Questionnaire Management Guidelines

Goals:

- **One consolidated document to track all model and CQ changes throughout the life of the project**
- **Questionnaire always matches the live survey**
- **Easy and error-free way to submit CQ changes**
- **All changes tracked and reflected in one document (DOT will help)**

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** have to be submitted using this document

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab
2) implements change(s)
3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Questionnaire Skip Set Up Guidelines

Goals:

- **Ensure all skip setup included in the questionnaire is consistent with skip logic rules**
- **Decrease down time due to skip corrections within submitted surveys**

Basic Skip Rules:

"Other Please Specify" (OPS) Skip Rules:

Type 1 "Other Please Specify" Rules (Text box to the right of the answer choice "Other, please specify:") :

1. OPS questions must be set up as a radio-button or checkbox to have the text box appear next to the answer choice "Other, please specify:"
2. The open ended text box for "Other Please Specify" has it's own question ID and needs ***full question text*** included in questionnaire. (This will be used by clients, SRAs, etc, in the portal and comment cluster to differentiate between OPS questions within a measure)
3. The open ended text box has a character limit of 100. No exceptions! if more characters are needed, please request a Type 5 group.
4. In the special instructions column, indicate that this is a "OPS Group" for the PARENT and CHILD questions.

Type 5 "Other Please Specify" Rules (More than two questions within question group):

1. Open-ended boxes will not show up next to the answer choice "Other" in this type of skip logic. They will pop as separate questions that require additional question text. Please include full question text.
2. Radio-button, checkbox or drop-down CQs can have an “other please specify” in this type of skip set up but the text box will pop as a separate question.
3. In the special instructions column, indicate that this is a "Skip Logic Group" for the PARENT and CHILD questions.

Please refer to the Current Custom Qsts tab for examples (OPS Type 1 and OPS Type 5 are marked in the comment boxes)

General Skip Rules:

1. The parent question must come first, and child questions must immediately follow. Skip logic groups cannot be broken up by other questions that are not included within the skip.
2. A CQ can only have one parent question; a single question CANNOT be triggered by different questions.
3. Answers within one question can be set up so that different answer combinations trigger different questions, through the use of "answer groups".
4. A question can only be a part of ONE group type i.e. skip logic, matrix, or multiple lists
5. Horizontal scale questions CANNOT be parent CQs, but they can be child CQs. NOTE: By changing a horizontal scale question to a dropdown they can become parent questions.
6. Open End text questions cannot be a parent questions, but they can be child CQs.
7. Multi-select questions can be used in skip logic.

As a general tip for SRAs: The more complex the skip logic, the more difficult it is to keep the tabs and labels concise in SPRs.
It is important to know when to just use filters versus creating skip logic.

Caution: **Measures without enhanced/segmented reports might require intricate skip to gather necessary data for standard reports.**

Model Instance Name:
Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: Fill In Date

Model questions utilize the ACSI methodology to determine scores and impacts

	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Content *(1=Poor, 10=Excellent, Don't Know)*		**Satisfaction** *(1=Poor, 10=Excellent)*		**Likelihood to Return** *(1=Not Very Likely, 10=Very Likely)*
1	Please rate the **accuracy of information** on this site.	23	What is your **overall satisfaction** with this site?	26	How likely are you to **return to this site**?
2	Please rate the **quality of information** on this site.	24	How well does this site **meet your expectations**?		**Recommend** *(1=Not Very Likely, 10=Very Likely)*
3	Please rate the **freshness of content** on this site.	25	How does this site **compare to your idea of an ideal website**?	27	How likely are you to **recommend this site to someone else**?
	Functionality (1=Poor, 10=Excellent, Don't Know)				**Primary Resource** *(1=Not Very Likely, 10=Very Likely)*
4	Please rate the **usefulness of the features provided** on this site.				How likely are you to use this site as your **primary resource for obtaining information from this organization?**
5	Please rate the **convenience of the features** on this site.				
6	Please rate the **variety of features** on this site.				
	Look and Feel *(1=Poor, 10=Excellent, Don't Know)*				
7	Please rate the **visual appeal** of this site.				
8	Please rate the **balance of graphics and text** on this site.				
9	Please rate the **readability of the pages** on this site.				
	Navigation *(1=Poor, 10=Excellent, Don't Know)*				
10	Please rate **how well the site is organized**.				
11	Please rate the **options available for navigating** this site.				
12	Please rate **how well the site layout helps you find what you are looking for.**				
13	Please rate the **number of clicks to get where you want** on this site.				
	Site Performance *(1=Poor, 10=Excellent, Don't Know)*				
14	Please rate how **quickly pages load** on this site.				
15	Please rate the **consistency of speed from page to page** on this site.				
16	Please rate the **ability to load pages without getting error messages** on this site.				
	Product Browsing *(1=Poor, 10=Excellent, Don't Know)*				
17	Please rate the ability to **sort products by criteria that are important to you** on this				
18	Please rate the **ability to narrow choices to find the product(s) you are looking for**				
19	Please rate how well the **features** on the site **help you find the product(s) you are**				
	Product Descriptions *(1=Poor, 10=Excellent, Don't Know)*				
20	Please rate the **thoroughness of product descriptions** on this site.				
21	Please rate how **understandable the product descriptions are** on this site.				
22	Please rate how well the **product descriptions provide answers to your questions**.				
	Search *(1=Poor, 10=Excellent, Don't Know)*				
23	Please rate the **relevance of search results** on this site.				
24	Please rate the **organization of search results** on this site.				
25	Please rate how well the **search results help you decide what to select**.				
26	Please rate how well the **search feature helps you to narrow the results** to find what				

Model Instance Name:
Fill-in Measure Name
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

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pink: ADDITION
blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How **frequently** do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004445		Are you a **registered user** on this site?	I am registered		Radio button, one-up vertical	Single
			I am not registered, and do not intend to	A		
			I am not registered, but intend to register during my visit today			
CQ0004446	A	Please explain why you do not intend to register?			Text field, <100 char	Single
CQ0004447		What best describes your **primary reason** for visiting the site today?	Researching products for possible inclusion in a design	B	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	C		
			Other (please specify)	A		
CQ0004448	A	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the **possible inclusion in a design**?	Spec		Checkbox, one-up vertical	Multi
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004450	C	What type of information were you looking for when researching products for the **possible inclusion in a design**?	CAD		Checkbox, one-up vertical	Multi
			Spec			
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other			
CQ0004451		How were you primarily **seeking information** on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature			
			Other (please specify)	A		
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to **find what you were looking for** today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
CQ0004454	A	Why were you **not able to find** what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
CQ0004455	B	Since you could not find what you were looking for, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	E		
			Other			
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you **not sure**?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
CQ0004457	D	Since you were not sure, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What **other sources** do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
			Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group

Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	

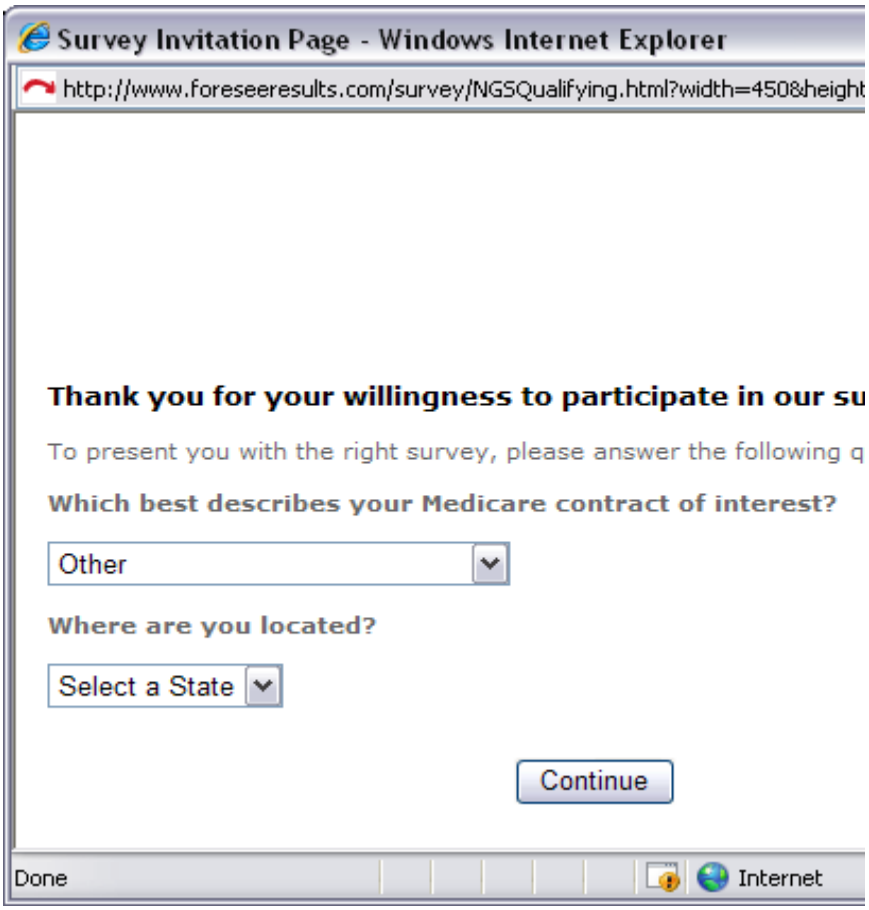
Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 4/23/2009

This is a CMS measure!

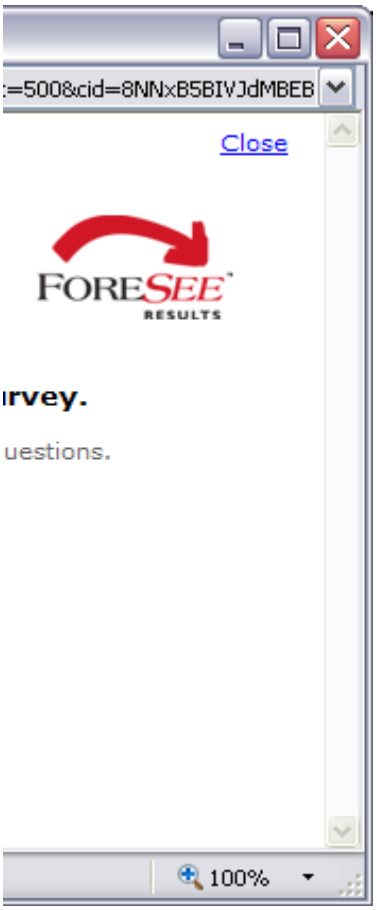
CMS -
Model

	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Content		**Satisfaction**		**Primary Resource**
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 use this site as your primary resource for getting information on Medicare?
2	Please rate the quality of information on this site.	22	How well does this site meet your expectations?		**Recommend**
3	Please rate the freshness of content on this site.	23	How does this site compare to your idea of an ideal website?	25	How likely are you to recommend this site to someone else?
	Functionality				**Return**
4	Please rate the usefulness of the services provided on this site.			26	How likely are you to return to this site?
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				
7	Please rate the ease of reading this site.				
8	Please rate the clarity of site organization.				
9	Please rate the clean layout of this site.				
	Navigation				
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.				
	Search				
14	Please rate the usefulness of search results on this site.				
15	Please rate how this site provides comprehensive search results.				
16	Please rate the organization of search results on this site.				
17	Please rate how the search feature helps you to narrow the results to find the information you want.				
	Site Performance				
18	Please rate the speed of loading the page on this site.				
19	Please rate the consistency of speed on this site.				
20	Please rate the reliability of site performance on this site.				

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)
	What is your Medicare line of business?	Alabama Part A
		Alabama Part B
		Georgia Part A
		Georgia Part B
		Mississippi Part B
		Tennessee Part A
		Tennessee Part B
		HH&H
		ESRD
		Religious Non-medical Health Care Institution (RNHC)
		Independent Organ Procurement Organization
		Histocompatibility Lab
		None of the above



Skip to	Type (select from list)	Single or Multi	Required Y/N	CQ Label	MID
J10 MAC	Drop down, select one	Single	Y	Medicare Line	
J10 MAC					
J10 MAC					
J10 MAC					
Legacy					VowhkwtVpE9tAMYEY8ZoJA==
J10 MAC					
J10 MAC					
Legacy					VowhkwtVpE9tAMYEY8ZoJA==
J10 MAC					
J10 MAC					
J10 MAC					
J10 MAC					
Legacy					VowhkwtVpE9tAMYEY8ZoJA==



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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part A Georgia Part B Mississippi Part B Tennessee Part A Tennessee Part B HH&H ESRD Religious Non-medical Health Care Institution (RNHC) Independent Organ Procurement Organization Histocompatibility Lab None of the above		Drop down, select one	Single	Y		Medicare line	
51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify) X	SKIP A	Radio button, one-up vertical	Single	Y		Role	Required by CMS
7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role	
C51960		What is your **primary reason** for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles,etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio button, one-up vertical	Single	Y		Primary Visit Reason	**Required by CMS**
C7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason	
C51957		**In the last 30 days,** how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Single	Y		Visit Frequency	**Required by CMS**

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for	C/H	Drop down, select one	Single	Y		Found Info
			No - I did not find what I was looking for						
			I don't know yet; I am still looking						
			I wasn't looking for anything in particular						
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y		Do Next
			Call the Cahaba call center						
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
EDO05180		In addition to the currently used communication tools (example: Internet, email lists), would you be interested in receiving Cahaba Medicare Services related information through the following Social Media outlets: (Please select all that apply)	Facebook		Checkbox, one-up vertical	Multi	Y		
			Twitter						
			YouTube						
			RSS Feed						
			Podcast						
			LinkedIn						
			None						
			Other (please specify)	A					
EDO05181	A	Please list the other social media outlet:			Text area, no char limit				
EDO05182		Does your place of business allow you to access social media outlets for work-related information during work hours? (i.e. Facebook, YouTube etc.)	Yes		Radio button, one-up vertical	Single	Y		
			No						
EDO05183		Would you access Cahaba Medicare Services social media outlets for information during off/non-business hours?	Yes		Radio button, one-up vertical	Single	Y		
			No						

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQLiv0010428		Did you use the search feature during your visit today?	Yes	F	**Radio button, one-up vertical**	Single	Y	Skip Logic Group	**Search Usage**
			No						
			Don't recall						
ACQLiv0010429	F	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	The search feature met my needs today.		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Experience**
			I had issues with the **basic search process** (how to use it, terms to enter).	A					
			I had issues with the **visual display** of the search results (text size, images)**.**	B					
			I had issues with the **search results** I received.	C					
			I had issues with **sorting, filtering, advanced search** or lack of these options.	D					
			I had **technical issues** with the search feature.	E					
			The **search tips** were not useful	F					
			None of these						
ACQLiv0010430	**A**	What were your issues with the **basic search process?** (Please select all that apply.)	It was not clear to me how to use the search feature		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Process**
			I did not know what terms to use to get the results I wanted						
			There were too many steps or refinements to get to what I wanted						
			None of these						
ACQLiv0010431	**B**	What were your issues with the **visual display** of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Display**
			The text was too small						
			The page was too crowded						
			I could not see much difference between the *listings/items*						
			None of these						
ACQLiv0010432	**C**	What were your issues with the **search results**? (Please select all that apply.)	Results were not relevant/not what I wanted		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Results**
			There were not enough results						
			There were NO results						
			There were too many results						
			There was too little information in the results to decide what to choose						
			Many of the search results looked the same						
			I had other issues with the search results						
ACQLiv0010433	**D**	What were your issues with **sorting, filtering, or advanced search**? (Please select all that apply.)	The results were not sorted in a helpful way		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Sorting**
			I want advanced search options						
			I want the following sorting/filtering/advanced option:	D1					
			I had a different sorting/filtering issue:	D2					
ACQLiv0010434	**D1**	Sorting/filtering/advanced option:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter1**
ACQLiv0010435	**D2**	My issue was:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter2**
ACQLiv0010436	**E**	What were your **technical issues** with the search feature? (Please select all that apply.)	Error message(s)	E1	**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Technical**
			Search speed was too slow						
ACQLiv0010437	**E1**	What error message did you receive:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Technical**
ACQLiv0010438	F	What were you issues with the **search tips**? (Please select all that apply.)	The search tips were not helpful		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Tips**
			Displays no results						

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Too much information returned when using the search tips function						
			Not enough results are shown when using the search tips function						
ACQLiv0010439		How did you *look for information/navigate* the site today? (Please select all that apply.)	*Search feature*		**Checkbox, one-up vertical**	Multi	Y	OPS Group	**Look for Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			Other (please specify):	A					
ACQLiv0010440	A	Other way I looked for information:			**Text area, no char limit**	Single	N	OPS Group	**OE_Look for Info**
ACQLiv0010441		Which of these method(s) led you to the information you were looking for?	*Search feature*		**Radio button, one-up vertical**	Single	Y		**Method Found Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			None of these						
			Don't recall						
ACQLiv0010442		How would you describe your experience browsing/looking for information on this site today? (Please select all that apply.)	I had no difficulty *browsing/looking for information on* this site		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Navigation Experience**
			Links often did not take me where I expected	B					
			Had difficulty finding relevant information						
			Too many links/navigational options to choose from						
			Had technical difficulties (error messages, broken links, etc.)						
			Could not navigate back to previous information						
			I had a navigation difficulty not listed above:	A					
ACQLiv0010443	A	Other navigation difficulty:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Experience**
ACQLiv0010444	B	Please describe the specific navigation links or paths that did not take you where they should have.	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Paths**
CWS01715		Are you enrolled in our E-Mail Service?	Yes	F	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	G	Radio button, one-up vertical	Single	Y		Email Sat
			2	G					
			3	G					
			4	G					
			5	G					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

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CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 10/1/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part A Georgia Part B Mississippi Part B Tennessee Part A Tennessee Part B HH&H ESRD Religious Non-medical Health Care Institution (RNHC) Independent Organ Procurement Organization Histocompatibility Lab None of the above		Drop down, select one	Single	Y		Medicare line	
51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	X X SKIP A	Radio button, one-up vertical	Single	Y		Role	Required by CMS
7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role	
C51960		What is your **primary reason** for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles,etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio button, one-up vertical	Single	Y		Primary Visit Reason	**Required by CMS**
C7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason	
C51957		**In the last 30 days,** how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day	~~Z,Y~~ ~~Z,Y~~ ~~Z,Y~~ ~~Z,Y~~	Radio button, one-up vertical	Single	Y		Visit Frequency	**Required by CMS**
ACQwil0013783	~~Z~~	~~Please select the statement which best describes your experience with the new Cahaba **site redesign**:~~	~~It is easier to find what I'm looking for~~ ~~It is harder to find what I'm looking for~~ ~~My experience is no different when looking at information on the new site~~ ~~Don't know~~		~~Radio button, one-up vertical~~	~~Single~~	~~Y~~		~~Site Redesign~~	
ACQwil0013784	~~Y~~	~~Please tell us what you think of the new Cahaba site:~~			~~Text area, no char limit~~		~~N~~		~~OE_New Site~~	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for	C/H	Drop down, select one	Single	Y		Found Info
			No - I did not find what I was looking for						
			I don't know yet; I am still looking						
			I wasn't looking for anything in particular						
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y		Do Next
			Call the Cahaba call center						
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
EDO05180		In addition to the currently used communication tools (example: Internet, email lists), would you be interested in receiving Cahaba Medicare Services related information through the following Social Media outlets: (Please select all that apply)	Facebook		Checkbox, one-up vertical	Multi	Y		
			Twitter						
			YouTube						
			RSS Feed						
			Podcast						
			LinkedIn						
			None						
			Other (please specify)	A					
EDO05181	A	Please list the other social media outlet:			Text area, no char limit				
EDO05182		Does your place of business allow you to access social media outlets for work-related information during work hours? (i.e. Facebook, YouTube etc.)	Yes		Radio button, one-up vertical	Single	Y		
			No						
EDO05183		Would you access Cahaba Medicare Services social media outlets for information during off/non-business hours?	Yes		Radio button, one-up vertical	Single	Y		
			No						

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQLiv0010428		Did you use the search feature during your visit today?	Yes	F	**Radio button, one-up vertical**	Single	Y	Skip Logic Group	**Search Usage**
			No						
			Don't recall						
ACQLiv0010429	F	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	The search feature met my needs today.		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Experience**
			I had issues with the **basic search process** (how to use it, terms to enter).	A					
			I had issues with the **visual display** of the search results (text size, images)**.**	B					
			I had issues with the **search results** I received.	C					
			I had issues with **sorting, filtering, advanced search** or lack of these options.	D					
			I had **technical issues** with the search feature.	E					
			The **search tips** were not useful	F					
			None of these						
ACQLiv0010430	**A**	What were your issues with the **basic search process?** (Please select all that apply.)	It was not clear to me how to use the search feature		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Process**
			I did not know what terms to use to get the results I wanted						
			There were too many steps or refinements to get to what I wanted						
			None of these						
ACQLiv0010431	**B**	What were your issues with the **visual display** of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Display**
			The text was too small						
			The page was too crowded						
			I could not see much difference between the *listings/items*						
			None of these						
ACQLiv0010432	**C**	What were your issues with the **search results**? (Please select all that apply.)	Results were not relevant/not what I wanted		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Results**
			There were not enough results						
			There were NO results						
			There were too many results						
			There was too little information in the results to decide what to choose						
			Many of the search results looked the same						
			I had other issues with the search results						
ACQLiv0010433	**D**	What were your issues with **sorting, filtering, or advanced search**? (Please select all that apply.)	The results were not sorted in a helpful way		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Sorting**
			I want advanced search options						
			I want the following sorting/filtering/advanced option:	D1					
			I had a different sorting/filtering issue:	D2					
ACQLiv0010434	**D1**	Sorting/filtering/advanced option:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter1**
ACQLiv0010435	**D2**	My issue was:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter2**
ACQLiv0010436	**E**	What were your **technical issues** with the search feature? (Please select all that apply.)	Error message(s)	E1	**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Technical**
			Search speed was too slow						
ACQLiv0010437	**E1**	What error message did you receive:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Technical**
ACQLiv0010438	F	What were you issues with the **search tips**? (Please select all that apply.)	The search tips were not helpful		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Tips**
			Displays no results						

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Too much information returned when using the search tips function						
			Not enough results are shown when using the search tips function						
ACQLiv0010439		How did you *look for information/navigate* the site today? (Please select all that apply.)	*Search feature*		**Checkbox, one-up vertical**	Multi	Y	OPS Group	**Look for Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			Other (please specify):	A					
ACQLiv0010440	A	Other way I looked for information:			**Text area, no char limit**	Single	N	OPS Group	**OE_Look for Info**
ACQLiv0010441		Which of these method(s) led you to the information you were looking for?	*Search feature*		**Radio button, one-up vertical**	Single	Y		**Method Found Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			None of these						
			Don't recall						
ACQLiv0010442		How would you describe your experience browsing/looking for information on this site today? (Please select all that apply.)	I had no difficulty *browsing/looking for information on* this site		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Navigation Experience**
			Links often did not take me where I expected	B					
			Had difficulty finding relevant information						
			Too many links/navigational options to choose from						
			Had technical difficulties (error messages, broken links, etc.)						
			Could not navigate back to previous information						
			I had a navigation difficulty not listed above:	A					
ACQLiv0010443	A	Other navigation difficulty:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Experience**
ACQLiv0010444	B	Please describe the specific navigation links or paths that did not take you where they should have.	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Paths**
CWS01715		Are you enrolled in our E-Mail Service?	Yes	F	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	G	Radio button, one-up vertical	Single	Y		Email Sat
			2	G					
			3	G					
			4	G					
			5	G					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part A Georgia Part B Mississippi Part B Tennessee Part A Tennessee Part B HH&H ESRD Religious Non-medical Health Care Institution (RNHC) Independent Organ Procurement Organization Histocompatibility Lab None of the above		Drop down, select one	Single	Y		Medicare line
51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify) X	SKIP A	Radio button, one-up vertical	Single	Y		Role
7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role
C51960		What is your **primary reason** for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles,etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio button, one-up vertical	Single	Y		Primary Visit Reason
C7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason
C51957		**In the last 30 days,** how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day	Z,Y Z,Y Z,Y Z,Y	Radio button, one-up vertical	Single	Y		Visit Frequency
	Z	Please select the statement which best describes your experience with the new Cahaba **site redesign**:	It is easier to find what I'm looking for It is harder to find what I'm looking for My experience is no different when looking at information on the new site Don't know		Radio button, one-up vertical	Single	Y		Site Redesign
	Y	Please tell us what you think of the new Cahaba site:			Text area, no char limit		N		OE_New Site
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for No - I did not find what I was looking for I don't know yet; I am still looking I wasn't looking for anything in particular	C/H	Drop down, select one	Single	Y		Found Info
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For

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CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y		Do Next
			Call the Cahaba call center						
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
EDO05180		In addition to the currently used communication tools (example: Internet, email lists), would you be interested in receiving Cahaba Medicare Services related information through the following Social Media outlets: (Please select all that apply)	Facebook		Checkbox, one-up vertical	Multi	Y		
			Twitter						
			YouTube						
			RSS Feed						
			Podcast						
			LinkedIn						
			None						
			Other (please specify)	A					
EDO05181	A	Please list the other social media outlet:			Text area, no char limit				
EDO05182		Does your place of business allow you to access social media outlets for work-related information during work hours? (i.e. Facebook, YouTube etc.)	Yes		Radio button, one-up vertical	Single	Y		
			No						
EDO05183		Would you access Cahaba Medicare Services social media outlets for information during off/non-business hours?	Yes		Radio button, one-up vertical	Single	Y		
			No						
ACQLiv0010428		Did you use the search feature during your visit today?	Yes	F	**Radio button, one-up vertical**	Single	Y	Skip Logic Group	**Search Usage**
			No						
			Don't recall						
ACQLiv0010429	F	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	The search feature met my needs today.		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Experience**
			I had issues with the **basic search process** (how to use it, terms to enter).	A					
			I had issues with the **visual display** of the search results (text size, images)**.**	B					
			I had issues with the **search results** I received.	C					
			I had issues with **sorting, filtering, advanced search** or lack of these options.	D					
			I had **technical issues** with the search feature.	E					
			The **search tips** were not useful	F					
			None of these						
ACQLiv0010430	A	What were your issues with the **basic search process?** (Please select all that apply.)	It was not clear to me how to use the search feature		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Process**
			I did not know what terms to use to get the results I wanted						

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			There were too many steps or refinements to get to what I wanted						
			None of these						
ACQLiv0010431	B	What were your issues with the **visual display** of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Display**
			The text was too small						
			The page was too crowded						
			I could not see much difference between the *listings/items*						
			None of these						
ACQLiv0010432	C	What were your issues with the **search results**? (Please select all that apply.)	Results were not relevant/not what I wanted		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Results**
			There were not enough results						
			There were NO results						
			There were too many results						
			There was too little information in the results to decide what to choose						
			Many of the search results looked the same						
			I had other issues with the search results						
ACQLiv0010433	D	What were your issues with **sorting, filtering, or advanced search**? (Please select all that apply.)	The results were not sorted in a helpful way		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Sorting**
			I want advanced search options						
			I want the following sorting/filtering/advanced option:	D1					
			I had a different sorting/filtering issue:	D2					
ACQLiv0010434	D1	Sorting/filtering/advanced option:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter1**
ACQLiv0010435	D2	My issue was:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter2**
ACQLiv0010436	E	What were your **technical issues** with the search feature? (Please select all that apply.)	Error message(s)	E1	**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Technical**
			Search speed was too slow						
ACQLiv0010437	E1	What error message did you receive:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Technical**
ACQLiv0010438	F	What were you issues with the **search tips**? (Please select all that apply.)	The search tips were not helpful		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Tips**
			Displays no results						
			Too much information returned when using the search tips function						
			Not enough results are shown when using the search tips function						
ACQLiv0010439		How did you *look for information/navigate* the site today? (Please select all that apply.)	*Search feature*		**Checkbox, one-up vertical**	Multi	Y	OPS Group	**Look for Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			Other (please specify):	A					
ACQLiv0010440	A	Other way I looked for information:			**Text area, no char limit**	Single	N	OPS Group	**OE_Look for Info**

Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 10/1/2009

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQLiv0010441		Which of these method(s) led you to the information you were looking for?	*Search feature*		**Radio button, one-up vertical**	Single	Y		**Method Found Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			None of these						
			Don't recall						
ACQLiv0010442		How would you describe your experience browsing/looking for information on this site today? (Please select all that apply.)	I had no difficulty *browsing/looking for information on* this site		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Navigation Experience**
			Links often did not take me where I expected	B					
			Had difficulty finding relevant information						
			Too many links/navigational options to choose from						
			Had technical difficulties (error messages, broken links, etc.)						
			Could not navigate back to previous information						
			I had a navigation difficulty not listed above:	A					
ACQLiv0010443	A	Other navigation difficulty:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Experience**
ACQLiv0010444	B	Please describe the specific navigation links or paths that did not take you where they should have.	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Paths**
CWS01715		Are you enrolled in our E-Mail Service?	Yes	**F**	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	**F**	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	**G**	Radio button, one-up vertical	Single	Y		Email Sat
			2	**G**					
			3	**G**					
			4	**G**					
			5	**G**					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	**G**	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part A Georgia Part B Mississippi Part B Tennessee Part A Tennessee Part B HH&H ESRD Religious Non-medical Health Care Institution (RNHC) Independent Organ Procurement Organization Histocompatibility Lab None of the above		Drop down, select one	Single	Y		Medicare line
51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier X Consultant or attorney Billing service Other (please specify)	SKIP A	Radio button, one-up vertical	Single	Y		Role
7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role
C51960		What is your **primary reason** for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles,etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio button, one-up vertical	Single	Y		Primary Visit Reason
C7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason
C51957		**In the last 30 days,** how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Single	Y		Visit Frequency
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for No - I did not find what I was looking for I don't know yet; I am still looking I wasn't looking for anything in particular	C/H	Drop down, select one	Single	Y		Found Info
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted Call the Cahaba call center Return to the Cahaba website later and try again Send an email Write a letter Other (please specify)	D	Radio button, one-up vertical	Single	Y		Do Next
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
		Did you use the search feature during your visit today?	Yes	F	**Radio button, one-up vertical**	Multi	Y	Skip Logic Group	**Search Usage**
			No						
			Don't recall						
	F	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	The search feature met my needs today.		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Experience**
			I had issues with the **basic search process** (how to use it, terms to enter).	A					
			I had issues with the **visual display** of the search results (text size, images).	B					
			I had issues with the **search results** I received.	C					
			I had issues with **sorting, filtering, advanced search** or lack of these options.	D					
			I had **technical issues** with the search feature.	E					
			The **search tips** were not useful	F					
			None of these						
	A	What were your issues with the **basic search process?** (Please select all that apply.)	It was not clear to me how to use the search feature		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Process**
			I did not know what terms to use to get the results I wanted						
			There were too many steps or refinements to get to what I wanted						
			None of these						
	B	What were your issues with the **visual display** of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Display**
			The text was too small						
			The page was too crowded						
			I could not see much difference between the *listings/items*						
			None of these						
	C	What were your issues with the **search results**? (Please select all that apply.)	Results were not relevant/not what I wanted		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Results**
			There were not enough results						
			There were NO results						
			There were too many results						
			There was too little information in the results to decide what to choose						
			Many of the search results looked the same						
			I had other issues with the search results						
	D	What were your issues with **sorting, filtering, or advanced search**? (Please select all that apply.)	The results were not sorted in a helpful way		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Sorting**

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			I want advanced search options						
			I want the following sorting/filtering/advanced option:	D1					
			I had a different sorting/filtering issue:	D2					
	D1	Sorting/filtering/advanced option:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter1**
	D2	My issue was:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Filter2**
	E	What were your **technical issues** with the search feature? (Please select all that apply.)	Error message(s)	E1	**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Technical**
			Search speed was too slow						
	E1	What error message did you receive:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Search Technical**
	F	What were you issues with the **search tips**? (Please select all that apply.)	The search tips were not helpful		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Search Tips**
			Displays no results						
			Too much information returned when using the search tips function						
			Not enough results are shown when using the search tips function						
		How did you *look for information/navigate* the site today? (Please select all that apply.)	*Search feature*		**Checkbox, one-up vertical**	Multi	Y	OPS Group	**Look for Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			Other (please specify):	A					
	A	Other way I looked for information:			**Text area, no char limit**	Single	N	OPS Group	**OE_Look for Info**
		Which of these method(s) led you to the information you were looking for?	*Search feature*		**Radio button, one-up vertical**	Single	Y		**Method Found Info**
			Advanced search feature/tool						
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map						
			None of these						
			Don't recall						
		How would you describe your experience browsing/looking for information on this site today? (Please select all that apply.)	I had no difficulty *browsing/looking for information on* this site		**Checkbox, one-up vertical**	Multi	Y	Skip Logic Group	**Navigation Experience**
			Links often did not take me where I expected	B					
			Had difficulty finding relevant **information**						
			Too many links/navigational options to choose from						
			Had technical difficulties (error messages, broken links, etc.)						
			Could not navigate back to previous information						
			I had a navigation difficulty not listed above:	A					
	A	Other navigation difficulty:	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Experience**

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	B	Please describe the specific navigation links or paths that did not take you where they should have.	*Open-ended*		**Text area, no char limit**	Single	N	Skip Logic Group	**OE_Nav Paths**
~~CWS01712~~		~~How are you primarily navigating through the website?~~	~~Links within the page~~		~~Drop down, select one~~	~~Single~~	~~Y~~		~~Primary Nav Method~~
			~~Top Navigation Bar~~						
			~~Bottom Navigation Bar~~						
			~~Search Tool~~	~~H~~					
			~~Site Map~~						
~~CWS01713~~	~~H~~	~~What was your experience with the search functionality?~~	~~I had no difficulty searching on this site~~		~~Radio button, one-up vertical~~	~~Single~~	~~Y~~		~~Search Exp~~
			~~Too many results~~						
			~~Too few results~~						
			~~Returned no results~~						
			~~Received an error message~~						
			~~Results were not what I was looking for~~						
			~~Other search issue~~	~~I~~					
~~CWS01714~~	~~I~~	~~Please describe your experience with search.~~			~~Text area, no char limit~~		~~Y~~		~~OE_Search Exp~~
CWS01715		Are you enrolled in our E-Mail Service?	Yes	**F**	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	**F**	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	**G**	Radio button, one-up vertical	Single	Y		Email Sat
			2	**G**					
			3	**G**					
			4	**G**					
			5	**G**					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	**G**	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

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MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 7/30/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part A Georgia Part B Mississippi Part B Tennessee Part A Tennessee Part B HH&H ESRD Religious Non-medical Health Care Institution (RNHC) Independent Organ Procurement Organization Histocompatibility Lab None of the above		Drop down, select one	Single	Y		Medicare line
C51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies ~~Staff of a provider/supplier who works primarily with billing or insurance~~ Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier X ~~Provider/supplier~~ *Consultant or attorney* *Billing service* X ~~Local, state, or federal government employee or contractor~~ ~~Software vendor~~ ~~Other health care insurer or agency~~ Other (please specify)	SKIP A	Radio button, one-up vertical	Single	Y		Role
C7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role
C51960		What is your **primary reason** for visiting this site today?	*Download forms* *Learn of, or register for, workshops, seminars or other training events* *Find contact information* *Find general Medicare program information* *Research a specific question on Medicare policy or billing* *Find information on fees or fee schedules* *Find out about a Local Coverage Determination (LCD)* *Read Medicare publications such as newsletters, articles, ~~press releases,~~ etc.* *Find enrollment information* *Take an on-line training course* Other (please specify)	SKIP B	Radio button, one-up vertical	Single	Y		Primary Visit Reason
C7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason
C51957		**In the last 30 days,** how many times have you visited this website?	This is my first time Once or twice ~~before~~ Three or four times ~~before~~ More than once per week but not every day Every day		Radio button, one-up vertical	Single	Y		Visit Frequency
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for No - I did not find what I was looking for I don't know yet; I am still looking I wasn't looking for anything in particular	C/H	Drop down, select one	Single	Y		Found Info
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up	Single	Y		Do Next

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			Call the Cahaba call center		vertical				
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
CWS01712		How are you primarily navigating through the website?	Links within the page		Drop down, select one	Single	Y		Primary Nav Method
			Top Navigation Bar						
			Bottom Navigation Bar						
			Search Tool	H					
			Site Map						
CWS01713	H	What was your experience with the search functionality?	I had no difficulty searching on this site		Radio button, one-up vertical	Single	Y		Search Exp
			Too many results						
			Too few results						
			Returned no results						
			Received an error message						
			Results were not what I was looking for						
			Other search issue	I					
CWS01714	I	Please describe your experience with search.			Text area, no char limit		Y		OE_Search Exp
CWS01715		Are you enrolled in our E-Mail Service?	Yes	F	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	G	Radio button, one-up vertical	Single	Y		Email Sat
			2	G					
			3	G					
			4	G					
			5	G					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

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CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

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		What is your Medicare line of business?	Alabama Part A		Drop down, select one	Single	Y		Medicare line
			Alabama Part B						
			Georgia Part A						
			Georgia Part B						
			Mississippi Part B						
			Tennessee Part A						
			Tennessee Part B						
			HH&H						
			ESRD						
			Religious Non-medical Health Care Institution (RNHC)						
			Independent Organ Procurement Organization						
			Histocompatibility Lab						
			None of the above						
51958		Which best describes you?	Billing or administrative staff for provider/supplier		Radio button, one-up vertical	Single	Y		Role
			Provider/supplier						
			Billing service						
			Consultant or attorney						
			Local, state, or federal government employee or contractor						
			Software vendor						
			Other health care insurer or agency						
			Other (please specify)	A					
7000003	A	Other - best describes			Text field, <100 char		Y		OE_Role
51960		What is your primary reason for visiting this site today?	Download forms		Radio button, one-up vertical	Single	Y		Primary Visit Reason
			Find contact information						
			Find enrollment information						
			Find general Medicare program information						
			Find information on fees or fee schedules						
			Find out about Local Coverage Determination (LCD)						
			Learn of, or register form, workshops, seminars or other training events						
			Read Medicare publications such as newsletters, press releases, etc.						
			Research a specific question on Medicare policy or billing						
			Take an on-line training course						
			Other (please specify)	B					
7000004	B	Other - primary reason			Text field, <100 char				OE_Reason
51957		In the last 30 days, how many times have you visited this Web site?	This is my first time		Radio button, one-up vertical	Single	Y		Visit Frequency
			Once or twice before						
			Three or four times before						
			More than once per week but not every day						
			Every day						
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for		Drop down, select one	Single	Y		Found Info
			No - I did not find what I was looking for	C/H					
			I don't know yet; I am still looking						
			I wasn't looking for anything in particular						
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y		Do Next
			Call the Cahaba call center						
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 7/30/2009

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
CWS01712		How are you primarily navigating through the website?	Links within the page		Drop down, select one	Single	Y		Primary Nav Method
			Top Navigation Bar						
			Bottom Navigation Bar						
			Search Tool	H					
			Site Map						
CWS01713	H	What was your experience with the search functionality?	I had no difficulty searching on this site		Radio button, one-up vertical	Single	Y		Search Exp
			Too many results						
			Too few results						
			Returned no results						
			Received an error message						
			Results were not what I was looking for						
			Other search issue	I					
CWS01714	I	Please describe your experience with search.			Text area, no char limit		Y		OE_Search Exp
CWS01715		Are you enrolled in our E-Mail Service?	Yes	F	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	G	Radio button, one-up vertical	Single	Y		Email Sat
			2	G					
			3	G					
			4	G					
			5	G					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 7/30/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 4/23/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
51958		Which best describes you?	Billing or administrative staff for provider/supplier		Radio button, one-up vertical	Single	Y		Role
			Provider/supplier						
			Billing service						
			Consultant or attorney						
			Local, state, or federal government employee or contractor						
			Software vendor						
			Other health care insurer or agency						
			Other (please specify)	A					
7000003	A	Other - best describes			Text field, <100 char		Y		OE_Role
51960		What is your primary reason for visiting this site today?	Download forms		Radio button, one-up vertical	Single	Y		Primary Visit Reason
			Find contact information						
			Find enrollment information						
			Find general Medicare program information						
			Find information on fees or fee schedules						
			Find out about Local Coverage Determination (LCD)						
			Learn of, or register form, workshops, seminars or other training events						
			Read Medicare publications such as newsletters, press releases, etc.						
			Research a specific question on Medicare policy or billing						
			Take an on-line training course						
			Other (please specify)	B					
7000004	B	Other - primary reason			Text field, <100 char				OE_Reason
51957		In the last 30 days, how many times have you visited this Web site?	This is my first time		Radio button, one-up vertical	Single	Y		Visit Frequency
			Once or twice before						
			Three or four times before						
			More than once per week but not every day						
			Every day						
CWS01706		Did you find what you were looking for?	Yes - I found what I was looking for		Drop down, select one	Single	Y		Found Info
			No - I did not find what I was looking for	C/H					
			I don't know yet; I am still looking						
			I wasn't looking for anything in particular						
CWS01707	H	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y		Do Next
			Call the Cahaba call center						
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
			Other (please specify)	D					
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

Model Instance Name:
CMS - Cahaba J10 MAC
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Date: 4/23/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News		Radio button, one-up vertical	Single	Y		Area Used
			Calendar of events						
			Transition schedule						
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)						
			Past Correspondences/Communications						
			Contact Information						
			Other (please specify)	E					
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
CWS01712		How are you primarily navigating through the website?	Links within the page		Drop down, select one	Single	Y		Primary Nav Method
			Top Navigation Bar						
			Bottom Navigation Bar						
			Search Tool	H					
			Site Map						
CWS01713	H	What was your experience with the search functionality?	I had no difficulty searching on this site		Radio button, one-up vertical	Single	Y		Search Exp
			Too many results						
			Too few results						
			Returned no results						
			Received an error message						
			Results were not what I was looking for						
			Other search issue	I					
CWS01714	I	Please describe your experience with search.			Text area, no char limit		Y		OE_Search Exp
CWS01715		Are you enrolled in our E-Mail Service?	Yes	F	Drop down, select one	Single	Y		Enrolled
			No						
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied	G	Radio button, one-up vertical	Single	Y		Email Sat
			2	G					
			3	G					
			4	G					
			5	G					
			6						
			7						
			8						
			9						
			10 - Very Satisfied						
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

Model Instance Name:
CMS - Cahaba J10 MAC
MID: FRkpwtNoQ0NxZVwZQcNs0A==
Date: 4/23/2009

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CMS - Cahaba J10 MAC CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01718		Where are you located?	Alabama		Drop down, select one	Single	Y		Located
			Georgia						
			Tennessee						
			Alaska						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)						
			Florida						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Rhode Island						
			South Carolina						
			South Dakota						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
			Other						
CWS01719		If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Improvements

Model Instance Name:
Fill-in Measure Name
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

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pink: ADDITION
blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How **frequently** do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004445		Are you a **registered user** on this site?	I am registered		Radio button, one-up vertical	Single
			I am not registered, and do not intend to	A		
			~~I am not registered, but intend to register during my visit today~~			
CQ0004446	A	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004447		What best describes your **primary reason** for visiting the site today?	Researching products for possible inclusion in a design	B	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	C		
			Other (please specify)	A		
CQ0004448	A	Other primary reason			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the **possible inclusion in a design**?	Spec		Checkbox, one-up vertical	Multi
			3D models			
			Product application			
			Green information			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004450	C	What type of information were you looking for when researching products for the **possible inclusion in a design**?	CAD		Checkbox, one-up vertical	Multi
			Spec			
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			

Model Instance Name:
Fill-in Measure Name
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

~~red & strike-through~~: DELETE
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blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other			
CQ0004451		How were you primarily **seeking information** on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature			
			Other (please specify)	A		
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to **find what you were looking for** today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
CQ0004454	A	Why were you **not able to find** what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
CQ0004455	B	Since you could not find what you were looking for, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	E		
			Other			
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you **not sure**?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
CQ0004457	D	Since you were not sure, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What **other sources** do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
			Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group

Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	