Model Instance Name: Health and Aging

MID: NEW

Date: 11/04/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

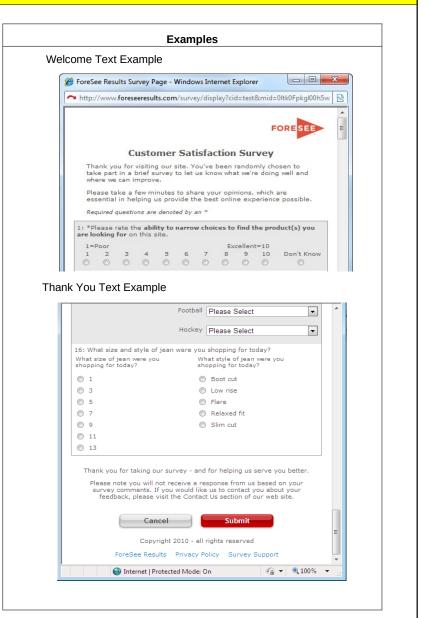
Thank you for visiting NIA's Health & Aging website. You've been randomly chosen to take part in a brief survey to let us know where we can improve and what we're doing well.

Please take a few minutes to share your opinions, which will help us provide the best online experience possible.

ALTERNATE WEB Thank You Text

Thank you for taking our survey.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



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Partitioned (Y/N)? Yes
Date: 11/04/2013



				Health and Aging			
	N	Aodel quest	tions utilize th	ne ACSI methodology to determine scores and impacts			
MQ Label	ELEMENTS (drivers of satisfaction)	l N	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
1 Content - Accuracy	Please rate the accuracy of information on this site.	16 Satisfac	tion - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	1	Return	How likely are you to return to this site in the next 30 days?
Content - Quality	Please rate the quality of information on this site.	17 Satisfac Expecta		How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
	Please rate the freshness of content on this site.	18 Satisfaction - Ideal	ction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	2	20 Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)						
4 Site Performance - Loading	Please rate how quickly pages load on this site.						
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.						
Completeness	Please rate how completely the page content loads on this site.						
	Functionality (1=Poor, 10=Excellent, Don't Know)						
Functionality - Usefulness	Please rate the usefulness of the website features (such as clinical trials listing, news, and publications) provided on this site.						
Functionality - Convenient	Please rate the convenient placement of the website features (such as clinical trials listing, news, and publications) on this site.						
	Please rate the variety of website features (such as clinical trials listing, news, and publications) on this site.						
	Look and Feel (1=Poor, 10=Excellent, Don't Know)						
Look and Feel - Appeal	Please rate the visual appeal of this site.						
1 Look and Feel - Balance	Please rate the balance of graphics and text on this site.						
Look and Feel - Readability	Please rate the readability of the pages on this site.						

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Please select the category that includes your age.

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

40 or under

41 – 60

61 – 70

71 – 80 81 or over

blue + -->: REWORDING

Health and Aging CUSTOM QUESTION LIST Skip Logic **Answer Choices** Type (select Single or Special Required CQID Label Question Text (limited to 50 characters) Skip to Multi Instructions CQ Label from list) Y/N In what primary role are you visiting the site today? I am a... Radio button Single Yes OPS Group* Role Older adult scale, one up Family or friend of older adult vertical Caregiver of older adult Health professional Aging services provider Student Educator Researcher or scientist Media Other Please explain. Text box No OPS Group* OPS Role Α What information are you looking for on the site today? Healthy aging Radio button Single Yes Skip Logic Group* Type of Info Exercise scale, one up Caregiving vertical Memory Nutrition Menopause Science news Publications Other В Please explain. Text box No Skip Logic Group* OPS Type of Radio button For any publications you used today on the site, did you... Download/save С Single Yes Skip Logic Group* Publications Print scale, one up vertical Order Read online Do you generally prefer to read information online or order printed materials? Online Radio button Skip Logic Group* Online or Print С D Single Yes Printed scale, one up D Which device do you prefer? Desktop / laptop Rayertication Single Yes Skip Logic Group* Device Type scale, one up Tablet Mobile device (smartphone) vertical What content would you most like to see made available for Text area Skip Logic Group* Make Available Did you find what you were looking for? Radio button Skip Logic Group* Did You Find Yes Single Yes No scale, one up vertical Partially What were you looking for that you couldn't find? Text area No Skip Logic Group* What Looking For What information do you suggest we add to this site to make it No Additional Info Text area more useful?

Radio button

scale, one up

vertical

Single

No

Age