

Model Instance Name:
 CMS - WPS J8 MAC
 ZApxdwM4pkFQIlopcQM4Fg==
 Partitioned? Yes

Use Model number 410



Date: 7/19/2012

CMS - WPS J8 MAC

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=Not Very Likely, 10=Very Likely)	
1	Content - Accu Please rate the accuracy of information on this site.	21	Satisfaction - O What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24	Primary Resou How likely are you to use this site as your primary resource for getting information on Medicare?
2	Content - Qua Please rate the quality of information on this site.	22	Satisfaction - E How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Not Very Likely, 10=Very Likely)	
3	Content - Fres Please rate the freshness of content on this site.	23	Satisfaction - Id 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)				Likelihood to Return (1=Not Very Likely, 10=Very Likely)	
4	Functionality - Please rate the usefulness of the services provided on this site.			26	Return How likely are you to return to this site ?
5	Functionality - Please rate the convenience of the services on this site.				
6	Functionality - 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 Please rate the ease of reading this site.				
8	Look and Feel Please rate the clarity of site organization .				
9	Look and Feel Please rate the clean layout of this site.				
Navigation (1=Poor, 10=Excellent, Don't Know)					
10	Navigation - C Please rate the degree to which the number of steps it took to get where you want is acceptable.				
11	Navigation - F Please rate the ability to find information you want on this site.				
12	Navigation - La Please rate the clarity of the site map/directory .				
13	Navigation - La Please rate the ease of navigation on this site.				
Site Performance (1=Poor, 10=Excellent, Don't Know)					
14	Site Performa Please rate the speed of loading the page on this site.				
15	Site Performa Please rate the consistency of speed on this site.				
16	Site Performa Please rate the reliability of site performance on this site.				
Search (1=Poor, 10=Excellent, Don't Know)					
17	Search - Usefu Please rate the usefulness of search results on this site.				
18	Search - Com Please rate how this site provides comprehensive search results .				
19	Search - Orga Please rate the organization of search results on this site.				
20	Search - Narr Please rate how the search feature helps you to narrow the results to find the information you want.				

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

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QID	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
51960		What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility 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)	A	Radio button, one-up vertical	Single	Y	OPS Group* CMS Required	Visit Reason
7000004	A	Other - primary reason?			Text field, <100 char	Single	N	OPS Group*	Other Visit Reason
51957		In the last 30 days, how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Single	Y	OPS Group* CMS Required	Visit Frequency
51958		Which best describes you?	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group* CMS Required	Best Describes you
7000003	A	Other - which best describes you?			Text field, <100 char	Single	N	Skip Logic Group*	OE_Best Describes
AML002754		Which best describes your area of interest?	Medicare Part A Medicare Part B Other		Radio button, one-up vertical	Single	Y		Area of Interest
AML002755		Are you registered to receive WPS Medicare News messages?	Yes, I am registered to receive WPS Medicare News messages No, I choose not to register for WPS Medicare News messages No, I was not aware that WPS Medicare provided News messages No, but please provide a link to sign up after I submit this survey		Radio button, one-up vertical	Single	Y		Registered
AML002756		Did you use the search function on the WPS Medicare website today?	Yes No	A, G G	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Use
AML002757	A	How helpful did you find the search function?	Very helpful Somewhat helpful Not helpful	B, C, H B, C, H	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Helpful
AML002758	B	What improvement(s) would you recommend to make the search function more helpful?			Text area, no char limit	Single	N	Skip Logic Group*	Search Improvement
AML002759	C	Which of the following describes your experience with the search function?	Received too few results Received too many results Could not refine results Results were not what I was looking for Other	D D, F F D, F	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Exp
AML002760	D	Did you try to use the drop-down category list located to the left of the search box to refine the search results?	Yes No I did not know that was available	E	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Refine Search
AML002761	F	What search term or word(s) did you use to search?			Text area, no char limit	Single	N	Skip Logic Group*	Search Term
AML002762	G	What other method(s) did you use to look for information on the WPS Medicare website? Select all that apply	Top Navigation Left Navigation Links in center of page		Checkbox, one-up vertical	Single	Y	Skip Logic Group*	Other Method

