

Model Instance Name:
CMS- Medicare Plan Finder

MID: wUxpJUFY8RcZRIhgYp54g==

Date: 6/13/2011



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 site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

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 web site.

Examples

Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer
http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE

FORESEE RESULTS

Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an **

1: *What is your overall satisfaction with this survey?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today? What style of jean were you shopping for today?

1 Boot cut

3 Low rise

5 Flare

7 Relaxed fit

9 Slim cut

11

13

Thank you for taking our survey - and for helping us serve you better.

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 web site.

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Internet | Protected Mode: On 100%

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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Medicare Plan Information (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the amount of information provided about Medicare plans.	What is your overall satisfaction with the Medicare Plan Finder? (1=Very Dissatisfied, 10=Very Satisfied)	How likely are you to recommend the Medicare Plan Finder to someone else?
Please rate the usefulness of the information about Medicare plans.	How well does the Medicare Plan Finder meet your expectations ? (1=Falls Short, 10=Exceeds)	Use Medicare.gov (1=Very Unlikely, 10=Very Likely)
Please rate your perception of the accuracy of the information about Medicare plans.	How does the Medicare Plan Finder compare to your idea of an ideal website tool ? (1=Not Very Close, 10=Very Close)	How likely are you to visit Medicare.gov (Medicare's website) for future Medicare-related needs?
Medicare Plan Finder Process (1=Poor, 10=Excellent, Don't Know)		Trust
Please rate the how well the Plan Finder feature streamlines the process of finding Medicare plans.		I can count on Medicare to act in my best interests. (=1 Very Unlikely, 10=Very Likely)
Please rate the features available for finding a Medicare plan.		I consider Medicare to be trustworthy. (=1 Very Unlikely, 10=Very Likely)
Please rate how well the Plan Finder feature minimizes the amount of time needed to get useful Medicare plan information.		Medicare can be trusted to do what is right. (=1 Very Unlikely, 10=Very Likely)
Medicare Plan Finder- Results(1=Poor, 10=Excellent, Don't Know)		
Please rate how well the results provided by the Plan Finder match your request.		
Please rate the relevance of the results to your specific needs.		
Please rate the listing/ranking order of Plan Finder results.		
Look & Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the visual appeal of the Plan Finder.		
Please rate the balance of graphics and text on the Plan Finder.		
Please rate the readability of the pages on the Plan Finder.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the Plan Finder tool is organized.		
Please rate the options available for navigating the Plan Finder tool.		
Please rate how well the layout helps you find what you are looking for.		
Please rate the number of clicks to get the information you are looking for.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this tool.		
Please rate the consistency of speed from page to page on this tool.		
Please rate the ability to load pages without getting error messages on this tool.		

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CMS- Medicare Plan Finder CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BSH04351		Is this your first time using the Medicare Plan Finder tool on Medicare.gov?	Yes No		Radio button, one-up vertical	single	Y		FIRST TIME?
ACQhar0014457		Where did you learn about the Medicare.gov Plan Finder tool?	From a Search Engine Saw it on the Medicare.gov website Read about it in an article Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn of Plan Finder
ACQhar0014458		Where else did you learn about the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other Learn of Plan Finder
BSH04352		What kind of plan search did you choose?	General (zip code only) Personalized (zip code + your Medicare information)		Radio button, one-up vertical	single	Y		PERSONALIZED?
CAS0031507		Did you enter in your personal prescriptions while using the Plan Finder tool?	Yes No		Radio button, one-up vertical	single	Y		Prescriptions
BSH04353		Which of the following best describes your role in using the Plan Finder tool today?	I am enrolled in Medicare. I will be enrolling in Medicare soon. I am a family member, friend or other representative of someone enrolled or enrolling in Medicare. I am a provider or health care professional (i.e. physicians, nurses, clinicians) I counsel people about their Medicare health and drug coverage) I am researching Medicare for academic project. I am interested in learning more about Medicare. I am a policymaker or policy analyst Other, please specify		Radio button, one-up vertical	single	Y	Skip Logic Group	ROLE
BSH04354	A	Other, please describe your role in using the Plan Finder today:		A	Text field, <100 char	single	N	Skip Logic Group	Other ROLE
ACQhar0014464		What was the primary reason you were using the Medicare Plan Finder tool today?	Enroll in a plan View plans available in my area Compare plan costs Other, please specify	B R	Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Reason
ACQhar0014465	R	What was the other primary reason you were using the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Primary Reason
BSH04356	B	Did you enroll in any of the plans you found today?	Yes No Not sure	S	Radio button, one-up vertical	single	Y	Skip Logic Group	DID YOU ENROLL?
ACQhar0014466	S	Which of the following best describes why you will not enroll in the plan(s) you found today?	The enrollment process was too complicated. I was confused by the plan information provided. The process takes too long. I don't have the necessary computer skills to complete the application. I received an error message. Other, please specify	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did Not Enroll
BSH04358	D	Other, please describe why you did not enroll in a plan today:			Text field, <100 char	single	N	Skip Logic Group	Other DIDN'T ENROLL
ACQhar0014473		Did you find the information you were looking for?	Yes No	S, T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did You Find
ACQhar0014474	S	What information were you unable to find?			Text area, no char limit		N	Skip Logic Group	OE_Unable to Find
ACQhar0014475	T	What will you do next?			Text area, no char limit		N	Skip Logic Group	OE_Do Next
BSH04359		At any point during your experience, did your session time out?	Yes No Not sure		Radio button, one-up vertical	single	Y		TIME OUT?
ACQhar0014476		Which of the following resources did you use to help you understand the Medicare Plan Finder tool?	Medicare Plan Finder Online Demo video Learn More About Plans	X X	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources

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			Help Glossary Other, please specify I did not use any website resources to help me understand the Plan Finder tool.	X X V, X					
ACQhar0014478	V	What other website resource did you use to help you understand the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Resources
ACQhar0014477	X	Did the option(s) you used help guide you successfully?	Yes No	W	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources Help
ACQhar0014479	W	What would provide more guidance to help you use the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	E_Resources Didn't Hel
ACQhar0014480		During this visit to Medicare.gov, approximately how long were you using the Plan Finder tool?	Less than 30 minutes 30 minutes - 1 hour 1 - 2 hours More than 2 hours I'm not sure	Z Z	Radio button, one-up vertical	Single	Y	Skip Logic Group	Time using Tool
ACQhar0014481	Z	What could have been done to help you reduce the time you spent on the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	OE_Less Time
BSH04361		If you could change or improve one thing about the process of finding Medicare plans on this site, what would it be?			Text area, no char limit	single	N		IMPROVEMENT
BSH04362		Please consider providing your email address if you would like to discuss your feedback further.			Text field, <100 char	single	N		EMAIL

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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	Special Instructions	CQ Label
BSH04351		Is this your first time using the Medicare Plan Finder tool on Medicare.gov?	Yes No		Radio button, one-up vertical	single	Y		FIRST TIME?
		Where did you learn about the Medicare.gov Plan Finder tool?	From a Search Engine Saw it on the Medicare.gov website Read about it in an article Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn of Plan Finder
		Where else did you learn about the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other Learn of Plan Finder
BSH04352		What kind of plan search did you choose?	General (zip code only) Personalized (zip code + your Medicare information)		Radio button, one-up vertical	single	Y		PERSONALIZED?
		Did you enter in your personal prescriptions while using the Plan Finder tool?	Yes No		Radio button, one-up vertical	single	Y		Prescriptions
BSH04353		Which of the following best describes your role in using the Plan Finder tool today?	I am enrolled in Medicare. I will be enrolling in Medicare soon. I am a family member, friend or other representative of someone enrolled or enrolling in Medicare. I am a provider or health care professional (i.e. physicians, nurses, clinicians) I counsel people about their Medicare health and drug coverage) I am researching Medicare for academic project. I am interested in learning more about Medicare. I am a policymaker or policy analyst Other, please specify	A	Radio button, one-up vertical	single	Y	Skip Logic Group	ROLE
BSH04354	A	Other, please describe your role in using the Plan Finder today:			Text field, <100 char	single	N	Skip Logic Group	Other ROLE
		What was the primary reason you were using the Medicare Plan Finder tool today?	Enroll in a plan View plans available in my area Compare plan costs Other, please specify	B R	Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Reason
	R	What was the other primary reason you were using the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Primary Reason
BSH04356	B	Did you enroll in any of the plans you found today?	Yes No Not sure	S	Radio button, one-up vertical	single	Y	Skip Logic Group	DID YOU ENROLL?
	S	Which of the following best describes why you will not enroll in the plan(s) you found today?	The enrollment process was too complicated. I was confused by the plan information provided. The process takes too long. I don't have the necessary computer skills to complete the application. I received an error message. Other, please specify	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did Not Enroll
BSH04358	D	Other, please describe why you did not enroll in a plan today:			Text field, <100 char	single	N	Skip Logic Group	Other DIDN'T ENROLL
		Did you find the information you were looking for?	Yes No	S, T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did You Find
	S	What information were you unable to find?			Text area, no char limit		N	Skip Logic Group	OE_Unable to Find
	T	What will you do next?			Text area, no char limit		N	Skip Logic Group	OE_Do Next
BSH04359		At any point during your experience, did your session time out?	Yes No Not sure		Radio button, one-up vertical	single	Y		TIME OUT?
		Which of the following resources did you use to help you understand the Medicare Plan Finder tool?	Medicare Plan Finder Online Demo video Learn More About Plans	X X	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources

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			Help Glossary Other, please specify I did not use any website resources to help me understand the Plan Finder tool.	X X V, X					
	V	What other website resource did you use to help you understand the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Resources
	X	Did the option(s) you used help guide you successfully?	Yes No	W	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources Help
	W	What would provide more guidance to help you use the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	E_Resources Didn't Hel
		During this visit to Medicare.gov, approximately how long were you using the Plan Finder tool?	Less than 30 minutes 30 minutes - 1 hour 1 - 2 hours More than 2 hours I'm not sure	Z Z	Radio button, one-up vertical	Single	Y	Skip Logic Group	Time using Tool
	Z	What could have been done to help you reduce the time you spent on the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	OE_Less Time
BSH04361		If you could change or improve one thing about the process of finding Medicare plans on this site, what would it be?			Text area, no char limit	single	N		IMPROVEMENT
BSH04362		Please consider providing your email address if you would like to discuss your feedback further.			Text field, <100 char	single	N		EMAIL

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BSH04351		Is this your first time using the Medicare Plan Finder tool on Medicare.gov?	Yes No		Radio button, one-up vertical	single	Y		FIRST TIME?
		Where did you learn about the Medicare.gov Plan Finder tool?	From a Search Engine Saw it on the Medicare.gov website Read about it in an article Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn of Plan Finder
		Where else did you learn about the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other Learn of Plan Finder
BSH04352		What kind of plan search did you choose?	General (zip code only) Personalized (zip code + your Medicare information)		Radio button, one-up vertical	single	Y		PERSONALIZED?
BSH04353		Which of the following best describes your role in using the Plan Finder tool today?	I am enrolled in Medicare. I will be enrolling in Medicare soon. I am a family member, friend or other representative of someone enrolled or enrolling in Medicare. I am a provider or health care professional (i.e. physicians, nurses, clinicians) I counsel people about their Medicare health and drug coverage) I am researching Medicare for academic project. I am a citizen interested in learning more about Medicare. I am a policymaker or policy analyst Other, please specify	A	Radio button, one-up vertical	single	Y	Skip Logic Group	ROLE
BSH04354	A	Other, please describe your role in using the Plan Finder today:			Text field, <100 char	single	N	Skip Logic Group	Other ROLE
		What was the primary reason you were using the Medicare Plan Finder tool today?	Enroll in a plan View plans available in my area Compare plan costs Other, please specify	B R	Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Reason
	R	What was the other primary reason you were using the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Primary Reason
BSH04355		In your Plan Finder search did you find any Medicare plans today that meet your needs, or the needs of the beneficiary you represent?	Yes No, I did not find any plans. No, none of the plans met my needs. No, I was not looking for plans today.	B	Radio button, one-up vertical	single	Y	Skip Logic Group	DID YOU ENROLL?
BSH04356	B	Did you enroll in any of the plans you found today?	Yes No Not sure	C, S	Radio button, one-up vertical	single	Y	Skip Logic Group	DID YOU ENROLL?
BSH04357	C	Which of the following best describes why you will not enroll in the plan(s) you found today?	I did not intend to enroll today; I was just exploring my options I did not intend to enroll today; I was reviewing my current plan. I was confused by the plan information provided I was unable to enroll online. I was confused about how to enroll. Other, please specify	D	Radio button, one-up vertical		Y	Skip Logic Group	WHY DIDN'T ENROLL?
	S	Which of the following best describes why you will not enroll in the plan(s) you found today?	The enrollment process was too complicated. I was confused by the plan information provided. The process takes too long. I don't have the necessary computer skills to complete the application. I received an error message. Other, please specify	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did Not Enroll
BSH04358	D	Other, please describe why you did not enroll in a plan today:			Text field, <100 char	single	N	Skip Logic Group	Other DIDN'T ENROLL
		Did you find the information you were looking for?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Did You Find

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	S	What information were you unable to find?		S, Y	Text area, no char limit		N	Skip Logic Group	OE_Unable to Find
	T	What will you do next?			Text area, no char limit		N	Skip Logic Group	OE_Do Next
BSH04359		At any point during your experience, did your session time out?	Yes No Not sure		Radio button, one-up vertical	single	Y		TIME OUT?
BSH04360		Did the instructions guide you to use the Plan Finder tool?	Yes No I did not read the instructions		Radio button, one-up vertical	single	Y		PREPARED?
		Which of the following resources did you use to help you understand the Medicare Plan Finder tool?	Medicare Plan Finder Online Demo video Learn More About Plans Help Glossary Other, please specify I did not use any website resources to help me understand the Plan Finder tool.	X X X V, X	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources
	V	What other website resource did you use to help you understand the Medicare Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	Other_Resources
	X	Did the option(s) you used help guide you successfully?	Yes No	W	Radio button, one-up vertical	Single	Y	Skip Logic Group	Resources Help
	W	What would provide more guidance to help you use the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	E_Resources Didn't Hel
		During this visit to Medicare.gov, approximately how long were you using the Plan Finder tool?	Less than 30 minutes 30 minutes - 1 hour 1 - 2 hours More than 2 hours	Z Z	Radio button, one-up vertical	Single	Y	Skip Logic Group	Time using Tool
	Z	What could have been done to help you reduce the time you spent on the Plan Finder tool?			Text area, no char limit		N	Skip Logic Group	OE_Less Time
BSH04361		If you could change or improve one thing about the process of finding Medicare plans on this site, what would it be?			Text area, no char limit	single	N		IMPROVEMENT
BSH04362		We're working to improve the Medicare Plan Finder. Please consider providing your email address if you would like to discuss your feedback further.			Text field, <100 char	single	N		EMAIL

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BSH04351		Is this your first time using the Medicare Plan Finder tool on Medicare.gov?		Radio button, one-up vertical	single	Y N		FIRST TIME?
BSH04352		What kind of plan search did you choose?		Radio button, one-up vertical	single	Y N		PERSONALIZED?
BSH04353		Which of the following best describes your role in using the Plan Finder tool today?		Radio button, one-up vertical	single	Y N	Skip Logic Group	ROLE
BSH04354	A	Other, please describe your role in using the Plan Finder today:	A	Text field, <100 char	single	N	Skip Logic Group	Other ROLE
BSH04355		In your Plan Finder search did you find any Medicare plans today that meet your needs, or the needs of the beneficiary you represent?	B	Radio button, one-up vertical	single	Y N	Skip Logic Group	DID YOU ENROLL?
BSH04356	B	Did you enroll in any of the plans you found today?	C	Radio button, one-up vertical	single	Y N	Skip Logic Group	DID YOU ENROLL?
BSH04357	C	Which of the following best describes why you will not enroll in the plan(s) you found today?	D	Radio button, one-up vertical		Y N	Skip Logic Group	WHY DIDN'T ENROLL?
BSH04358	D	Other, please describe why you did not enroll in a plan today:		Text field, <100 char	single	N	Skip Logic Group	Other DIDN'T ENROLL
BSH04359		At any point during your experience, did your session time out?		Radio button, one-up vertical	single	Y N		TIME OUT?
BSH04360		Did the instructions guide you to use the Plan Finder tool?		Radio button, one-up vertical	single	Y N		PREPARED?
BSH04361		If you could change or improve one thing about the process of finding Medicare plans on this site, what would it be?		Text area, no char limit	single	N		IMPROVEMENT
BSH04362		We're working to improve the Medicare Plan Finder. Please consider providing your email address if you would like to discuss your feedback further.		Text field, <100 char	single	N		EMAIL