
	MMW2328A07
	MMW2328A08
Why do you visit this FDIC social media platform?	
How frequently have you visited the FDIC website in the last 6 months?	MMW2330A01
	MMW2330A02
	MMW2330A03
	MMW2330A04
	MMW2330A05
	MMW2330A06
Which of the following social media services have you actively participated with in the last 30 days (e.g. posted/shared comments, tweeted, etc.)	MMW2331A01

MMW2331A02
MMW2331A03
MMW2331A04
MMW2331A05
MMW2331A06
MMW2331A07
MMW2331A08
MMW2331A09
Do you have any additional feedback about how FDIC's social media services could better meet your needs?

To decide what vehicle or car seat to buy	A	Radio button, one-up vertical	Single	Y
To find out about the safety of a vehicle or car seat I already own				
To research for work				
To research for school				
Other (please specify)				
State or local government employee	A	Drop down, select one	Single	Y
Parent				
Child care provider/Caregiver				
Consumer				
Traffic Safety Advocate				
Manufacturer				
Industry group member				
Researcher				
Other (please specify)				
		Text area, no char limit		N

Beneficiary
Provider/Provider staff
Government representative
Other
Active Duty
Retiree
Reserve or Guard
Active Duty family member
Retiree family member
Reserve or Guard family member
Other/Not Listed
Provider Directory
TRICARE Prime Information
TRICARE Standard or Extra Information
Reserve Component Information
Reviewing Claims
Enrollment
Online Payment
Other/Not Listed
Referrals and Authorizations (Public Access)
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
MMSO Authorizations & Referrals Work Queue
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
0=Could Not Find Answer
1=Very Difficult
2
3
4
5
6
7=Very Easy
Don't Know
1=Completely Dissatisfied
2
3
4
5
6
7=Completely Satisfied
Don't Know
1=Completely Dissatisfied
2
3
4
5
6
7=Completely Satisfied
Don't Know

Search engine results
Link from another Web site

Already knew about NHTSA
Radio or television advertisement
Recommendation from friends or family
Other (please specify)
Message or recommendation from a friend on a social network
Video I saw on YouTube
Internet blogs or discussion forums
Advertising on social networks (Facebook, MySpace, Twitter)
Message directly from the company on a social network
Mobile phone text messages or alerts
Instant Message from a friend or colleague
Already knew about NHTSA
Promotional email(s) from NHTSA
Search engine results
Word of mouth recommendation from someone I know
Radio or television advertisement
Internet advertising
Don't know
Other
Message or recommendation from a friend on a social network
Video I saw on YouTube
Internet blogs or discussion forums
Advertising on social networks (Facebook, MySpace, Twitter)
Message directly from the company on a social network
Mobile phone text messages or alerts
Instant Message from a friend or colleague
Already knew about NHTSA
Promotional email(s) from NHTSA
Search engine results
Word of mouth recommendation from someone I know
Radio or television advertisement
Internet advertising
Don't know
Other
Message or recommendation from a friend on a social network
Video I saw on YouTube

Internet blogs or discussion forums
Advertising on social networks (Facebook, MySpace, Twitter)
Message directly from the company on a social network
Mobile phone text messages or alerts
Instant Message from a friend or colleague
Already knew about NHTSA
Promotional email(s) from NHTSA
Search engine results
Word of mouth recommendation from someone I know
Radio or television advertisement
Internet advertising
Don't know
Other

Facebook
YouTube
Twitter
None of the above
Facebook
YouTube
Twitter
None of the above
3 times or more per day
Once or twice a day
A few times per week
Once a week
A few times per month
Monthly or less often
This was my first time
Visit the FDIC Facebook page
See the updated posts within my Facebook news feed
Not sure
Less than 5
5 - 10
More than 10
Not sure
I think you should have more posts
I think the number of posts is fine as is
I think you should have less posts
No opinion
1

2
3-5
More than 5
Not sure
Daily
Weekly
A few times per month
Monthly or less often
This was my first time
I think you should provide new videos more frequently
I think the frequency with which you update is fine
I think there are too many videos
No opinion
I think you should tweet more often
I think the frequency of tweets is fine as is
I think you should tweet less often
No opinion
Analyst/Researcher
Asset Buyer/Investor
Auditor
Banking Professional
Bank Regulator/Gov't Employee
Consultant
Consumer/Depositor
Finance/Investment Professional
Lawyer
Sales Professional
Student
Other
17 and under
18-24
25-34
35-44
45-54
55-64
65 and over
I prefer not to respond
Never
Once
2-5 times
6-15 times
16 or more times
Don't Know
Facebook

Twitter
YouTube
Flickr
Google+
LinkedIn
Internet Forums
Blogs
Other

Skip Logic	Use information
Skip Logic	Group
Skip Logic	Group