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
- ${\bf 2}$ All changes to the live measure need to be tracked and archived in ${\bf one}~{\bf document}$

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.

Fill-in Measure Name

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

Date: Fill In Date

ELEMENTS (drivers of satisfaction)	the ACSI methodology to determine scores an 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)
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?
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)
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)
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?
Please rate the convenience of the features on this site.		
Please rate the variety of features on this site.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the visual appeal of this site.		
Please rate the balance of graphics and text on this site.		
Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized.		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for.		
Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
Product Browsing (1=Poor, 10=Excellent, Don't Know)		
Please rate the ability to sort products by criteria that are important to you on this		
Please rate the ability to narrow choices to find the product(s) you are looking for		
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)		
Please rate the thoroughness of product descriptions on this site.		
Please rate how understandable the product descriptions are on this site.		
Please rate how well the product descriptions provide answers to your questions . Search (1= Poor, 10=Excellent, Don't Know)		
Please rate the relevance of search results on this site.		
Please rate the organization of search results on this site.		
Please rate how well the search results help you decide what to select.		
Please rate how well the search feature helps you to narrow the results to find what		

Fill-in Measure Name

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

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Fill-in Measure Name CUSTOM QUESTION LIST

QID (Group ID) CQ0004444	Skip Logic Label		Answer Choices (limited to 50 characters) Daily Two to three times per week About once a month Every few months	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi Single
			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 I am not registered, and do not intend to I am not registered, but intend to register during my visit today	А	Radio button, one-up vertical	Single
CQ0004446	Α	Please explain why you do not intend to register?	an not registered, but intend to register during my visit today		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 Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004448	A	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	В		Spec 3D models Green information Product application Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004450	с	products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in Date: 3/1/2008 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER 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) Other	Skip to	Type (select from list)	Single or Multi
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)	А		
CQ0004452	Α	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to find what you were looking for today?	Yes No Not sure	A,B C.D	Radio button, one-up vertical	Single
CQ0004454	A	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for 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	0,0	Radio button, one-up vertical	Single
CQ0004455		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 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 Other	E	Drop down, select one	Single
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	С	Why were you not sure ?	I haven't completed my search on sweets.com yet 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		Radio button, one-up vertical	Single
CQ0004457	D	Since you were not sure, what do you plan to do next ?	Continue looking for the information at this site 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 Other	F	Drop down, select one	Single
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 Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites		Checkbox, one-up vertical	Multi

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	

CMS - Cahaba J10 MAC

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 4/23/2009

This is a CMS measure!

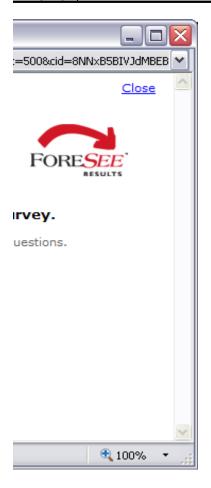
CMS -

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.		
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

🥖 Survey Invitation Page - Wir	ndows Internet Explorer
http://www.foreseeresults.com/su	rvey/NGSQualifying.html?width=450&height
Thank you for your willin	gness to participate in our su
To present you with the right s	urvey, please answer the following q
Which best describes your	Medicare contract of interest?
Other	v
Where are you located?	
Select a State 💌	
	Continue
Done	🍙 🌍 Internet

	Skip to	Type (select from list)	Single or Multi	Required Y/N	CQ Label	MID
ſ	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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			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST							25 ch
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Leave want this p
AED08187		What is your Medicare line of business?	Alabama Part A		Drop down, select one	Single	Y	Instructions	Medicare line	
AED00107		what is your medicate line of business?	Alabama Part B	-	Drop down, select one	Single			Medicale line	
			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							
1958		Which best describes you?	Provider of medical services		Radio button, one-up	Single	Y		Role	Required by CMS
			Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance		vertical					
		V	Administrative staff of a provider/supplier Other staff of a provider/supplier	-						
			Consultant or attorney							
			Billing service	1						
			Other (please specify)	SKIP A						
000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE Role	
51960		What is your primary reason for visiting this site today?	Download forms		Radio button, one-up	Single	Y		Primary Visit	Required by
,51300		vinaris your printary reason for visiting this site today:	Learn of, or register for, workshops, seminars or other training events	-	vertical	Single			Reason	CMS
			Find contact information	1						
			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						
7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason	
51957		In the last 30 days, how many times have you visited this	This is my first time		Radio button, one-up	Single	Y		Visit Frequency	Required by
		website?	Once or twice	1	vertical	-			. ,	CMS
			Three or four times	1						
				1	1	1	1			
			More than once per week but not every day							

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST							25 cha
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	Leave want this p
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	С/Н	Drop down, select one	Single	Y		Found Info	
CWS01707	н	Please tell us exactly what you were looking for.			Text area, no char limit		Т		Looking For	
CWS01708	С	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)		Radio button, one-up vertical	Single	Y		Do Next	Recommended by CMS
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 Calendar of events Transition schedule Local Coverage Determinations (LCDs) Frequently Asked Questions (FAQs) Past Correspondences/Communications Contact Information Other (please specify)		Radio button, one-up vertical	Single	Y		Area Used	
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used	
EDO05180			Facebook Twitter YouTube RSS Feed Podcast LinkedIn None Other (please specify)		Checkbox, one-up vertical	Multi	Y			
EDO05181	Α	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			
EDO05183		Would you access Cahaba Medicare Services social media outlets for information during off/non-business hours?			Radio button, one-up vertical	Single	Y			

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CMS - Cahaba J10 MAC CUSTOM Q	

QID	Skip Logic		Answer Choices			Single or	Required	Special	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
ACQLiv0010428		Did you use the search feature during your visit today?	N	F	Radio button, one-up	Single	Y	Skip Logic	Search Usage
			Yes No		vertical			Group	
			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).	А					
			I had issues with the visual display of the search results (text size, images).	В					
			I had issues with the search results I received.	с					
			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	Α	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	В	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						
ACOL 5/0010422			None of these			N.AIti	Y	Chip Logio	Cooroh
ACQLiv0010432	с	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		Error message(s)	E1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Technical
			Search speed was too slow			0			05.0
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.)			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Tips
			Displays no results						

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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) Too much information returned when using the search tips function Not enough results are shown when using the search tips function	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQLiv0010439		How did you look for information/navigate the site today? (Please select all that apply.)	Search feature 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	Checkbox, one-up vertical	Multi	Y	OPS Group	Look for Info
ACQLiv0010440	A	Other way I looked for information:	Other (piease specify):		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 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	-	Radio button, one-up vertical	Single	Y		Method Found Info
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 Links often did not take me where I expected 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:	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
ACQLiv0010443	A	Other navigation difficulty:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Nav Experience
ACQLiv0010444	В	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 No	F	Drop down, select one	Single	Y		Enrolled
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9 10 - Very Satisfied	G G G G	Radio button, one-up vertical	Single	Y		Email Sat
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	Skip Logic		Answer Choices			Single or	Required	Special	×
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
QID (Group ID) CWS01718	Logic Label	Question Text	Answer Choices (limited to 50 characters) Alabama Georgia Tennessee Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia (Washington DC) Florida Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maysachusetts Mississippi Missouri Montana New Jarsey New Hampshire New York North Carolina North Carolina Ohio Oklahoma Oregon Pennsylvania Rhode Island South Dakota Chia Colorato	Skip to	Type (select from list) Drop down, select one	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Located
			Vermont Virginia Washington West Virginia Wisconsin	-					
			Wyoming	4					
			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	Skip Logic		Answer Choices			Single or	Required	Special		25 cha Leave want I this pa
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label	
AED08187		What is your Medicare line of business?	Alabama Part A Alabama Part B Georgia Part B Mississippi Part B Tennessee Part A 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?	Provider of medical services Supplier of medical services 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)	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	P lease 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	¥		Site Redesign	
ACQwil0013784	¥	Please tell us what you think of the new Cahaba site:			Text area, no char limit		N		OE New Site	

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST							25 cha
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	Leave want this p
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	С/Н	Drop down, select one	Single	Y		Found Info	
CWS01707	н	Please tell us exactly what you were looking for.			Text area, no char limit		Т		Looking For	
CWS01708	С	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)		Radio button, one-up vertical	Single	Y		Do Next	Recommended by CMS
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 Calendar of events Transition schedule Local Coverage Determinations (LCDs) Frequently Asked Questions (FAQs) Past Correspondences/Communications Contact Information Other (please specify)		Radio button, one-up vertical	Single	Y		Area Used	
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used	
EDO05180			Facebook Twitter YouTube RSS Feed Podcast LinkedIn None Other (please specify)		Checkbox, one-up vertical	Multi	Y			
EDO05181	Α	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			
EDO05183		Would you access Cahaba Medicare Services social media outlets for information during off/non-business hours?			Radio button, one-up vertical	Single	Y			

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CMS - Cahaba J10 MAC CUSTOM Q	

QID	Skip Logic		Answer Choices			Single or	Required	Special	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
ACQLiv0010428		Did you use the search feature during your visit today?	N	F	Radio button, one-up	Single	Y	Skip Logic	Search Usage
			Yes No		vertical			Group	
			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).	А					
			I had issues with the visual display of the search results (text size, images).	В					
			I had issues with the search results I received.	с					
			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	Α	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	В	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						
ACOL 5/0010422			None of these			N.AIti	Y	Chip Logio	Cooroh
ACQLiv0010432	с	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		Error message(s)	E1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Technical
			Search speed was too slow			0			05.0
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.)			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Tips
			Displays no results						

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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) Too much information returned when using the search tips function Not enough results are shown when using the search tips function	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
ACQLiv0010439		How did you look for information/navigate the site today? (Please select all that apply.)	Search feature 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	Checkbox, one-up vertical	Multi	Y	OPS Group	Look for Info
ACQLiv0010440	A	Other way I looked for information:	Other (piease specify):		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 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	-	Radio button, one-up vertical	Single	Y		Method Found Info
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 Links often did not take me where I expected 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:	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experience
ACQLiv0010443	A	Other navigation difficulty:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Nav Experience
ACQLiv0010444	В	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 No	F	Drop down, select one	Single	Y		Enrolled
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9 10 - Very Satisfied	G G G G	Radio button, one-up vertical	Single	Y		Email Sat
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	Skip Logic		Answer Choices			Single or	Required	Special	×
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
QID (Group ID) CWS01718	Logic Label	Question Text	Answer Choices (limited to 50 characters) Alabama Georgia Tennessee Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia (Washington DC) Florida Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maysachusetts Mississippi Missouri Montana New Jarsey New Hampshire New York North Carolina North Carolina Ohio Oklahoma Oregon Pennsylvania Rhode Island South Dakota Chia Colorato Colorato Colorato Colorato Missionuri Montana Neevada New H	Skip to	Type (select from list) Drop down, select one	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Located
			Vermont Virginia Washington West Virginia Wisconsin	-					
			Wyoming	4					
			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						
	Skip								
QID (Group ID)	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		Drop down, select one	Single	Y		Medicare line
			Alabama Part B						
			Georgia Part A	1					
			Georgia Part B	-					
			Mississippi Part B Tennessee Part A	{					
			Tennessee Part B						
			HH&H	1					
			ESRD	1					
			Religious Non-medical Health Care Institution (RNHC)	1					
			Independent Organ Procurement Organization						
			Histocompatibility Lab	1					
			None of the above						
51958		Which best describes you?	Provider of medical services		Radio button, one-up	Single	Y		Role
			Supplier of medical equipment or supplies	-	vertical				
			Staff of provider/supplier working primarily with billing/insurance						
			Administrative staff of a provider/supplier	1					
			Other staff of a provider/supplier						
			Consultant or attorney						
			Billing service						
	-		Other (please specify)	SKIP A					
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	-	Radio button, one-up vertical	Single	Y		Primary Visit Reason
			Find contact information	-					
			Find general Medicare program information	1					
			Research a specific question on Medicare policy or billing	1					
			Find information on fees or fee schedules	1					
			Find out about a Local Coverage Determination (LCD)	1					
			Read Medicare publications such as newsletters, articles,etc.	1					
			Find enrollment information						
			Take an on-line training course						
			Other (please specify)	SKIP B					
27000004	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		Radio button, one-up vertical	Single	Y		Visit Frequence
		website :	Once or twice Three or four times	Z,Y Z,Y	Venucai				
			More than once per week but not every day	Z, 1 Z,Y					
			Every day	Z, T Z, Y					
		Please select the statement which best describes your		_, ·	Radio button, one-up	Single	Y		Site Redesig
	z	experience with the new Cahaba site redesign:	It is easier to find what I'm looking for	-	vertical	Ciligio			Site redealy
			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	-					
	Y	Please tell us what you think of the new Cahaba site:			Text area, no char limit		Ν		OE_New Sit
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		Т		Looking For

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	oa J10 MA	AC /ZVwZQcNs0A==	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
CWS01708	с	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	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
WS01710	Laber	Which areas of the site did you primarily use today?	News	Skip to	Radio button, one-up	Single	Y	matuctions	Area Use
			Calendar of events	1	vertical	Ciligio			1.000 0000
			Transition schedule	1					
			Local Coverage Determinations (LCDs)						
			Frequently Asked Questions (FAQs)	4					
			Past Correspondences/Communications	-					
			Contact Information Other (please specify)	F					
NS01711	E	Other Area Used	Other (please specify)	E	Text field, <100 char		Y		OE Area
//301/11		Other Area Used					· ·		
DO05180		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	1					
			YouTube	-					
			RSS Feed	-					
			Podcast LinkedIn	-					
			None	-					
			Other (please specify)	A					
0005181	Α	Please list the other social media outlet:			Text area, no char limit				
0005182		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	1					
0005183		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	1					
QLiv001042		Did you use the search feature during your visit today?		F	Radio button, one-up	Single	Y	Skip Logic	Search U
			Yes		vertical			Group	
			No	-					
			Don't recall			A 4 - 14	X	Chin Lania	
CQLiv001042	F	Please tell us about your experience with the site's search feature today. (Please select all that apply.)			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Searc Experier
			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).	в					
			I had issues with the search results I received.	с					
			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						
			None of these						
QLiv001043						Multi	Y	Skip Logic	Searc
QLIV001043	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	wutu		Group	Proces
		(i louse select all that apply.)	it that het slear to the new to use the search reduite	-	- Citicui				

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 10/1/2009

			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
			There were too many steps or refinements to get to what I wanted None of these						
ACQLiv001043 1	В	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 The text was too small The page was too crowded I could not see much difference between the <i>listings/items</i> None of these		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Display
ACQLiv001043 2	с		Results were not relevant/not what I wanted 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		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Results
ACQLiv001043 3	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 I want advanced search options I want the following sorting/filtering/advanced option: I had a different sorting/filtering issue:	D1 D2	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Sorting
ACQLiv001043 4	D1	Sorting/filtering/advanced option:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Search Filter1
ACQLiv001043 5	D2	My issue was:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Search Filter2
ACQLiv001043 6	E		Error message(s) Search speed was too slow	E1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Technical
ACQLiv001043 7	E1		Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Search Technical
ACQLiv001043 8	F	What were you issues with the search tips ? (Please select all that apply.)	•		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Tips
ACQLiv001043 9			Search feature 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	Checkbox, one-up vertical	Multi	Y	OPS Group	Look for Info
ACQLiv001044 0	A	Other way I looked for information:			Text area, no char limit	Single	N	OPS Group	OE_Look for Info

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
QID (Group ID) ACQLiv001044 1	Skip Logic Label	Question Text Which of these method(s) led you to the information you were looking for?	Answer Choices (limited to 50 characters) Search feature 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	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Method Fou Info
ACQLiv001044 2		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 Links often did not take me where I expected 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:	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Experienc
ACQLiv001044 3	А	Other navigation difficulty:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Nav Experience
ACQLiv001044 4	в	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 Pat
CWS01715		Are you enrolled in our E-Mail Service?	YesNo	F	Drop down, select one	Single	Y		Enrolled
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9	6 6 6 6	Radio button, one-up vertical	Single	Y		Email Sat
CWS01717	G	Please tell us the reason for the rating given above.	10 - Very Satisfied		Text area, no char limit			N	N

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			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
	Clein								
QID Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Chin to	Turne (a classificare list)	Single or	Required	Special Instructions	CQ La
S01718	Laber	Where are you located?	Alabama	Skip to	Type (select from list) Drop down, select one	Multi Single	Y/N Y	instructions	Loca
501710		Where are you localed?	Georgia		Diop down, select one	Single	'		LUC
			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	_					
04745			Other						.──
601719	1	If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Impro

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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	Laber	What is your Medicare line of business?	Alabama Part A	JKIP LU	Drop down, select one	Single	Y	Instructions	Medicare line
ALDOOIO		What is your medicare line of busiliess?	Alabama Part B		Drop down, select one	Single			weutcare inte
			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						
1958		Which best describes you?	Provider of medical services		Radio button, one-up	Single	Y		Role
			Supplier of medical equipment or supplies		vertical				
			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						
	01/12		Other (please specify)	SKIP A			Y		
7000003	SKIP A	Other - which best describes you?	Devende e d'Annee		Text field, <100 char	Circala	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	-	Radio button, one-up vertical	Single	Y		Primary Visit Reason
			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)	1					
			Read Medicare publications such as newsletters, articles,etc.	1					
			Find enrollment information						
			Take an on-line training course						
			Other (please specify)	SKIP B					
7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reason
51957		In the last 30 days, how many times have you visited this	This is my first time		Radio button, one-up	Single	Y		Visit Frequend
		website?	Once or twice		vertical	1			
			Three or four times	1					
			More than once per week but not every day			1			
			Every day						
WS01706		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				_		
WS01707	н	Please tell us exactly what you were looking for.			Text area, no char limit		T		Looking For
CWS01708	С	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up	Single	Y		Do Next
			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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			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 Calendar of events Transition schedule Local Coverage Determinations (LCDs) Frequently Asked Questions (FAQs) Past Correspondences/Communications Contact Information Other (please specify)	E	Radio button, one-up vertical	Single	Y		Area Used
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
		Did you use the search feature during your visit today?	Yes No Don't recall	F	Radio button, one-up vertical	Multi	Y	Skip Logic Group	Search Usage
	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. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search or lack of these options. I had technical issues with the search feature. The search tips were not useful None of these	A B C D F	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Experience
	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 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		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Process
	В	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 The text was too small The page was too crowded I could not see much difference between the <i>listings/items</i> None of these		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Display
	с	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted 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	-	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	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

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 10/1/2009

			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 Labe
(0.000) 12)	Labor	Queenen ion	I want advanced search options	Chup to				incu uctionic	eq Lase
			I want the following sorting/filtering/advanced option:	D1					
			I had a different sorting/filtering issue:	D2		Cingle	N	Chin Logio	OE Sear
	D1	Sorting/filtering/advanced option:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	Filter1
	D2					Single	N	Skip Logic	OE_Sear
		My issue was:	Open-ended		Text area, no char limit	Multi	Y	Group Skip Logic	Filter2 Search
	E	What were your technical issues with the search feature? (Please select all that apply.)	Error message(s)	E1	Checkbox, one-up vertical	wutu	1	Group	Technica
			Search speed was too slow	1					
	E1					Single	N	Skip Logic	OE_Sear
		What error message did you receive: What were you issues with the search tips ? (Please select	Open-ended The search tips were not helpful		Text area, no char limit Checkbox, one-up	Multi	Y	Group Skip Logic	Technica Search Ti
	F	all that apply.)			vertical	interter		Group	ocuron n
			Displays no results	_					
			Too much information returned when using the search tips function						
			Not enough results are shown when using the search tips function	1					
						Multi	Y	OPS Group	Look for
		How did you look for information/navigate the site today? (Please select all that apply.)	Search feature		Checkbox, one-up vertical	wutu	1	OF 5 Group	LOOK IOI I
			Advanced search feature/tool	-					
			Top navigation bar						
			Links in the center of the page						
			Medicare Part A or B Quick links						
			Site map	A					
	A		Other (please specify):	A		Single	N	OPS Group	OE Look
		Other way I looked for information:			Text area, no char limit	oingio		01.0.0100	Info
		Which of these method(s) led you to the information you			Radio button, one-up	Single	Y		Method Fo
		were looking for?	Search feature	_	vertical				into
			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			8.4. dat	X	Obie Legie	N
		How would you describe your experience browsing/looking for information on this site today? (Please select all that			Checkbox, one-up	Multi	Y	Skip Logic Group	Navigati Experier
		apply.)	I had no difficulty browsing/looking for information on this site		vertical				
			Links often did not take me where I expected	В					
			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:	А		0.1			
	А	Other navigation difficulty:	Open-ended		Text area, no char limit	Single	N	Skip Logic Group	OE_Na Experien

			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
	В	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 Top Navigation Bar Bottom Navigation Bar Search Tool Site Map	н	Drop down, select one	Single	¥		Primary Nav Method
CWS01713	H	What was your experience with the search functionality?	I-had no difficulty searching on this site Too many results Too few results Returned no results Received an error message Results were not what I was looking for Other search issue		Radio button, one up vertical	Single	¥		Search Exp
CWS01714	ŧ	Please describe your experience with search.			Text area, no char limit		¥		OE_Search Exp
CWS01715		Are you enrolled in our E-Mail Service?	Yes No	F	Drop down, select one	Single	Y		Enrolled
CWS01716		Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9 10 - Very Satisfied	6 6 6 6 6	Radio button, one-up vertical	Single	Ŷ		Email Sat
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 10/1/2009

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
	Clein								
QID Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Chin to	Turne (a classificare list)	Single or	Required	Special Instructions	CQ La
S01718	Laber	Where are you located?	Alabama	Skip to	Type (select from list) Drop down, select one	Multi Single	Y/N Y	instructions	Loca
501710		Where are you localed?	Georgia		Diop down, select one	Single	'		LUC
			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	_					
04745			Other						.──
601719	1	If you could identify one improvement to this site, what would that improvement be?			Text area, no char limit		N		Impro

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

			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 Labe
AED08187		What is your Medicare line of business?	Alabama Part A		Drop down, select one	Single	Y		Medicare li
I			Alabama Part B						
I			Georgia Part A						
I			Georgia Part B Mississippi Part B						
I			Tennessee Part A						
I			Tennessee Part B						
I			HH&H						
I			ESRD						
I			Religious Non-medical Health Care Institution (RNHC)						
I			Independent Organ Procurement Organization						
I			Histocompatibility Lab						
51958		Which best describes you?	None of the above		Radio button, one-up vertical	Single	Y		Role
11938		Which best describes you?	Provider of medical services		Radio bullon, one-up vertical	Single			Rule
			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						
		N	Administrative staff of a provider/supplier						
		X	Other staff of a provider/supply						
			Provider/supplier						
			Consultant or attorney						
			Billing service						
			Software vendor						
			Other health care insurer or agency-						
			Other (please specify)	SKIP A					
7000003	SKIP A	Other - which best describes you?			Text field, <100 char		Y		OE_Role
51960		What is your primary reason for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events		Radio button, one-up vertical	Single	Y		Primary Vis Reason
			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					
7000004	SKIP B	Other - primary reason?			Text field, <100 char				OE_Reaso
51957		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up	Single	Y		Visit Frequer
		Website i	Once or twice before Three or four times before		vertical				
I			More than once per week but not every day						
I			Every day						
WS01706		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					. cana ma
			I don't know yet; I am still looking						
WS01707	н	Please tell us exactly what you were looking for.	I wasn't looking for anything in particular		Text area, no char limit				Looking Fo

	ba J10 MA	IC ZVwZQcNs0A==	r ed & strike through : DELETE <u>underlined & italicized</u> : 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) Call the Cahaba call center Return to the Cahaba website later and try again Send an email Write a letter Other (please specify)	Skip to	Type (select from list) vertical	Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

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

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

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

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
(0.00 - 12)		What is your Medicare line of business?	Alabama Part A Alabama Part B		Drop down, select one	Single	Y		Medicare line
			Georgia Part A	1					
			Georgia Part B						
			Mississippi Part B Tennessee Part A	-					
			Tennessee Part B	-					
			HH&H						
			ESRD	1					
			Religious Non-medical Health Care Institution (RNHC)]					
			Independent Organ Procurement Organization	-					
			Histocompatibility Lab	-					
51050			None of the above		D 1 1 1		X		5.1
51958		Which best describes you?	Billing or administrative staff for provider/supplier Provider/supplier		Radio button, one-up vertical	Single	Y		Role
			Billing service		Ventical				
			Consultant or attorney	-					
			Local, state, or federal government employee or contractor						
			Software vendor	1					
			Other health care insurer or agency						
			Other (please specify)	Α					
7000003	Α	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	Single	Y		Primary Visit
			Find contact information Find enrollment information	-	vertical				Reason
			Find general Medicare program information	-					
			Find information on fees or fee schedules						
			Find out about Local Coverage Determination (LCD)	İ					
			Learn of, or register form, workshops, seminars or other training	1					
			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)	в					
7000004	В	Other - primary reason			Text field, <100 char				OE Reason
51957		In the last 30 days, how many times have you visited this	This is my first time		Radio button, one-up	Single	Y		Visit Frequend
		Web site?	Once or twice before		vertical				
			Three or four times before	-					
			More than once per week but not every day	-					
NC01700			Every day		Dron down aplant and	Circula	X		E a una de lucía
VS01706		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	C/H	Drop down, select one	Single	Y		Found Info
			I don't know yet; I am still looking	C/H					
			I wasn't looking for anything in particular	1					
VS01707	н	Please tell us exactly what you were looking for.			Text area, no char limit		Т		Looking For
WS01708	С	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up	Single	Y		Do Next
			Call the Cahaba call center		vertical				
			Return to the Cahaba website later and try again						
			Send an email						
			Write a letter						
1001700	-		Other (please specify)	D					
WS01709	D	Please describe what you will do next.			Text area, no char limit		Y		OE_Do Next

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			News Calendar of events Transition schedule Local Coverage Determinations (LCDs) Frequently Asked Questions (FAQs) Past Correspondences/Communications Contact Information Other (please specify)	- - - - - -	Radio button, one-up vertical	Single	Y		Area Used
CWS01711	E	Other Area Used			Text field, <100 char		Y		OE_Area Used
CWS01712			Links within the page Top Navigation Bar Bottom Navigation Bar Search Tool Site Map	н	Drop down, select one	Single	Y		Primary Nav Method
CWS01713	н		I had no difficulty searching on this site Too many results Too few results Returned no results Received an error message Results were not what I was looking for Other search issue		Radio button, one-up vertical	Single	Y		Search Exp
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 No	F	Drop down, select one	Single	Y		Enrolled
CWS01716 CWS01717	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service. Please tell us the reason for the rating given above.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9 10 - Very Satisfied	G G G G	Radio button, one-up vertical Text area, no char limit	Single	Y		Email Sat

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

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

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 4/23/2009

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
QID	Skip Logic		Answer Choices			Single or	Required	Special	
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
51958		Which best describes you?	Billing or administrative staff for provider/supplier		Radio button, one-up	Single	Y		Role
			Provider/supplier		vertical				
			Billing service						
			Consultant or attorney						
			Local, state, or federal government employee or contractor						
			Software vendor						
			Other health care insurer or agency						1
			Other (please specify)	Α					
7000003	Α	Other - best describes			Text field, <100 char		Y		OE_Rol
51960		What is your primary reason for visiting this site today?	Download forms		Radio button, one-up	Single	Y		Primary V
			Find contact information		vertical				Reasor
			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)	В					
7000004	В	Other - primary reason			Text field, <100 char				OE_Rea
51957		In the last 30 days, how many times have you visited this	This is my first time		Radio button, one-up	Single	Y		Visit Frequ
		Web site?	Once or twice before		vertical				
			Three or four times before						
			More than once per week but not every day						
			Every day						
		Did you find what you were looking for?	Yes - I found what I was looking for		Drop down, select one	Single	Y		Found In
WS01706									
WS01706			No - I did not find what I was looking for	C/H					
WS01706			I don't know yet; I am still looking	C/H					
				C/H					
WS01707	Н	Please tell us exactly what you were looking for.	I don't know yet; I am still looking I wasn't looking for anything in particular	C/H	Text area, no char limit		T		Looking F
WS01706 WS01707 WS01708	H C	Please tell us exactly what you were looking for. What will you do next?	I don't know yet; I am still looking I wasn't looking for anything in particular Nothing, although I did not find/complete what I wanted	C/H	Radio button, one-up	Single	T Y		-
WS01707			I don't know yet; I am still looking I wasn't looking for anything in particular Nothing, although I did not find/complete what I wanted Call the Cahaba call center	C/H		Single			-
WS01707			I don't know yet; I am still looking I wasn't looking for anything in particular Nothing, although I did not find/complete what I wanted Call the Cahaba call center Return to the Cahaba website later and try again	C/H	Radio button, one-up	Single			-
WS01707			I don't know yet; I am still looking I wasn't looking for anything in particular 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	C/H	Radio button, one-up	Single			Looking F Do Nex
WS01707			I don't know yet; I am still looking I wasn't looking for anything in particular Nothing, although I did not find/complete what I wanted Call the Cahaba call center Return to the Cahaba website later and try again	C/H	Radio button, one-up	Single			-

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Required Y/N	Special Instructions	CQ Label
CWS01710		Which areas of the site did you primarily use today?	News Calendar of events Transition schedule Local Coverage Determinations (LCDs) Frequently Asked Questions (FAQs) Past Correspondences/Communications Contact Information Other (please specify)		Radio button, one-up vertical	Single	Y		Area Used
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 Top Navigation Bar Bottom Navigation Bar Search Tool Site Mao	н	Drop down, select one	Single	Y		Primary Nav Method
CWS01713	н	What was your experience with the search functionality?	I had no difficulty searching on this site Too many results Too few results Returned no results Received an error message Results were not what I was looking for Other search issue		Radio button, one-up vertical	Single	Y		Search Exp
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 No	F	Drop down, select one	Single	Y		Enrolled
CWS01716	F	Please rate your overall satisfaction with Cahaba's E-Mail notification service.	1 - Very Dissatisfied 2 3 4 5 6 7 8 9 10 - Very Satisfied	G G G G G G G	Radio button, one-up vertical	Single	Y		Email Sat
CWS01717	G	Please tell us the reason for the rating given above.			Text area, no char limit		N		Low Rate

MID: FRkpwtNoQ0NxZVwZQcNs0A== Date: 4/23/2009

			CMS - Cahaba J10 MAC CUSTOM QUESTION LIST						
015	Skip Logic		American Obsides			Circula au	Description	Granial	
QID (Group ID)	Logic	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	Chap to	Drop down, select one	Single	Y		Located
			Georgia			Ŭ			
			Tennessee						
			Alaska						
			Arizona						
			Arkansas California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia (Washington DC)]					
			Florida						
			Hawaii	1					
			Idaho						
			Illinois	-					
			Indiana						
			lowa 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	1					
			Utah	-					
			Vermont	-					
			Virginia Washington	-					
			Washington West Virginia	1					
			Wisconsin	1					
			Wyoming	1					
			Other	1					
WS01719		If you could identify one improvement to this site, what			Text area, no char limit		N		Improvemer
		would that improvement be?							

Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in Date: 3/1/2008 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER 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 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		Dropdown (Select-one)	Single
CQ0004445		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	A	Radio button, one-up vertical	Single
CQ0004446	Α	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 Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004448	Α	Other primary reason			Text area, no char limit	Single
CQ0004449		What type of information were you looking for when researching products for the possible inclusion in a design ?	Spec 3D models Product application <u>Green information</u> Manufacturer's contacts		Checkbox, one-up vertical	Multi
			Cost			
CQ0004450	С	What type of information were you looking for when researching products for the possible inclusion in a design ?	Other CAD		Checkbox, one-up vertical	Multi
			Spec 3D models Green information Product application Manufacturer's contacts Cost			

Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in Date: 3/1/2008 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

	Skip Logic		Answer Choices			Single o
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	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)	Α		
CQ0004452	Α	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	Dedia kuttara ana ura uratia 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	В	Since you could not find what you were looking for, what do you	Continue looking for the information at this site			Single
20004400		plan to do next?			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	С	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		
CO0004459	F	What other site(s) do you plan to visit?	Other		Text area, no char limit	Cingle
Q0004459 Q0004460	E E		Coogle			Single Multi
20004400		What other sources do you use to search for construction product information?			Checkbox, one-up vertical	wuit
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
	1	1	Manufacturers websites	l		1

Required Y/N Y	Special Instructions
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	