

Model Instance Name:

DOD TRICARE

MID: EkBkYwMF5pUhJZsslPM89w==

Date: 2004

DOD TRICARE 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.	21 What is your overall satisfaction with this site?	24 How likely are you to return to this site?
2 Please rate the quality of information on this site.	22 How well does this site meet your expectations?	Recommend (1=Not Very Likely, 10=Very Likely)
3 Please rate the freshness of content on this site.	23 How does this site compare to your idea of an ideal website?	25 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resources (1=Not Very Likely, 10=Very Likely)
4 Please rate the usefulness of the services provided on this site.		26 How likely are you to use this site as your primary resource for obtaining information from this organization?
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 it took to get where you want is acceptable.		
11 Please rate the ability to find the 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 for 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:
DOD TRICARE
MID: EkBkYwMF5pUhJZsslPM89w==
Date: 7/16/2012

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

DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
5923		How frequently do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day	
MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (Including government and supporting contractors) Media/Researcher Other	E, F, G , 2A
5929	E	Which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary	

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DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MMM00068	F	Which of the following best describes your TRICARE enrollment option?	Not Applicable	
			Sponsor is active duty (no premium paid)	
			Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard	
			Sponsor is retired and we pay either \$260/individual or \$520/family per year	
			Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life	
			Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard)	
MMM00389	2A	Did you create a profile based on your beneficiary category, where you live and which TRICARE plan you're in?	Not applicable	
			Yes	
			No	



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Drop down, select one	Single	Y	
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	N	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	N	
Radio button, one-up vertical	Single		

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MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (Including government and supporting contractors) Media/Researcher Other	E, F, G , 2A
5929	E	For TRICARE beneficiaries only- Which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary	

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
MMM00068	F	For TRICARE beneficiaries only : Which of the following best describes your TRICARE enrollment option?	Not Applicable	
			Sponsor is active duty (no premium paid)	
			Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard	
			Sponsor is retired and we pay either \$260/individual or \$520/family per year	
			Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life	
			Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard)	
Not applicable				
MMM00389	2A	<i>Did you create a profile based on your beneficiary category, where you live and which TRICARE plan you're in?</i>	Yes	
			No	
5928	G	For TRICARE beneficiaries only- do you receive most of your care from:	A military clinic or hospital	
			A civilian clinic or hospital	



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Drop down, select one	Single	Y	
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	N	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	N	
<i>Radio button, one-up vertical</i>	<i>Single</i>		
Radio button, one-up vertical	Single	N	

Model Instance Name:
DOD TRICARE
MID: EkBkYwMF5pUhJZsslPM89w==
Date: 6/18/2012

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DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
5923		How frequently do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day	
MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (including government and supporting contractors) Media/Researcher Other	E, F, G
5929	E	For TRICARE beneficiaries only- which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary	

Model Instance Name:
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 Date: 6/18/2012

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DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Not Applicable	
MMM00068	F	For TRICARE beneficiaries only: which of the following best describes your TRICARE enrollment option?	Sponsor is active duty (no premium paid) Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard Sponsor is retired and we pay either \$260/individual or \$520/family per year Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard) Not applicable	
5928	G	For TRICARE beneficiaries only- do you receive most of your care from:	A military clinic or hospital A civilian clinic or hospital	



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Drop down, select one	Single	Y	
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	N	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	N	
Radio button, one-up vertical	Single	N	

Model Instance Name:
DOD TRICARE
MID: EkBkYwMF5pUhJZsslPM89w==
Date: 2/22/2012

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DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
5923		How frequently do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day	
MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (including government and supporting contractors) Media/Researcher Other	E, F, G
5929	E	For TRICARE beneficiaries only- which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary	

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DOD TRICARE

MID: EkBkYwMF5pUhJZsslPM89w==

Date: 2/22/2012

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DOD TRICARE CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Not Applicable	
MMM00068	F	For TRICARE beneficiaries only: which of the following best describes your TRICARE enrollment option?	Sponsor is active duty (no premium paid) Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard Sponsor is retired and we pay either \$230/individual or \$460/family per year Sponsor is retired and we pay either \$260/individual or \$520/family per year Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard) Not applicable	
5928	G	For TRICARE beneficiaries only- do you receive most of your care from:	A military clinic or hospital A civilian clinic or hospital	



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Drop down, select one	Single	Y	
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	N	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	N	
Radio button, one-up vertical	Single	N	

Model Instance Name:
DOD TRICARE
MID: EkBkYwMF5pUhJZsslpM89w==
Date: 10/15/2010

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DOD TRICARE CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
5923		How frequently do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Drop down, select one	Single
MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (Including government and supporting contractors) Media/Researcher Other	E, F, G	Radio button, one-up vertical	Single
5929	SKIP E	For TRICARE beneficiaries only- which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary		Radio button, one-up vertical	Single

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DOD TRICARE CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Not Applicable			
MMM00068	SKIP F	For TRICARE beneficiaries only: which of the following best describes your TRICARE enrollment option?	Sponsor is active duty (no premium paid) Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard Sponsor is retired and we pay either \$230/individual or \$460/family per year Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard) Not applicable		Radio button, one-up vertical	Single
5928	SKIP G	For TRICARE beneficiaries only- do you receive most of your care from:	A military clinic or hospital A civilian clinic or hospital		Radio button, one-up vertical	Single

Required Y/N	Special Instructions
Y	
Y	
N	

Required Y/N	Special Instructions
N	
N	

Model Instance Name:
DOD TRICARE
MID: EkBkYwMF5pUhJZsslPM89w==
Date: 11/10/2008

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DOD TRICARE 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
5923		How frequently do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Drop down, select one	Single	Y
MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (Including government and supporting contractors) Media/Researcher Other	E, F, G	Radio button, one-up vertical	Single	Y
5929	SKIP E	For TRICARE beneficiaries only- which best describes your status?	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary		Radio button, one-up vertical	Single	N

Model Instance Name:
DOD TRICARE
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Date: 11/10/2008

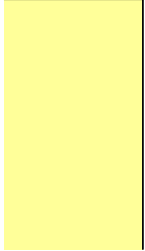
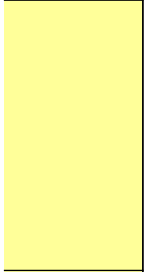
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
MMM00068	SKIP F	For TRICARE beneficiaries only: which of the following best describes your TRICARE enrollment option?	Not Applicable		Radio button, one-up vertical	Single	N
			Sponsor is active duty (no premium paid)				
			Sponsor is active duty and family member has disenrolled from Prime to use TRICARE Standard				
			Sponsor is retired and we pay either \$230/individual or \$460/family per year				
			Sponsor is retired and we pay the Medicare Part B premium; TRICARE for Life				
Sponsor is retired (and we do NOT pay either a TRICARE or Medicare Part B premium; TRICARE Standard)							
5928	SKIP G	For TRICARE beneficiaries only- do you receive most of your care from:	A military clinic or hospital A civilian clinic or hospital		Radio button, one-up vertical	Single	N



Special
Instructions



Special Instructions

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MMM00067		Which of the following best describes your role in visiting our site today?	TRICARE beneficiary Family, friend or caregiver of TRICARE beneficiary Future TRICARE beneficiary TRICARE Network Provider or Provider Staff TRICARE Non-Network Provider or Provider Staff Prospective TRICARE Provider or Provider Staff Military Treatment Facility Clinical Staff TRICARE Beneficiary Advisors and Customer Service Staff All other Military Health System/TRICARE staff (Including government and supporting contractors) Media/Researcher Other	E, F, G	Radio button, one-up vertical	Single	Y
5929	SKIP E	<i>For TRICARE beneficiaries only- which best describes your status?</i>	Active Duty Service Member Family of Active Duty Service Member Family of Deceased Active Duty Service Member National Guard or Reserve Member (Activated) Family of National Guard or Reserve Member (Activated) National Guard or Reserve member (Non-Activated) Family of National Guard or Reserve Member (Non-Activated) Retired Service Member Family of Retired Service Member Family of Deceased Retired Service Member Other Beneficiary		Radio button, one-up vertical	Single	N

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5928	SKIP G	<i>For TRICARE beneficiaries only- do you receive most of your care from:</i>	A military clinic or hospital A civilian clinic or hospital		Radio button, one-up vertical	Single	N



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