

Model Instance Name:
CMS - Novitas JH MAC
cwZRoAAyhptYdlcRBklYZw==
MID:
Date: 8/9/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting the Novitas Solutions, Inc. Web site. You have been randomly selected to take part in this brief Web site satisfaction survey. Please take a few minutes to share your opinions regarding our Web site elements, such as navigation, search, content, etc., which are essential in helping us provide the best online experience possible. Your comments and scores on this survey will be directed to the Medicare Internet Team. Therefore, please limit your comments and scores on this survey to your experiences and opinions on the Web site only.

Thank You Text

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

Examples

Welcome Text Example

The screenshot shows a web browser window with the URL <http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0FpkgI00h5w>. The page features the FORESEE logo and the title "Customer Satisfaction Survey". The main text reads: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an *". Below this is a question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The response options are a 10-point scale from 1 (Poor) to 10 (Excellent), with a "Don't Know" option.

Thank You Text Example

The screenshot shows a survey question: "16: What size and style of jean were you shopping for today?". It has two columns of radio button options: "What size of jean were you shopping for today?" with options 1, 3, 5, 7, 9, 11, 13; and "What style of jean were you shopping for today?" with options Boot cut, Low rise, Flare, Relaxed fit, Slim cut. Above the question are two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below the question is a "Thank you for taking our survey - and for helping us serve you better." message, followed by a note: "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom are "Cancel" and "Submit" buttons, a copyright notice "Copyright 2010 - all rights reserved", and links for "ForeSee Results", "Privacy Policy", and "Survey Support".

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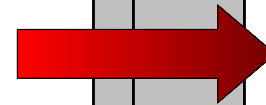
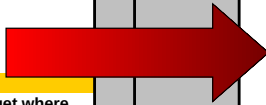
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Model questions utilize the ACSI methodology to determine scores and impacts

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



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MIS cW2R6AA411314C1cRBKIYZw==

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CMS - Novitas JH MAC CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
LNH0240		In the last 30 days, how many times have you visited this website?	LNH0240A01	This is my first time		Radio button, one-up vertical	Single	Y
			LNH0240A02	Once or twice				
			LNH0240A03	Three or four times				
			LNH0240A04	More than once per week but not every day				
			LNH0240A05	Every day				
LNH0241		Which best describes you?	LNH0241A01	Provider of medical services		Radio button, one-up vertical	Single	Y
			LNH0241A02	Supplier of medical equipment or supplies				
			LNH0241A03	Staff of provider/supplier working primarily with billing/insurance				
			LNH0241A04	Administrative staff of a provider/supplier				
			LNH0241A05	Other staff of a provider/supplier				
			LNH0241A06	Consultant or attorney				

Special Instructions	CQ Label
	Visit Frequency
Skip Logic Group*	Best describes you