

Model Instance Name:  
 VA eBenefits  
 MID: YdIlhdA4VstB05QNd8wgAA==  
 Date:

**eBenefits**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content</b> (1=Poor, 10=Excellent, Don't Know)	<b>Satisfaction</b> (1=Poor, 10=Excellent)	<b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)
1 Please rate the <b>accuracy of information</b> on this site.	17 What is your <b>overall satisfaction</b> with this site?	20 How likely are you to <b>return to this site</b> ?
2 Please rate the <b>quality of information</b> on this site.	18 How well does this site <b>meet your expectations</b> ?	<b>Recommend</b> (1=Not Very Likely, 10=Very Likely)
3 Please rate the <b>freshness of content</b> on this site.	19 How does this site <b>compare to your idea of an ideal website</b> ?	21 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)		<b>Primary Resource</b> (1=Not Very Likely, 10=Very Likely)
4 Please rate the <b>usefulness of the features provided</b> on this site.		22 How likely are you to use this site as your <b>primary resource for obtaining benefit information</b> ?
5 Please rate the <b>convenience of the features</b> on this site.		
6 Please rate the <b>variety of features</b> on this site.		
<b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the <b>visual appeal</b> of this site.		
8 Please rate the <b>balance of graphics and text</b> on this site.		
9 Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)		
10 Please rate <b>how well the site is organized</b> .		
11 Please rate the <b>options available for navigating</b> this site.		
12 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
13 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Site Performance</b> (1=Poor, 10=Excellent, Don't Know)		
14 Please rate how <b>quickly pages load</b> on this site.		
15 Please rate the <b>consistency of speed from page to page</b> on this site.		
16 Please rate the <b>ability to load pages without getting error messages</b> on this site.		



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**eBenefits Custom Questions**

**VA eBenefits 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
AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)	Veteran Active duty Wounded, injured, or ill service member Family of a service member or veteran Caregiver or delegate of a service member or veteran Health Care team member for a service member or veteran Other	B B B A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
AKR4146	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service		Checkbox, one-up vertical	Multi	N	Skip Logic Group
AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N	
AKR4149		Please select your gender:	Male Female		Radio button, one-up vertical	Single	N	
AKR4150		How frequently do you visit this site?	First time Daily About once a week About once a month About once or twice a year Less frequently than once a year		Radio button, one-up vertical	Single	Y	

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AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N	
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AKR4151 (AKR4151G1)		What information were you primarily looking for today?	Financial Education Employment Housing Health Burial Benefits Compensation Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group
AKR4152	A	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group

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