Model Instance Name:
NIAMS SiteFeedback
MID:
Date: 3/5/2013

Model Instance Name: MODEL QUESTION LIST
Model questions utilize the ACSI methodology to determine scores and impacts

CUSTOMER SATISFACTION
Satisfaction questions are required.
Satisfaction questions appear on all surveys.

Satisfaction *(1=Poor, 10=Excellent)*

1 What is your overall satisfaction with this site?
2 How well does this site meet your expectations?
3 How does this site compare to your idea of an ideal website?

Model Instance Name:		
NIAMS SiteFeedback		
MID:		
Date:	3/6/2013	

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

NIAMS SiteFeedback 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	Special Instructions
		How would you best describe yourself?	Government employee Healthcare provider Media professional Nonprofit/Community-Based Organization Member Patient/Family/Friend Professional Organization Student/Educator Other		Radio button, one-up vertical	Single	Y	
		How did you reach the National Multicultural Initiative pages?	I received *A Year of Health* planner I was referred to the website by someone else I did a search on the internet I saw information about the Initiative on a different website Other		Radio button, one-up vertical	Single	Y	
		Was the information you found on these pages useful?	Yes No I don't know	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
	C	What type of information would have been useful to you?			Text area, no char limit		N	Skip Logic Group
	B	What information did you find **most** useful?	Access to *A Year of Health* planner Multicultural- specific health information The electronic toolkit Topic-specific materials (e.g., bones, joints, muscles,skin, pain) Other	D, Z E	Radio button, one-up vertical	Single	Y	Skip Logic Group
	D	What features of the electronic toolkit did you find the **most** useful?(Select all that apply)	Sample Facebook posts Sample Twitter posts Promotional flyer Image gallery Newsletter article Web banner Contact information label Outreach tips Other (please specify)	F	Checkbox, one-up vertical	Multi-Select	Y	Skip Logic Group
	F	Please specify what other features were **most** useful:			Text area, no char limit		N	Skip Logic Group
	Z	What features of the electronic toolkit did you find the **least** useful (Select all that apply)	Sample Facebook posts Sample Twitter posts Promotional flyer Image gallery Newsletter article Web banner Contact information label Outreach tips Other (please specify)	G	Checkbox, one-up vertical	Multi-Select	Y	Skip Logic Group
	G	Please specify what other features were **least** useful:			Text area, no char limit		N	Skip Logic Group
	E	Which topic(s) are you interested in? (Select all that apply)	Bones Joints Muscles Skin Pain Other (please specify)	H	Checkbox, one-up vertical	Multi-Select	Y	Skip Logic Group
	H	Please specify what other topics you are interested in:			Text area, no char limit		N	Skip Logic Group