#### **Questionnaire Management Guidelines**

#### Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

#### **Basic rules:**

- 1 This questionnaire has to match the live survey
- ${\bf 2}\,\mbox{All}$  changes to the live measure need to be tracked and archived in  ${\bf one}\ {\bf document}$

3 All CQ change requests has to be submitted using this documents

- SRA: 1) marks up changes and submits the entire document to DOT
- DOT: 1) archives change request on separate tab
  - 2) implement changes
     3) updates the document to reflect all implemented changes in the "clean" questionnaire SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18/2008

	MODEL QUESTION LIST	
Model questions util	ize the ACSI methodology to determine scores an	d impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Poor, 10=Excellent)	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	23 What is your overall satisfaction with this site?	26 How likely are you to return to this site?
2 Please rate the quality of information on this site.	24 How well does this site meet your expectations?	Recommend (1=Not Very Likely, 10=Very Likely)
3 Please rate the <b>freshness of content</b> on this site.	25 How does this site compare to your idea of an ideal website?	27 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		
4 Please rate the usefulness of the services provided on this site.		
5 Please rate the convenience of the services on this site.		
6 Please rate the ability to accomplish what you wanted to on this site.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the ease of reading this site.		
8 Please rate the clarity of site organization.		
9 Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
<b>10</b> Please rate the degree to which <b>the number of steps to get where you want</b> is acceptable.		
11 Please rate the ability to find information you want on this site.		
12 Please rate the clarity of site map/directory.		
13 Please rate the ease of navigation on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the usefulness of search results on this site.		
15 Please rate how this site provides comprehensive search results.		
16 Please rate the organization of search results on this site.		
17 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 Please rate the speed of loading the page on this site.		
19 Please rate the consistency of speed on this site.		
20 Please rate the reliability of site performance on this site.		

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir Y/N
ACQhar0019537		How often do you visit the Veterans Administration website (www.va.gov)?	First time		Radio Button One Up Vertical	Single	Y
ACQIId10019537			More than once a day			Single	T
			Daily	A, B A,B			
			About once a week	A,B			
			About once a month	A,B			
			Every 6 months or less	A,B			
ACQhar0019538	А	Please select the statement which best describes	It is easier to find what I am looking for		Radio Button One Up Vertical	Single	Y
			It is harder to find what I am looking for				
			My experience is no different when looking for information on the new site				
			Don't Know				
ACQhar0019539	в	Do you like the new layout of the homepage?	Yes		Radio Button One Up Vertical		
			No	BB			
			No opinion				
ACQhar0019540	BB	What didn't you like about the new homepage?			Text Area – no character limit		N
LM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other	A	Check-boxes	Multi	Y
ED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
ED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
			Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service	-			
LM0041			17 or under 18-24 25-34 35-44 45-54	-	Radio Button Two Up Vertical	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir Y/N	
			65+					
01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N	
1005			Female			0.1	<u> </u>	
1685		In which state do you reside?	Alabama		Dropdown (Select-one)	Single		
			Alaska Arizona					
			Arkansas					
			California					
			Colorado					
			Connecticut					
			Delaware					
			District of Columbia					
			Florida					
		Georgia						
		Hawaii						
		Idaho						
			Illinois					
			Indiana					
			Iowa					
			Kansas					
			Kentucky					
			Louisiana					
			Maine					
			Maryland					
			Massachusetts					
			Michigan					
			Minnesota					
			Mississippi					
			Missouri			_		
			Montana					
			Nebraska					
			Nevada					
			New Hampshire					
			New Jersey					
			New Mexico New York					
			North Carolina					
			North Dakota					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			Utah					
			Vermont					
			Virginia					
			Washington					

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

	Skip						
QID	Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Chin to	Turne (e clast from list)	Single or Multi	Require Y/N
QID	Laper	Question Text		Skip to	Type (select from list)	Mulu	T/IN
			West Virginia Wisconsin				
			Wyoming				
			Canada				
			l live elsewhere				
ED02830		What information were you primarily looking for	Jobs	В	Dropdown (Select-one)	Single	Y
2002830		today?			Diopuowii (Select-oile)	Single	
			VA disability payment	D			
			Medical center information	F			
			Health care program information				
			Health care				
			Home loans				
			Burial services and benefits				
			General health information				
			Family and dependent benefits				
			Benefits regional offices information				
			Hospital/clinic locations				
			Health care eligibility				
			Healthcare education				
			Other, please specify	A			
ED02831	A	Other, please specify: What information were you primarily looking for today?			Open-ended	Single	N
ED02836	В	What type of job information were you looking for?	Job listings		Dropdown (Select-one)	Single	Y
			Job training				
			Vocational Rehabilitation				
			Hiring Veterans				
			Small Business Development				
			Vocational Counseling				
			Other, please specify	с			
ED02837	С	Please specify what type of job information you			Open-ended	Single	N
		were looking for					
ED02834	D	What type of VA disability payment information were you looking for?	Personal disability payment information		Dropdown (Select-one)	Single	Y
			Claim status Rating decision				
			Other, please specify	E			
ED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
ED02832	F	What type of Medical Center information were you looking for?	Facility contact information		Dropdown (Select-one)	Single	Y
			Directions				
			Hours of operation				
			Services available				
			Make, change, or cancel an appointment				
			Prescription refill				
			Other, please specify	G			
D02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
Qhar0019541		Did you find what you were looking for today?	Yes		Radio Button One Up Vertical	Single	Yes

ForeSee Results - Confidential and Proprietary

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			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
ACQhar0019542	A	Please explain why you were unable to find what you were looking for today?	110	A	Text Area – no character limit		N
AKR2273 (AKR2273G1)			l don't visit social media outlets I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other of the second of the second bits		Checkbox One Up Vertical	Multi	Y
AKR2274	Α	Other social media outlet	Other, please specify	A	Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	A	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351			Yes No		Radio Button One Up Vertical	Single	Y
AKR2352			Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
	Skip						
QID	Logic	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
<u> </u>		How often do you visit the Veterans Administration website (www.va.gov)?	First time		Radio Button One Up Vertical	Single	Y
			More than once a day	A, B			
			Daily	A,B			
			About once a week	A,B			
			About once a month	A,B			
			Every 6 months or less				
				A,B	Radio Button One Up Vertical		
			It is easier to find what I am looking for				
	•	Please select the statement which best describes				Cingle	Y
	A	Please select the statement which best describes	It is harder to find what I am looking for			Single	T
			My experience is no different when looking for information on the new site				
			Don't Know		Dadia Button One Un Vartical		
	в	Do you like the new layout of the homepage?	Yes		Radio Button One Up Vertical		
			No	BB			
			No opinion				
	BB	What didn't you like about the new homepage?			Text Area – no character limit		N
ALM0002		Please tell us who you are. (Check all that apply)			Check-boxes	Multi	Y
			Veteran	_			
			Active duty Dependent or beneficiary of a veteran	-			
			VA employee	-			
			Volunteer				
AED01259		Other Please Specify: Please tell us who you are.	Other	Α			
AED01259	Α	Other Flease Specify. Flease tell us who you are.			Open-ended	Single	N
AED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
1			Korean Conflict				
			Vietnam Era	-			
			Persian Gulf War Operation Enduring Freedom	-			
			Operation Iraqi Freedom	1			
			No conflict/war service				<u> </u>
ALM0041		Please select your age range.	17 or under 18-24	-	Radio Button Two Up Vertical	Single	N
			25-34	1			
			35-44	1			
			45-54	4			
	I	1	55-64			I	1

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
	Skip						
	Logic		Answer Choices			Single or Multi	Require
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
D01262		Please select your gender:	65+ Male		Radio Button Two Up Vertical	Single	N
001202		r lease select your genuer.	Female		Tadio Button Two Op Ventical	Single	
(R1685		In which state do you reside?	Alabama		Dropdown (Select-one)	Single	N
		, , , , , , , , , , , , , , , , , , , ,	Alaska			- 5 -	
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia Florida				
			Georgia				
			Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky				
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan Minnesota				
			Mississippi				
			Missouri				
			Montana				
			Nebraska				
			Nevada				
			New Hampshire				
			New Jersey				
			New Mexico				
			New York				
			North Carolina				
			North Dakota				
			Ohio				
			Oklahoma				
			Oregon Pennsylvania				
			Rhode Island				
			South Carolina	———————————————————————————————————————			
			South Carolina South Dakota				
			Tennessee				
			Texas				
			Utah				1

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Custom Question List         Sign         Type (select from list)         Single or Main or				Violet (bold): SKIP-LOGIC				
Lobit         Control         Control         Control         Single or         Required function           Apple detection list)         Apple detection list)         Single or         Required function           Apple detection list)         Apple detection list)         Apple detection list)         Autor         Number of the equired function           Apple detection list)				CUSTOM QUESTION LIST				
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Lobit         Control         Control         Control         Single or         Required function           Apple detection list)         Apple detection list)         Single or         Required function           Apple detection list)         Apple detection list)         Apple detection list)         Autor         Number of the equired function           Apple detection list)								
Lobit         Control         Control         Control         Single or         Required function           Apple detection list)         Apple detection list)         Single or         Required function           Apple detection list)         Apple detection list)         Apple detection list)         Autor         Number of the equired function           Apple detection list)								
Lobit         Control         Control         Control         Single or         Required function           Apple detection list)         Apple detection list)         Single or         Required function           Apple detection list)         Apple detection list)         Apple detection list)         Autor         Number of the equired function           Apple detection list)		Ckin						
QB         Label         Question Text         (minued to 50 characters)         Skp to Variantia         (page calcut train (lag))         (bit)         Vivi Variantia           APD 000000000000000000000000000000000000				Answer Choices			Single or	Required
AED 2830         A         Other information were you primarly looking to counside the discontrain         Vention (Notify Topins) (Notify T	QID		Question Text		Skip to	Type (select from list)		
AED/02330         Materian         Water Information Weet Vigning Weet Vigning We	-		-	Vermont				
AED02830         Note information were you primarily looking for look deciving and deciving in the information were you primarily looking for look deciving in the information were you primarily looking for leads are organ information teeth care program information teeth care program teeth care program information teeth care program teeth care pr				Virginia				
AED20230         Weal information were you primarily looking for data in the information were you primarily looking for data information were you primarily looking for data information         Association         Best association         Description         Single primarily association         Via association           AED20230         AF         What information were you primarily looking for data information         Association         Best association         Best association         Best association         Best association         Best association         Single primarily information         Association           AED20230         Association         Association <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
AED02330         What information were you primally looking to boding?         Weak information (and allocating payment) Method corport information Health care program information H								
AED02830         Amage: Am					_			
AEDO2330         A         Order plasse specify what information were you primarily looking for biday?         Main information were you primarily looking for looking?         Main information were you primarily looking for leaden care information         B         Depdown (Select-one)         Single         Y is primarily looking for           AEDO2331         A         Other, plasse specify. What information were you looking for primarily looking for holding.         Depdown (Select-one)         Single         No           AEDO2337         C         Pease specify. What information were you looking for primarily looking for holding?         Distings         Depdown (Select-one)         Single         No           AEDO2336         P         Other, plasse specify. What information were you looking primarily looking for holding?         Distings         Department         Single         No           AEDO2337         C         Pease specify what type of job information you primarily looking for biding?         Distings					_			
AED02830         What information were you primarily looking for bday?         Jobs         B         Dropdown (Select-one)         Single         Y           AED02830         what information were you primarily looking for bday?         Jobs         Jobs         Dispanse         Dispa					_			
kink         kink <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>0.1</td><td>X</td></th<>							0.1	X
AED02831         A         Other, please specify, What tope of job information year you looking for?         Other, please specify, what type of job information you were tooking for information you were tooking for?         Personal disability payment information	AED02830			JODS	в	Dropdown (Select-one)	Single	Y
AED02831         A         Other, please specify: What information were you looking for doay?         Boil is large specify.         Boil is large specify.         Boil is large specify.         Boil is large specify.         Single         No           AED02831         A         Other, please specify: What information were you looking for doay?         A         Open-ended         Single         No           AED02831         A         Other, please specify: What information were you looking for doay?         A         Open-ended         Single         No           AED02831         C         Please specify: What information were you looking for doay?         Boil is large         Image: specify information were you looking for doay?         Single         No           AED02831         C         Please specify: What information were you looking for doay?         Boil is large         Image: specify information were you looking for doay?         Single         No           AED02831         C         Please specify: What information were you looking for doay?         Boil is large         Image: specify information were you looking for doay?         Single         No           AED02837         C         Please specify what type of job information you were looking for?         Single         No           AED02837         C         Please specify what type of Job information you were looking for?         Single				VA disability payment				
AED02831       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Other, please specify. What information were you looking for today?       A       Deprivative ducation (Constitution (Constitution))       A         AED02836       A       Other, please specify. What information were you looking for today?       A       Deprivative ducation (Constitution)       A         AED02837       C       Please specify what type of job information you were you looking for today?       Ab blistings       Distings       C       Open-ended       Single       N         AED02837       C       Please specify what type of job information you were you looking for today?       Personal disability payment information       C       Open-ended       Single       N         AED02836       E       Please specify what type of job information you were you looking for?       Personal disability payment information       C       Open-ended       Single       N         AED02837       C       Please specify what type of yod information you								
Headth care								
Home loars         Home loars           Build services and benefits         Environmentation         Environmentation <td< td=""><td></td><td></td><td></td><td>-</td><td></td><td></td><td></td></td<>				-				
Build services and benefits         Build services and benefits         Build services and benefits         Build services and benefits         Build services and dependent benefits         Build services and benefits         Build services and benefits         Build services and balances benefits         Bui					-			
AED02831         A         Oher, please specify: What information were you looking for loday?         Able framework information information were you looking for loday?         Able framework information were you looking for loday         Able framew					_			
AED02831         A         Oher. please specify. What information were you looking for today?         Job training         A         Open-ended         Single         N           AED02835         A         Oher. please specify. What information were you looking for today?         Job training         Open-ended         Single         N           AED02836         B         What type of Job information vere you looking for today?         Job training         Job tra								
Heads Large equipation         Heads Large equipation         Heads Large equipation         A         Image: head large equipation         A           AED02831         A         Other, please specify: What information were you looking for Idday?         Job Istings         Job Istings         Open-ended         Single         N           AED02836         B         What type of job information were you looking for Idday?         Job Istings								
Health care eligibility Health care eligibility (healthcare eligibility (healthcare eligibility (healthcare eligibility primarily looking for today?       Health care eligibility (healthcare eligibility (healthcare eligibility primarily looking for today?       A       Open-ended       Single       N         AED02831       A       Other, please specify: What information were you looking for?       Job listings       Job listings       Prophown (Select-one)       Single       N         AED02836       B       What type of job information were you looking for?       Job listings       Job listings       Prophown (Select-one)       Single       Y         AED02837       C       Please specify what type of job information you were looking for?       Personal disability payment information were you looking for?       Personal disability payment information were you looking for?       Personal disability payment information (Hirry please specify (Deter, pl				Benefits regional offices information				
Image: Action on the image: Control on the please specify what information were you looking for today?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information were you looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were you looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please specify what information you were looking for?         Image: Action on the please spe				Hospital/clinic locations				
AED02831         A         Other, please specify. What type of job information were you primarily looking for today?         Obter, please specify. What type of job information were you ploking for today?         Obter specify. What type of job information were you ploking for today?         Obter specify. What type of job information were you ploking for today?         Obter specify. What type of job information were you ploking for today?         Obter specify. What type of job information were you ploking for today?         Opter specify. What type of job information were you plexing.         Opter specify. What type of job information you were looking for         Opter specify. What type of job information you were you ploking for         Personal disability payment information you were you plexing.         Personal disability payment information         Personal								
AED02831       A       Other, please specify. What information were you looking for today?       Single       N         AED02836       B       What type of job information were you looking for today?       Job training								
Image: constraint blocking for ioday?					A			
AED02837       C       Please specify what type of job information you were looking for       Personal isability payment information       C       Open-ended       Single       N         AED02835       E       Please specify what type of VA disability payment information you were looking for       Personal disability payment information       C       Open-ended       Single       N         AED02835       E       Please specify what type of VA disability payment information you were looking for       Personal disability payment information       D       Dropdown (Select-one)       Single       Y         AED02835       E       Please specify what type of VA disability payment information you were looking for       Personal disability payment information       D       Dropdown (Select-one)       Single       N         AED02835       E       Please specify what type of VA disability payment information were you looking for       Faility contact information were you looking for       Faility contact information       D       Open-ended       Single       N         AED02832       F       What type of VA disability payment information were you looking for?       Faility contact information       Faility contact			primarily looking for today?				Single	
AED02837       C       Please specify what type of job information you were looking for?       Personal isability payment information on were you looking for?       Personal isability payment information you were looking for?       Personal isability payment information       Personal isability payment information </td <td>AED02836</td> <td>В</td> <td></td> <td>Job listings</td> <td></td> <td>Dropdown (Select-one)</td> <td>Single</td> <td>Y</td>	AED02836	В		Job listings		Dropdown (Select-one)	Single	Y
Hiring Veterans Small Business Development Vocational Counseling Other, please specify       Hiring Veterans Small Business Development Vocational Counseling Other, please specify       Action Counseling Other, please specify       Description counseling Other, please specify								
Small Business Development Vactorial Counseling Other, please specify         Small Business Development Vactorial Counseling Other, please specify         Action Counseling Other, please specify         Action Counseling Other, please specify         Action Counseling Other, please specify         Counseling Other,				Vocational Rehabilitation				
Image: bit information you were looking for         Vocational Counseling Other, please specify         C								
Image: Action of the place specify what type of job information you were looking for       Other, please specify       Single       Single       N         AED02837       C       What type of VA disability payment information were you looking for?       Personal disability payment information       Personal disability payment information<					_			
AED02837       C       Please specify what type of job information you were looking for       Personal disability payment information       Open-ended       Single       N         AED02834       D       What type of VA disability payment information were you looking for?       Personal disability payment information       Personal disability payment information       Diam status Rating decision       Diam status Rating decision       Diam status Rating decision       Personal disability payment information       Personal disabil					_			
Image: constraint of the constraint	15500007			Other, please specify	С			
Mere you looking for?       Image: Claim status Rating decision       Here       Employee       Employee <td></td> <td></td> <td>were looking for</td> <td></td> <td></td> <td></td> <td>Single</td> <td></td>			were looking for				Single	
Image: Constraint of the synchrony of the s	AED02834	D	What type of VA disability payment information were you looking for?	Personal disability payment information		Dropdown (Select-one)	Single	Y
AED02835       E       Please specify what type of VA disability payment information you were looking for       Open-ended       Single       N         AED02832       F       What type of Medical Center information were you looking for?       Facility contact information       Facility contact information       Facility contact information       Single       Y         Directions       Hours of operation       Services available       Make, change, or cancel an appointment       Frescription refill       Prescription refill       Prescription refill       Y								
Image: Information you were looking for       Image: Information you were looking for       Image: Information you were looking for         AED02832       F       What type of Medical Center information were you looking for?       Facility contact information       Facility contact information       Image: I					E			
you looking for?  Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill	AED02835	E				Open-ended	Single	N
Hours of operation Services available Make, change, or cancel an appointment Prescription refill	AED02832	F		Facility contact information		Dropdown (Select-one)	Single	Y
Hours of operation Services available Make, change, or cancel an appointment Prescription refill				Directions				
Make, change, or cancel an appointment       Prescription refill								
Prescription refill								
				Prescription refill				

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MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	-	Type (select from list)	Single or Multi	Required Y/N
AED02833	G	Please specify what type of Medical Center	Other, please specify	G	Open-ended	Single	N
AED02833	G	information were you looking for					
		Did you find what you were looking for today?	Yes		Radio Button One Up Vertical	Single	Yes
			No	Α			
	A	Please explain why you were unable to find what you were looking for today?			Text Area – no character limit		N
AKR2273		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). Select all that apply.			Checkbox One Up Vertical	Multi	Y
(AKR2273G1)			I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other, please specify				
AKR2274	A	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	A	Have you ever commented on a blog?	Yes No	_	Radio Button One Up Vertical	Single	N
AKR2351			Yes No		Radio Button One Up Vertical	Single	Y
AKR2352			Yes No		Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)		Зкірто	Check-boxes	Multi	Y
			Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other	A			
AED01259		Other Please Specify: Please tell us who you are.		A			
AED01261	A	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		Open-ended Check-boxes	Single Multi	N
ALM0041		Please select your age range.	17 or under         18-24         25-34         35-44         45-54         55-64         65+		Radio Button Two Up Vertical	Single	N
AED01262		Please select your gender:	Male Female	_	Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Alabama Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky		Dropdown (Select-one)	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			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
			Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Carolina				
AED02830		What information were you primarily looking for	Wyoming Canada I live elsewhere Jobs	B	Dropdown (Select-one)	Single	Y
		today?	VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information	F			

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N
<b>X</b>		Quotati Toni	Family and dependent benefits				
			Benefits regional offices information				
			Hospital/clinic locations	-			
			Health care eligibility	-			
			Healthcare education Other, please specify	Α			
AED02831	A	Other, please specify: What information were you		A	Open-ended	Single	N
		primarily looking for today?					
AED02836	В	What type of job information were you looking for?	Job listings		Dropdown (Select-one)	Single	Y
			Job training	]			
			Vocational Rehabilitation				
			Hiring Veterans	-			
			Small Business Development	-			
			Vocational Counseling Other, please specify	с			
AED02837	С	Please specify what type of job information you	Other, please specify		Open-ended	Single	N
		were looking for			· ·		
AED02834	D	What type of VA disability payment information were you looking for?	Personal disability payment information		Dropdown (Select-one)	Single	Y
			Claim status Rating decision	]			
			Other, please specify	E			
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information		Dropdown (Select-one)	Single	Y
			Directions	1			
			Hours of operation	]			
			Services available				
			Make, change, or cancel an appointment	-			
			Prescription refill				
		Discos enerify whethere of Medical Conter	Other, please specify	G	Onen anded	Cinada	NI
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
4KR2273		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). Select all that apply.	I don't visit social media outlets		Checkbox One Up Vertical	Multi	Y
(AKR2273G1)			I have not seen a VA presence on any social media outlets				
			Blogs				
			Facebook				
			MySpace				
			Second Life	-			
			Twitter	-			
			YouTube				

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			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
			Other, please specify	Α			
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	A	Radio Button One Up Vertical	Single	Y
AKR2350	Α	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2352		Do you subscribe to RSS feeds?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page		Checkbox One Up Vertical	Multi	Y
(AKR2353G1)			Facebook MySpace LinkedIn Twitter Other, please specify				
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran	Зкірто	Check-boxes	Multi	Y
		(Check all that apply)	Active duty		Check-boxes	iviulu	
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	Α			
ED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
AED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
			Korean Conflict				
			Vietnam Era				
			Persian Gulf War Operation Enduring Freedom				
			Operation Enduring Freedom Operation Iraqi Freedom				
			No conflict/war service				
ALM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24			g.c	
			25-34				
			35-44				
			45-54				
			55-64				
			65+				
ED01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Female Alabama		Dropdown (Select-one)	Single	N
		In which state do you reside?	Alaska		Diopuowii (Select-oile)	Sirigle	IN
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia				
			Florida				
			Georgia Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky	]			
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan Minnesota				
			Minnesota Mississippi				
			Missouri				
			Montana				
	1		Nebraska				1

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			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
			Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         Washington         Washington         Wisconsin         Wisconsin         Wyoming         Canada         I live elsewhere				
AED02830 AED02831	A	Other, please specify: What information were you primarily	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify	A	Dropdown (Select-one)	Single	Y
AED02836	В		Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	с	Dropdown (Select-one)	Single	Y
AED02837	С	Please specify what type of job information you were looking for			Open-ended	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N
AED02834	D	What type of VA disability payment information were you looking		Ship to	Dropdown (Select-one)	Single	Y
AED02634	, D	for?	Claim status Rating decision Other, please specify	E	Diopuowii (Select-olie)	Single	
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill Other, please specify	G	Dropdown (Select-one)	Single	Y
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
AKR2273 (AKR2273G1)		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). <i>Select all that apply.</i>	l don't visit social media outlets I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	Α	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2352		Do you subscribe to RSS feeds?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran	Зкірто	Check-boxes	Multi	Y
		(Check all that apply)	Active duty		Check-boxes	wuu	
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	Α			
ED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
AED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
			Korean Conflict				
			Vietnam Era				
			Persian Gulf War Operation Enduring Freedom				
			Operation Enduring Freedom Operation Iraqi Freedom				
			No conflict/war service				
ALM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24			g.c	
			25-34				
			35-44				
			45-54				
			55-64				
			65+				
ED01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Female Alabama		Dropdown (Select-one)	Single	N
		In which state do you reside?	Alaska		Diopuowii (Select-oile)	Sirigle	IN
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia				
			Florida				
			Georgia Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky	]			
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan Minnesota				
			Minnesota Mississippi				
			Missouri				
			Montana				
	1		Nebraska				1

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			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
			Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         Washington         Washington         Wisconsin         Wyoming         Canada         I live elsewhere				
AED02830 AED02831	A	Other, please specify: What information were you primarily	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify	A	Dropdown (Select-one)	Single	Y
AED02836	В		Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	с	Dropdown (Select-one)	Single	Y
AED02837	С	Please specify what type of job information you were looking for			Open-ended	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N
AED02834	D	What type of VA disability payment information were you looking		Ship to	Dropdown (Select-one)	Single	Y
ALD02034	, D	for?	Claim status Rating decision Other, please specify	Е	Diopuowii (Selectone)	Single	
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill Other, please specify	G	Dropdown (Select-one)	Single	Y
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
AKR2273 (AKR2273G1)		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). <i>Select all that apply.</i>	I don't visit social media outlets I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	Α	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2352		Do you subscribe to RSS feeds?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran	Зкірто	Check-boxes	Multi	Y
		(Check all that apply)	Active duty		Check-boxes	iviulu	
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	Α			
ED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
AED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
			Korean Conflict				
			Vietnam Era				
			Persian Gulf War Operation Enduring Freedom				
			Operation Enduring Freedom Operation Iraqi Freedom				
			No conflict/war service				
ALM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24			g.c	
			25-34				
			35-44				
			45-54				
			55-64				
			65+				
ED01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Female Alabama		Dropdown (Select-one)	Single	N
		In which state do you reside?	Alaska		Diopuowii (Select-oile)	Sirigle	IN
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia				
			Florida				
			Georgia Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky	]			
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan Minnesota				
			Minnesota Mississippi				
			Missouri				
			Montana				
	1	1	Nebraska				1

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/8/2009

			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
			Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         Washington         Washington         Wisconsin         Wyoming         Canada         I live elsewhere				
AED02830 AED02831	A	Other, please specify: What information were you primarily	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify	A	Dropdown (Select-one)	Single	Y
AED02836	В		Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	с	Dropdown (Select-one)	Single	Y
AED02837	С	Please specify what type of job information you were looking for			Open-ended	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N
AED02834	D	What type of VA disability payment information were you looking		Ship to	Dropdown (Select-one)	Single	Y
ALD02034	, D	for?	Claim status Rating decision Other, please specify	Е	Diopuowii (Selectone)	Single	
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill Other, please specify	G	Dropdown (Select-one)	Single	Y
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
AKR2273 (AKR2273G1)		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). <i>Select all that apply.</i>	I don't visit social media outlets I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	Α	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2352		Do you subscribe to RSS feeds?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

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			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran	Зкірто	Check-boxes	Multi	Y
ALIVIOUZ		riease ten us who you are. (Check an that apply)	Active duty		Check-boxes	Iviulu	I I
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	A			
ED01259	Α	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
ED01261		Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N
			Korean Conflict				
			Vietnam Era				
			Persian Gulf War				
			Operation Enduring Freedom				
			Operation Iraqi Freedom				
			No conflict/war service				
LM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24 25-34				
			25-34 35-44				
			35-44 45-54				
			45-54 55-64				
			65+				
ED01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N
			Female			Gingle	
KR1685		In which state do you reside?	Alabama		Dropdown (Select-one)	Single	N
			Alaska				
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia				
			Florida				
			Georgia Hawaii				
			Idaho				
			Illinois				
			Indiana				
			lowa				
			Kansas				
			Kentucky				
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan				
			Minnesota				
			Mississippi				
			Missouri				
			Montana				
			Nebraska		1	1	1

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			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
			(Imited to so characters)         Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         South Carolina         South Carolina         South Dakota         Tennessee         Texas         Utah         Vermont         Virginia         Washington         West Virginia         Wisconsin         Wyoming         Canada         Live elsewhere	Skip to 			
AED02830 AED02831 AED02836	AB	What information were you primarily looking for today? Other, please specify: What information were you primarily looking for today? What type of job information were you looking for?	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify Job listings Job training Vocational Rehabilitation	A	Dropdown (Select-one) Open-ended Dropdown (Select-one)	Single Single Single	Y N Y
AED02837	С	Please specify what type of job information you were looking for	Hiring Veterans Small Business Development Vocational Counseling Other, please specify	c	Open-ended	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 6/5/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N
AED02834	D	What type of VA disability payment information were you looking		Ship to	Dropdown (Select-one)	Single	Y
ALD02034		for?	Claim status Rating decision Other, please specify	E	Disputini (Selectone)	Single	
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill Other, please specify	G	Dropdown (Select-one)	Single	Y
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
AKR2273 (AKR2273G1)		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). <i>Select all that apply.</i>	I don't visit social media outlets I have not seen a VA presence on any social media outlets Blogs Facebook MySpace Second Life Twitter YouTube Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	Α	Radio Button One Up Vertical	Single	Y
AKR2350	Α	Have you ever commented on a blog?	Yes No	-	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2352		Do you subscribe to RSS feeds?	Yes No	-	Radio Button One Up Vertical	Single	Y
AKR2353 (AKR2353G1)		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page Facebook MySpace LinkedIn Twitter Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 5/6/2009

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Require Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran	Зкірто	Check-boxes	Multi	Y
		(Check all that apply)	Active duty		Check-boxes	iviulu	
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	Α			
ED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single	N
ED01261	Please check the conflict(s) in which you served.	World War II		Check-boxes	Multi	N	
			Korean Conflict				
			Vietnam Era				
			Persian Gulf War Operation Enduring Freedom				
			Operation Enduring Freedom Operation Iraqi Freedom				
			No conflict/war service				
ALM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24			g.c	
			25-34				
		35-44					
			45-54				
			55-64				
			65+				
ED01262		Please select your gender:	Male		Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Female Alabama		Dropdown (Select-one)	Single	N
		In which state do you reside?	Alaska		Diopuowii (Select-oile)	Sirigle	IN
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			District of Columbia				
			Florida				
			Georgia Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky	]			
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan Minnesota				
			Minnesota Mississippi				
			Missouri				
			Montana				
	1		Nebraska				1

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 5/6/2009

			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
			(Imited to so characters)         Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         South Carolina         South Carolina         South Dakota         Tennessee         Texas         Utah         Vermont         Virginia         Washington         West Virginia         Wisconsin         Wyoming         Canada         Live elsewhere	Skip to 			
AED02830 AED02831 AED02836	A	What information were you primarily looking for today? Other, please specify: What information were you primarily looking for today? What type of job information were you looking for?	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify Job listings Job training Vocational Rehabilitation	A	Dropdown (Select-one) Open-ended Dropdown (Select-one)	Single Single Single	Y N Y
AED02837	С	Please specify what type of job information you were looking for	Hiring Veterans Small Business Development Vocational Counseling Other, please specify	c	Open-ended	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 5/6/2009

			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
AED02834	D	What type of VA disability payment information were you looking		Skipto	Dropdown (Select-one)	Single	Y
ALD02034		for?	Claim status Rating decision	_		Single	
			Other, please specify	E			
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single	N
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information		Dropdown (Select-one)	Single	Y
			Directions				
			Hours of operation				
			Services available				
			Make, change, or cancel an appointment	_			
			Prescription refill	_			
			Other, please specify	G			
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single	N
AKR2273		Please indicate on which social media outlets you have seen a VA presence (i.e. materials or links). <i>Select all that apply.</i>	I don't visit social media outlets		Checkbox One Up Vertical	Multi	Y
(AKR2273G1)			I have not seen a VA presence on any social media outlets Blogs	-			
			Facebook				
			MySpace	-			
			Second Life	-			
			YouTube				
			Other, please specify	Α			
AKR2274	Α	Other social media outlet			Open-ended	Single	N
AKR2349		Do you read blogs?	Yes	Α	Radio Button One Up Vertical	Single	Y
(AKR2349G5)			No				
AKR2350	A		Yes No	_	Radio Button One Up Vertical	Single	N
AKR2351		Have you ever uploaded a video to the Internet?	Yes		Radio Button One Up Vertical	Single	Y
			No		····	J 3 4	
AKR2352		Do you subscribe to RSS feeds?	Yes		Radio Button One Up Vertical	Single	Y
			No				
AKR2353		Do you use any of these Social Networks (check all that apply):	Do not have a Social Network page		Checkbox One Up Vertical	Multi	Y
(AKR2353G1)			Facebook				
			MySpace				
			LinkedIn				
			Twitter				
			Other, please specify	Α			
AKR2354	Α	Other, please specify			Text Area – no character limit	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

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# CUSTOM QUESTION LIST

QID ALM0002	Skip Logic Label	Question Text Please tell us who you are. (Check all that apply)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Check-boxes	Single or Multi Multi
			Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other	A		
AED01259	А	Other Please Specify: Please tell us who you are.			Open-ended	Single
AED01261	A	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		Check-boxes	Multi
ALM0041		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio Button Two Up Vertical	Single
AED01262		Please select your gender:	Male Female		Radio Button Two Up Vertical	Single
AKR1685		In which state do you reside?	AlabamaAlaskaArizonaArkansasCaliforniaColoradoConnecticutDelawareDistrict of ColumbiaFloridaGeorgiaHawaiiIdahoIllinoisIndianaIowaKansasKentuckyLouisianaMaineMarylandMississippiMississippi		Dropdown (Select-one)	Single

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

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## CUSTOM QUESTION LIST

	Skip					
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi
210	Laber	Question Text	Missouri			india
			Montana			
			Nebraska			
			Nevada			
			New Hampshire			
			New Jersey			
			New Mexico			
			New York			
			North Carolina			
			North Dakota			
			Ohio			
			Oklahoma			
			Oregon			
			Pennsylvania			
			Rhode Island			
			South Carolina			
			South Dakota			
			Tennessee			
			Texas			
			Utah			
			Vermont			
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			Canada			
			I live elsewhere			
<del>D02823</del>		Please rate your ability in using the Internet:	Beginner or novice (just starting/don't use Internet much) Intermediate (use the Internet for a few things)		Dropdown (Select-one)	Single
			Advanced (frequently use Internet & search for information)			
<del>D02824</del>		Most often, what type of connection do you use to access the	Not sure about the type of Internet connection		Dropdown (Select-one)	Single
		Internet?				
			Dial-up access (through a modem and telephone line)			
<del>40001</del>		Llow from anthe do you visit this site?	High-speed access (cable modem, DSL, T1, wireless, etc.)		Drandour (Coloct one)	Cingle
NUUUT		How frequently do you visit this site?	First time More than once a day		Dropdown (Select-one)	Single
			Daily			
			About once a week			
			About once a month	A		
			Every 6 months	A		
<del>)02825</del>	A	What would encourage you to visit this site more often?	Frequently updated veteran news	*	Dropdown (Select-one)	Single
002020	~	what would chebulage you to visit this site more offen?	Social networking opportunities		Diopuowin (Select-one)	Single
			Other, please specify	B		
D02826	В	Please specify what would encourage you to visit this site more	Outer, piedoe specify	•		
002020-		often			Open-ended	Single
D02827		Did you visit the www.va.gov homepage today?	Yes	A, B	Dropdown (Select-one)	Single
			No	, -	()	2

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

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# CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AED02828	A	Did the links from the www.va.gov homepage help you get to the areas of the site that you needed today?	Don't know Yes No	-	Dropdown (Select-one)	Single
			Don't know	-		
AED02829	B	How would you rate the navigation options on the www.va.gov homepage?	Excellent Above Average	_	Dropdown (Select-one)	Single
			Average Below Average Poor	-		
AED02830 AED02831 AED02836	A	What information were you primarily looking for today? Other, please specify: What information were you primarily looking for today? What type of job information were you looking for?	Jobs VA disability payment Medical center information Health care program information Health care Home loans Burial services and benefits General health information Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling	B D F	Dropdown (Select-one) Open-ended Dropdown (Select-one)	Single Single Single
AED02837	С	Please specify what type of job information you were looking for	Other, please specify	С	Open-ended	Single
AED02834	D	What type of VA disability payment information were you looking for?	Personal disability payment information Claim status Rating decision Other, please specify	E	Dropdown (Select-one)	Single
AED02835	E	Please specify what type of VA disability payment information you were looking for			Open-ended	Single
AED02832	F	What type of Medical Center information were you looking for?	Facility contact information Directions Hours of operation Services available Make, change, or cancel an appointment		Dropdown (Select-one)	Single

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# CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Prescription refill	Skip to	Type (select from list)	Single or Multi
			Other, please specify	G		
AED02833	G	Please specify what type of Medical Center information were you looking for			Open-ended	Single
AED01263		How do you typically find information about VA services or benefits?	Health care professional Military representative Colleague Pamphlet or brochure VA Medical Center VA web-site Not applicable/none of the above Other (please specify):	BG BG BG BG BG	Radio Button Scale Has Don't Kno	Single
AED01264	A	Please specify how you typically find information about VA services or benefits	one peace specify:		Open-ended	Single
AED01265	B	How would you rank your level of trust of information given by each of the following resources: Health care professional	1=Not trustworthy		Radio Button Scale Has Don't Kno	Single
AED01266	G	Military representative	1=Not trustworthy		Radio Button Scale Has Don't Kno	Single
AED01267	Đ	Colleague	1=Not trustworthy 2 2 3 4 4 5 5 6 7 7 7 8 7 7 8 9 10=Very trustworthy 5 9		Radio Button Scale Has Don't Kno	Single

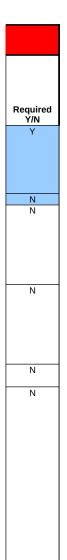
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MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

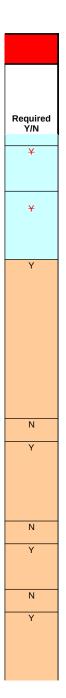
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# CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) <del>Don't know</del>	Skip to	Type (select from list)	Single or Multi
AED01268	E	Pamphlet or brochure	2 1=Not trustworthy 2 3 4 5 6 7 8 10=Very trustworthy Don't know		Radio Button Scale Has Don't Kno	Single
AED01269	F	VA Medical Center	1=Not trustworthy  2 3 3 4 5 5 6 7 6 7 8 9 10=Very trustworthy Den*t know		Radio Button Scale Has Don't Kno	Single
AED01270	G	<del>VA web site</del>	1=Not trustworthy		Radio Button Scale Has Don't Kno	Single
AED01271		What do you think is the best resource for finding out about a VA benefit or service?		B	Dropdown (Select-one)	Single











MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

			CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N
ALM0002	Laber	Please tell us who you are. (Check all that apply)	Veteran         Active duty         Dependent or beneficiary of a veteran         VA employee         Volunteer         Other (please specify):	Check-boxes	Multi	Y
AED01259		Other Please Specify: Please tell us who you are.		Open-ended	Single	N
AED01260		Have you served in a period of war?	Y <del>es <b>(Go to A)</b> No</del>	Radio Button Two Up Vertical	Single	¥
AED01261	A	Please check the conflict(s) in which you served.	World War I           World War II           Korean Conflict           Vietnam Era           Persian Gulf War           Operation Enduring Freedom           Operation Iraqi Freedom           No conflict/war service	Check-boxes	Multi	N
ALM0041		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+	Radio Button Two Up Vertical	Single	N
AED01262		Please select your gender:	Male Female	Radio Button Two Up Vertical	Single	N
AKR1685		In which state do you reside?	Alabama         Alaska         Arizona         Arkansas         California         Colorado         Connecticut         Delaware         District of Columbia         Florida         Georgía         Hawaii         Idaho         Illinois         Indiana         Iowa         Kansas         Kentucky         Louisiana         Maine         Maryland	Dropdown (Select-one)	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

			CUSTOM QUESTION LIST			
	Skip Logic		Answer Choices		Single or	Required
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)	Multi	Y/N
			Michigan         Minnesota         Mississippi         Missouri         Montana         Nebraska         Nevada         New Hampshire         New Jersey         New Mexico         New York         North Carolina         North Dakota         Ohio         Oklahoma         Oregon         Pennsylvania         Rhode Island         South Carolina         South Carolina         South Carolina         Virginia         Westor         West Virginia         Washington         West Virginia         Wysoming         Canada         I live elsewhere			
AED02823		Please rate your ability in using the Internet:	Beginner or novice (just starting/don't use Internet much) Intermediate (use the Internet for a few things) Advanced (frequently use Internet & search for information)	Dropdown (Select-one)	Single	Y
AED02824		Most often, what type of connection do you use to access the Internet?	Not sure about the type of Internet connection Dial-up access (through a modem and telephone line) High-speed access (cable modem, DSL, T1, wireless, etc.)	Dropdown (Select-one)	Single	Y
ALM0001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month (Go to A) Every 6 months (Go to A)	Dropdown (Select-one)	Single	Y
AED02825	A	What would encourage you to visit this site more often?	Frequently updated veteran news Social networking opportunities Other, please specify	Dropdown (Select-one)	Single	N

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

			CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N
AED02826	Laber	Please specify what would encourage you to visit this site more	(initial to so characters)		Marti	1/1
		often		Open-ended	Single	N
AED02827		Did you visit the www.va.gov homepage today?	Yes (Go to A then B) No Don't know	Dropdown (Select-one)	Single	Y
AED02828	A	Did the links from the www.va.gov homepage help you get to the areas of the site that you needed today?		Dropdown (Select-one)	Single	Y
			Don't know			
AED02829	В	How would you rate the navigation options on the www.va.gov homepage?	Excellent	Dropdown (Select-one)	Single	Y
ĺ			Above Average			
ĺ			Average			
			Below Average			
			Poor			
AED02830		What information were you primarily looking for today?	Jobs (Go to A)	Dropdown (Select-one)	Single	Y
			VA disability payment (Go to B)			
			Medical center information (Go to C)			
			Health care program information Health care			
			Home loans			
			Burial services and benefits			
			General health information			
			Family and dependent benefits			
			Benefits regional offices information			
			Hospital/clinic locations			
			Health care eligibility			
			Healthcare education			
			Other, please specify			
AED02831		Other, please specify: What information were you primarily looking for today?		Open-ended	Single	N
AED02836	A	What type of job information were you looking for?	Job listings	Dropdown (Select-one)	Single	Y
			Job training			
			Vocational Rehabilitation			
			Hiring Veterans			
			Small Business Development			
			Vocational Counseling Other, please specify			
AED02837		Please specify what type of job information you were looking for	Other, please specify	Open-ended	Single	N
AED02834	В	What type of VA disability payment information were you looking for?	Personal disability payment information	Dropdown (Select-one)	Single	Y
			Claim status Rating decision			
			Other, please specify			
AED02835		Please specify what type of VA disability payment information you were looking for		Open-ended	Single	N
AED02832	С	What type of Medical Center information were you looking for?	Facility contact information	Dropdown (Select-one)	Single	Y
					oulto Confidenti	

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CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N
			Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill Other, please specify			
AED02833		Please specify what type of Medical Center information were you looking for		Open-ended	Single	N
AED01263			Health care professional (Go to A) Military representative (Go to A) Colleague (Go to A) Pamphlet or brochure (Go to A) VA Medical Center (Go to A) VA web site (Go to A) VA web site (Go to A) Not applicable/none of the above Other (please specify):	Radio Button Scale Has Don't Kno	Single	Y
AED01264		Please specify how you typically find information about VA services or benefits.		Open-ended	Single	N
AED01265	A	How would you rank your level of trust of information given by each of the following resources: Health care professional	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
AED01266	A	Military representative	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
AED01267	A	Colleague	1=Not trustworthy	-	Single	Y

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MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N
			7 8 10=Very trustworthy Don't know			
AED01268	A	Pamphlet or brochure	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
AED01269	A	VA Medical Center		Radio Button Scale Has Don't Kno	Single	Y
AED01270	A	VA web site		Radio Button Scale Has Don't Kno	Single	Y
AED01271		What do you think is the best resource for finding out about a VA benefit or service?	Health care professional (Go to A)	Dropdown (Select-one)	Single	Y

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices		Single or	Required	
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)	Multi	Ý/N	
ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other (please specify):	Check-boxes	Multi	Y	
AED01260		Have you served in a period of war?	Yes (Go to A) No	Radio Button Two Up Vertical	Single	Y	
AED01261	A	Please check the conflict(s) in which you served.	World War I World War I Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	Check-boxes	Multi	N	
LM0041		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+	Radio Button Two Up Vertical	Single	N	
AED01262		Please select your gender:	Male Female	Radio Button Two Up Vertical	Single	N	
		In which state do you reside?	List out all states Canada I live elsewhere	Dropdown (Select-one)	Single	N	
AED02823		Please rate your ability in using the Internet:	Beginner or novice (just starting/don't use Internet much) Intermediate (use the Internet for a few things) Advanced (frequently use Internet & search for information)	Dropdown (Select-one)	Single	Y	
AED02824		Most often, what type of connection do you use to access the Internet?	Not sure about the type of Internet connection Dial-up access (through a modem and telephone line) High-speed access (cable modem, DSL, T1, wireless, etc.)	Dropdown (Select-one)	Single	Y	
ALM0001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month (Go to A) Every 6 months (Go to A)	Dropdown (Select-one)	Single	Y	
AED02825	A	What would encourage you to visit this site more often?	Frequently updated veteran news Social networking opportunities Other, please specify	Dropdown (Select-one)	Single	N	
AED02827		Did you visit the www.va.gov homepage today?	Yes (Go to A then B) No Don't know	Dropdown (Select-one)	Single	Y	
AED02828	A	Did the links from the www.va.gov homepage help you get to the areas of the site that you needed today?		Dropdown (Select-one)	Single	Y	

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices		Single or	Require
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)	Multi	Y/N
<b>L</b>			No			
			Don't know			
ED02829	В	How would you rate the navigation options on the www.va.gov	Excellent			
		homepage?		Dropdown (Select-one)	Single	Y
			Above Average		-	
			Average			
			Below Average			
			Poor			
ED02830		What information were you primarily looking for today?	Jobs (Go to A)	Dropdown (Select-one)	Single	Y
			VA disability payment (Go to B)	· · · · /		
			Medical center information (Go to C)			
			Health care program information			
			Health care			
			Home loans			
			Burial services and benefits			
			General health information			
			Family and dependent benefits			
			Benefits regional offices information			
			Hospital/clinic locations			
			Health care eligibility			
			Healthcare education			
			Other, please specify			
ED02836	A	What type of job information were you looking for?	Job listings	Dropdown (Select-one)	Single	Y
			Job training		Ű	
			Vocational Rehabilitation			
			Hiring Veterans			
			Small Business Development			
			Vocational Counseling			
			Other, please specify			
ED02834	В	What type of VA disability payment information were you looking Personal c for?		Dropdown (Select-one)	Single	Y
			Claim status Rating decision			
			Other, please specify			
ED02832	С	What type of Medical Center information were you looking for?	Facility contact information	Dropdown (Select-one)	Single	Y
			Directions			
			Hours of operation			
			Services available			
			Make, change, or cancel an appointment			
			Prescription refill			
			Other, please specify			
ED01263		How do you typically find information about VA services or benefits?	Health care professional <b>(Go to A)</b>	Dropdown (Select-one)	Single	Y
			Military representative (Go to A)			
			Colleague (Go to A)			
			Pamphlet or brochure (Go to A)			
			VA Medical Center (Go to A)			
			VA web site (Go to A)			

Model	Instance Name:	VA

MID: Qp5RQMEAMhZsgoRFNM1Exg== Date: 7/18//2008

CUSTOM QUESTION LIST							
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N	
			Not applicable/none of the above				
			Other (please specify):				
AED01265		How would you rank your level of trust of information given by each of the following resources:	Health care professional	Dropdown (Select-one)	Single	Y	
			Military representative	1			
		(scale 1=Not trustworthy, 10=Very trustworthy, and Don't know)	Colleague	1			
			Pamphlet or brochure	]			
			VA Medical Center				
			VA web site				
AED01271		What do you think is the best resource for finding out about a VA benefit or service?	Health care professional (Go to A)	Dropdown (Select-one)	Single	Y	