

Model Instance Name:
 NLM Clinical Trials Site Feedback
 MID:
 Date: 7/25/2012

NLM Clinical Trials Site Feedback MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>NOTE: All questions under each element are <u>required</u>. <i>Element questions are partitioned among surveys.</i></p> <p>REQUIRED ELEMENTS (common to all websites)</p>	<p>Satisfaction questions are required. Satisfaction questions appear on all surveys.</p>	<p><i>Future behaviors may be modified based on your site's objectives.</i></p>
	<p>Satisfaction</p> <p>What is your overall satisfaction with this site?</p> <p>How well does this site meet your expectations?</p> <p>How does this site compare to your idea of an ideal website?</p>	

Model Instance Name:
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 MID: Existing Measure - Please fill in; New Measure - DOT will fill in
 Date: 7/25/2012

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

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NLM Clinical Trials Site Feedback CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Ds (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
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Special Instructions	CQ Label