

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**

2 All changes to the live measure need to be tracked and archived in **one 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

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 7/18/2008

MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and 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. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.	23 What is your overall satisfaction with this site? 24 How well does this site meet your expectations ? 25 How does this site compare to your idea of an ideal website ?	26 How likely are you to return to this site ? Recommend (1=Not Very Likely, 10=Very Likely) 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)		
10 Please rate the degree to which the number of steps to get where you want 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.		

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 6/8/2009

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

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
ACQhar0019537		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			
ACQhar0019538	A	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	B	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
ALM0002		Please tell us who you are. (Check all that apply)	Veteran		Check-boxes	Multi	Y
			Active duty				
			Dependent or beneficiary of a veteran				
			VA employee				
			Volunteer				
			Other	A			
AED01259	A	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 Iraqi Freedom				
			No conflict/war service				
ALM0041		Please select your age range.	17 or under		Radio Button Two Up Vertical	Single	N
			18-24				
			25-34				
			35-44				
			45-54				
			55-64				

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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
			65+				
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 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		Dropdown (Select-one)	Single	N

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			West Virginia Wisconsin Wyoming Canada I live elsewhere				
AED02830		What information were you primarily looking for today?	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	B D F A	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?			Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N
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	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 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
ACQhar0019541		Did you find what you were looking for today?	Yes		Radio Button One Up Vertical	Single	Yes

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			No	A			
ACQhar0019542	A	Please explain why you were unable to find what you were looking for today?			Text Area – no character limit		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		Checkbox One Up Vertical	Multi	Y
AKR2274	A	Other social media outlet		A	Open-ended	Single	N
AKR2349 (AKR2349G5)		Do you read blogs?	Yes No	A	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		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		Checkbox One Up Vertical	Multi	Y
AKR2354	A	Other, please specify		A	Text Area – no character limit	Single	N

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		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			
	A	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				
	B	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)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other	A	Check-boxes	Multi	Y
AED01259	A	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 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		Radio Button Two Up Vertical	Single	N

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AED01262		Please select your gender:	65+ 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 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		Dropdown (Select-one)	Single	N

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			Vermont Virginia Washington West Virginia Wisconsin Wyoming Canada I live elsewhere				
AED02830		What information were you primarily looking for today?	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	B D F A	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?			Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N
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	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 Directions Hours of operation Services available Make, change, or cancel an appointment Prescription refill		Dropdown (Select-one)	Single	Y

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AED02833	G	Please specify what type of Medical Center information were you looking for	Other, please specify	G	Open-ended	Single	N
		Did you find what you were looking for today?	Yes		Radio Button One Up Vertical	Single	Yes
			No	A			
	A	Please explain why you were unable to find what you were looking for today?			Text Area – no character limit		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		Checkbox One Up Vertical	Multi	Y
AKR2274	A	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	A	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		Checkbox One Up Vertical	Multi	Y
AKR2354	A	Other, please specify			Text Area – no character limit	Single	N

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ALM0002		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
AED01259	A	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 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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky		Dropdown (Select-one)	Single	N

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			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				
			West Virginia				
			Wisconsin				
			Wyoming				
			Canada				
			I live elsewhere				
AED02830		What information were you primarily looking for today?	Jobs	B	Dropdown (Select-one)	Single	Y
			VA disability payment	D			
			Medical center information	F			
			Health care program information				
			Health care				
			Home loans				
			Burial services and benefits				
			General health information				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Family and dependent benefits Benefits regional offices information Hospital/clinic locations Health care eligibility Healthcare education Other, please specify	A			
AED02831	A	Other, please specify: What information were you primarily looking for today?			Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N
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	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 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		Checkbox One Up Vertical	Multi	Y

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			Other, please specify	A			
AKR2274	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other		Check-boxes	Multi	Y
AED01259	A	Other Please Specify: Please tell us who you are.		A	Open-ended	Single	N
AED01261		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	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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Dropdown (Select-one)	Single	N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			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				
AED02830		What information were you primarily looking for today?	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	B D F	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?		A	Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N

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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	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 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	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

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ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other		Check-boxes	Multi	Y
AED01259	A	Other Please Specify: Please tell us who you are.		A	Open-ended	Single	N
AED01261		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	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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Dropdown (Select-one)	Single	N

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 6/8/2009

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pink: ADDITION

blue + --: REWORDING

violet (bold): SKIP-LOGIC

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 South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Canada I live elsewhere				
AED02830		What information were you primarily looking for today?	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	B D F	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?		A	Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N

Model Instance Name: VA

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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
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	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 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	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

Model Instance Name: VA

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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
ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other		Check-boxes	Multi	Y
AED01259	A	Other Please Specify: Please tell us who you are.		A	Open-ended	Single	N
AED01261		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	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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Dropdown (Select-one)	Single	N

Model Instance Name: VA

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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
			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				
AED02830		What information were you primarily looking for today?	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	B D F	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?		A	Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	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)	Skip to	Type (select from list)	Single or Multi	Required Y/N
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	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 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	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 6/5/2009

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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
ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other		Check-boxes	Multi	Y
AED01259	A	Other Please Specify: Please tell us who you are.		A	Open-ended	Single	N
AED01261		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	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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Dropdown (Select-one)	Single	N

Model Instance Name: VA

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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
			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				
AED02830		What information were you primarily looking for today?	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	B D F	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?		A	Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N

Model Instance Name: VA

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Date: 6/5/2009

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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
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	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 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	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 5/6/2009

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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
ALM0002		Please tell us who you are. (Check all that apply)	Veteran Active duty Dependent or beneficiary of a veteran VA employee Volunteer Other		Check-boxes	Multi	Y
AED01259	A	Other Please Specify: Please tell us who you are.		A	Open-ended	Single	N
AED01261		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	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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska		Dropdown (Select-one)	Single	N

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 5/6/2009

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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
			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				
AED02830		What information were you primarily looking for today?	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	B D F	Dropdown (Select-one)	Single	Y
AED02831	A	Other, please specify: What information were you primarily looking for today?		A	Open-ended	Single	N
AED02836	B	What type of job information were you looking for?	Job listings Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	C	Dropdown (Select-one)	Single	Y
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single	N

Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 5/6/2009

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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
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	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 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 YouTube Other, please specify	A	Checkbox One Up Vertical	Multi	Y
AKR2274	A	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	A	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	A	Other, please specify			Text Area – no character limit	Single	N

Model Instance Name: VA

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
ALM0002		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
AED01259	A	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?	Alabama 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		Dropdown (Select-one)	Single

Model Instance Name: VA

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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
			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 West Virginia Wisconsin Wyoming 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
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
ALM0001		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months		Dropdown (Select-one)	Single
AED02825	A	What would encourage you to visit this site more often?	Frequently updated veteran news Social networking opportunities Other, please specify	A A B	Dropdown (Select-one)	Single
AED02826	B	Please specify what would encourage you to visit this site more often-			Open-ended	Single
AED02827		Did you visit the www.va.gov homepage today?	Yes No	A, B	Dropdown (Select-one)	Single

Model Instance Name: VA

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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?	<p>Don't know</p> <p>Yes</p> <p>No</p> <p>Don't know</p>		Dropdown (Select-one)	Single
AED02829	B	How would you rate the navigation options on the www.va.gov homepage?	<p>Excellent</p> <p>Above Average</p> <p>Average</p> <p>Below Average</p> <p>Poor</p>		Dropdown (Select-one)	Single
AED02830		What information were you primarily looking for today?	<p>Jobs</p> <p>VA disability payment</p> <p>Medical center information</p> <p>Health care program information</p> <p>Health care</p> <p>Home loans</p> <p>Burial services and benefits</p> <p>General health information</p> <p>Family and dependent benefits</p> <p>Benefits regional offices information</p> <p>Hospital/clinic locations</p> <p>Health care eligibility</p> <p>Healthcare education</p> <p>Other, please specify</p>	<p>B</p> <p>D</p> <p>F</p> <p>A</p>	Dropdown (Select-one)	Single
AED02831	A	Other, please specify: What information were you primarily looking for today?			Open-ended	Single
AED02836	B	What type of job information were you looking for?	<p>Job listings</p> <p>Job training</p> <p>Vocational Rehabilitation</p> <p>Hiring Veterans</p> <p>Small Business Development</p> <p>Vocational Counseling</p> <p>Other, please specify</p>		Dropdown (Select-one)	Single
AED02837	C	Please specify what type of job information you were looking for			Open-ended	Single
AED02834	D	What type of VA disability payment information were you looking for?	<p>Personal disability payment information</p> <p>Claim status Rating decision</p> <p>Other, please specify</p>	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?	<p>Facility contact information</p> <p>Directions</p> <p>Hours of operation</p> <p>Services available</p> <p>Make, change, or cancel an appointment</p>		Dropdown (Select-one)	Single

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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
			Prescription refill 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):	B-G B-G B-G B-G B-G A	Radio Button Scale Has Don't Know	Single
AED01264	A	Please specify how you typically find information about VA services or benefits.			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 2 3 4 5 6 7 8 9 10=Very trustworthy Don't know		Radio Button Scale Has Don't Know	Single
AED01266	C	Military representative	1=Not trustworthy 2 3 4 5 6 7 8 9 10=Very trustworthy Don't know		Radio Button Scale Has Don't Know	Single
AED01267	D	Colleague	1=Not trustworthy 2 3 4 5 6 7 8 9 10=Very trustworthy		Radio Button Scale Has Don't Know	Single

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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
AED01268	E	Pamphlet or brochure	<p>Don't know</p> <p>1=Not trustworthy</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10=Very trustworthy</p> <p>Don't know</p>		Radio Button Scale Has Don't Kno	Single
AED01269	F	VA Medical Center	<p>1=Not trustworthy</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10=Very trustworthy</p> <p>Don't know</p>		Radio Button Scale Has Don't Kno	Single
AED01270	G	VA web site	<p>1=Not trustworthy</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10=Very trustworthy</p> <p>Don't know</p>		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?	<p>Health care professional</p>	B	Dropdown (Select one)	Single



Required
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Model Instance Name: VA

MID: Qp5RQMEAMhZsgoRFNM1Exg==

Date: 7/18//2008

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violet (bold): SKIP-LOGIC

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		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?	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 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 Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts	Dropdown (Select-one)	Single	N

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			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 West Virginia Wisconsin Wyoming 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

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AED02826		Please specify what would encourage you to visit this site more 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?	Yes No Don't know	Dropdown (Select-one)	Single	Y
AED02829	B	How would you rate the navigation options on the www.va.gov homepage?	Excellent Above Average Average Below Average Poor	Dropdown (Select-one)	Single	Y
AED02830		What information were you primarily looking for today?	Jobs (Go to A) 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	Dropdown (Select-one)	Single	Y
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 Job training Vocational Rehabilitation Hiring Veterans Small Business Development Vocational Counseling Other, please specify	Dropdown (Select-one)	Single	Y
AED02837		Please specify what type of job information you were looking for		Open-ended	Single	N
AED02834	B	What type of VA disability payment information were you looking for?	Personal disability payment information Claim status Rating decision Other, please specify	Dropdown (Select-one)	Single	Y
AED02835		Please specify what type of VA disability payment information you were looking for		Open-ended	Single	N
AED02832	C	What type of Medical Center information were you looking for?	Facility contact information	Dropdown (Select-one)	Single	Y

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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		How do you typically find information about VA services or benefits?	Health care professional (Go to A)	Radio Button Scale Has Don't Know	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)			
			Not applicable/none of the above			
			Other (please specify):			
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 Know	Single	Y
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
AED01266	A	Military representative	1=Not trustworthy	Radio Button Scale Has Don't Know	Single	Y
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
AED01267	A	Colleague	1=Not trustworthy	Radio Button Scale Has Don't Know	Single	Y
			2			
			3			
			4			
			5			
			6			

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			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
AED01268	A	Pamphlet or brochure	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
AED01269	A	VA Medical Center	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
AED01270	A	VA web site	1=Not trustworthy	Radio Button Scale Has Don't Kno	Single	Y
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Very trustworthy			
			Don't know			
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

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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 II 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?	Yes	Dropdown (Select-one)	Single	Y

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			No			
			Don't know			
AED02829	B	How would you rate the navigation options on the www.va.gov homepage?	Excellent	Dropdown (Select-one)	Single	Y
			Above Average			
			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			
AED02836	A	What type of job information were you looking for?	Job listings			
			Job training			
			Vocational Rehabilitation			
			Hiring Veterans			
			Small Business Development			
			Vocational Counseling			
			Other, please specify			
AED02834	B	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			
AED02832	C	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			
AED01263		How do you typically find information about VA services or benefits?	Health care professional (Go to A)	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)			

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			Not applicable/none of the above Other (please specify):			
AED01265	A	How would you rank your level of trust of information given by each of the following resources: (scale 1=Not trustworthy, 10=Very trustworthy, and Don't know)	Health care professional Military representative Colleague Pamphlet or brochure VA Medical Center VA web site	Dropdown (Select-one)	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