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)**

Questionnaire Resources:
1. Questionnaire Design and Approval Process
2. Question Grouping Rules
3. OPS vs. Skip Logic Decision for "Other, Please Specify"
4. Model and Custom Question Checks_ SRA
5. Model and Custom Question Checks_ Team LeadManager
6. Model and Custom Question Checks_ DOT
7. Foreign Language Survey Instructions

Client Name:
Measure Name:

Custom Qualifier Page	*Please Select*
Custom Invitation Text?	*Please Select*
Custom Tracker Text?	*Please Select*
Custom Welcome/ Thank You Text?	*Please Select*

Language(s)	If other language not listed, please specify.	Website URL	MID(s) *(DOT FILL THIS IN)*	Measure Name(s) *(DOT WIll FILL THIS IN)*
Please Select a Language				
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FORESEE

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 website.~~

Examples

Welcome Text Example

Thank You Text Example

FORESEE

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

ELEMENTS (drivers of satisfaction)

Content (1=Poor, 10=Excellent, Don't Know)

Please rate your perception of the **accuracy of information** on this site.

Please rate the **quality of information** on this site.

Please rate the **freshness of content** on this site.

Look and Feel (1=Poor, 10=Excellent, Don't Know)

Please rate the **visual appeal** of this site.

Please rate the **balance of graphics and text** on this site.

Please rate the **readability of the pages** on this site.

Navigation (1=Poor, 10=Excellent, Don't Know)

Please rate **how well the site is organized**.

Please rate the **options available for navigating** this site.

Please rate **how well the site layout helps you find what you are looking for.**

Please rate the **number of clicks to get where you want** on this site.

Site Performance (1=Poor, 10=Excellent, Don't Know)

Please rate how **quickly pages load** on this site.

Please rate the **consistency of speed from page to page** on this site.

Please rate the **ability to load pages without getting error messages** on this site.

Online Transparency (1=Poor, 10=Excellent, Don't Know)

Please rate how **thoroughly** this site **discloses information** about what this Agency is doing.

Please rate how **quickly Agency information is made available** on this site.

Please rate how well information about this Agency's actions **can be accessed by the public** on this site.

CUSTOMER SATISFACTION

Satisfaction

What is your **overall satisfaction** with this site?
(1=Very Dissatisfied, 10=Very Satisfied)

How well does this site **meet your expectations**?
(1=Falls Short, 10=Exceeds)

How does this site **compare to your idea of an ideal website**?
(1=Not Very Close, 10=Very Close)

FUTURE BEHAVIORS

Return (1=Very Unlikely, 10=Very Likely)

How likely are you to **return to this site**?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to **recommend this site to someone else**?

Primary Resource (1=Very Unlikely, 10=Very Likely)

How likely are you to use this site as your **primary resource for obtaining information from Health and Human Services Office for Civil Rights?**

Trust (1=Strongly Disagree, 10=Strongly Agree)

I can count on this Agency to **act in my best interests.**

I consider this Agency to be **trustworthy.**

This Agency can be trusted to **do what is right.**

Model Instance Name								
HHS OCR				red & strike-through: DELETE				
MID: doQhU1ZZoUowo8lpohgEJg==				*underlined & italicized*: RE-ORDER				
Date: 9/15/2011				pink: ADDITION				
				blue + -->: REWORDING				

QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC4713		How frequently do you visit this site?	SAC4713A001	This is my first time visiting the site		Radio button, one-up vertical	Single	Y		Frequency of Visit
			SAC4713A002	Daily						
			SAC4713A003	About once a week						
			SAC4713A004	About once a month						
			SAC4713A005	Every few months						
			SAC4713A006	Every 6 months or less often						
SAC4714		What *best describes* your *role* in visiting the site today?	SAC4714A001	General Public		Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Role
			SAC4714A002	Health Care Professional						
			SAC4714A003	Human Services Professional						
			SAC4714A004	HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)						
			SAC4714A005	Health Care Clearinghouse						
			SAC4714A006	Health Plan Provider(Health insurance companies, HMOs, Company health plans, Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs)						
			SAC4714A007	HIPAA Business Associate						
			SAC4714A008	Federal Government						
			SAC4714A009	State/Local/Tribal Government						
			SAC4714A010	Consultant/Legal						
			SAC4714A011	HHS Employee						
			SAC4714A012	Community Based Organization/Non Profit						
			SAC4714A013	Advocacy Group						
			SAC4714A014	Journalist/Media						
			SAC4714A015	Researcher						
			SAC4714A016	Educator						
				Student, including research for an assignment						
			SAC4714A017	Other, please specify	A					
SAC4715	A	What *best describes* your *role* in visiting the site today?				Radio button, one-up vertical	Single	Y	Skip Logic Group	E_Primary Role
SAC4716		Please select your *primary reason* for visiting the site today? (Please select all that apply).	SAC4716A001	Information on Civil Rights	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason
			SAC4716A002	Information on Health Information Privacy	B					
				Omnibus HIPAA Rule						
			SAC4716A003	File a Complaint	C,D					
			SAC4716A004	Information on how to file a Complaint	D					
				HIPAA Audit Protocol						
			SAC4716A005	Press Releases/News						
			SAC4716A006	Training Materials	E					
				Research						
			SAC4716A007	Just Browsing						
			SAC4716A008	Sign up for Listserv						
			SAC4716A009	Other, please specify	Z					
SAC4717	Z	Please describe your *primary reason* for visiting the site today.				Text area, no char limit		N	Skip Logic Group	OE_Primary Reason
SAC4718	A	Please tell us what *Civil Rights Information* you were looking for today?	SAC4718A001	General Civil Rights Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Info
			SAC4718A002	Race, Color and National Origin Discrimination						
			SAC4718A003	Language Access/L.E.P						
			SAC4718A004	Disability Discrimination						
			SAC4718A005	Olmstead						
			SAC4718A006	Age Discrimination						
			SAC4718A007	Enforcement Activities						
			SAC4718A008	Hill-Burton Act						
			SAC4718A009	Section 1553 of the Affordable Care Act						
			SAC4718A010	Medicare Part A Certification						
			SAC4718A011	Federal Health Care Conscience Protection Statues						
			SAC4718A012	Civil Rights Fact Sheet						
			SAC4718A013	Other, please specify	AA					

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HHS OCR CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC4719	AA	Please tell us specifically what **Civil Rights Information** you were looking for today.				Text area, no char limit		N	Skip Logic Group	OE_Other Civil Rights Info
SAC4720	B	Please tell us what **Health Information Privacy Information** you were looking for today?	SAC4720A001	General Health Information Privacy Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Health Information
			SAC4720A002	HIPAA Privacy Rule						
			SAC4720A003	HIPAA Security Rule						
			SAC4720A004	Breach Notification Rule						
			SAC4720A005	Patient Safety and Quality Improvement Act of 2005 (PSQIA)						
				Model Business Associate Agreement						
			SAC4720A006	Audit Program Information						
			SAC4720A007	Information for Covered Entities						
			SAC4720A008	Information for Consumers/Individuals						
			SAC4720A009	States Attorneys General						
			SAC4720A010	Enforcement Activities						
			SAC4720A011	Other, please specify	BB					
SAC4721	BB	Please tell us specifically what **Health Information Privacy Information** you were looking for today.				Text area, no char limit		N	Skip Logic Group	OE_Other Health Info
SAC4722	C	Please tell us what type of complaint you were looking to file	SAC4722A001	Civil Rights Discrimination Complaint		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Complaint
			SAC4722A002	HIPAA Privacy Rule Complaint						
			SAC4722A003	HIPAA Security Rule Complaint						
			SAC4722A004	Patient Safety Confidentiality Complaint (PSQIA)						
			SAC4722A005	Federal Health Care Conscience Protection Statutes						
			SAC4722A006	Other, please specify	CC					
SAC4723	CC	Please tell us what other civil rights discrimination complaint you were looking to file.				Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
SAC4724	D	Did you download information on how to file a complaint?	SAC4724A001	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Download how to File
			SAC4724A002	No						
			SAC4724A003	I don't know						
SAC4725	DD	Was this information useful?	SAC4725A001	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Use of How to file com
			SAC4725A002	No						
			SAC4725A003	I don't know						
SAC4726	E	Please tell us what training materials you were looking for.				Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
ACQinh0019336		Did you visit the Audit Program Protocol section of the site today?		Yes	A,B	Radio button, one-up vertical		Y	Skip Logic Group	Audit Protocol Use
				No						
				Don't know						
ACQinh0019337	A	Did you find what you were looking for using the Audit Program Protocol?		Yes		Radio button, one-up vertical		Y	Skip Logic Group	Audit Protocol Find
				No						
ACQinh0019338	B	Do you have any suggestions for improving the Audit Program Protocol?				Text area, no char limit		N	Skip Logic Group	OE_Improve Audit Protocol
SAC4727		Did you find what you were looking for on the site today?	SAC4727A001	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Ability to Find
			SAC4727A002	No	A,B					
SAC4728	A	Please tell us specifically what you couldn't find on the site today:				Text area, no char limit	Single	N	Skip Logic Group	OE_Ability to Find

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC4729	B	Please tell us why you were not able to find what you were looking for. (Please select all that apply)	SAC4729A001	I could not access the information on site		Checkbox, one-up vertical	Multi	N	Skip Logic Group	Unable to Find
			SAC4729A002	The search results did not appear relevant						
			SAC4729A003	The links did not take me where I wanted						
			SAC4729A004	The labeling on lists didn't match what I was looking for						
			SAC4729A005	How the information is organized on the site wasn't clear						
			SAC4729A006	The navigation options were difficult to understand						
			SAC4729A007	Other						
ACQinh0019339		Did you use the one of Frequently Asked Questions portion of the site today?		Yes		Radio button, one-up vertical	Single	Y	Skip logic Group	FAQ use
				No	A,B					
ACQinh0019340	A	Which FAQ section did you use today?		HIPAA						
				Civil Rights						
				I don't know/don't remember						
ACQinh0019341	B	Did you find what you were looking for?		Yes						
				No	BB					
ACQinh0019342	BB	Please tell us what you could not find using the Frequently Asked questions today:				Text area, no char limit		N	Skip Logic Group	OE_FAQ Unable to fin
ACQinh0023735		How did arrive at this site today?		Search engine (e.g. Google, Bing, etc.)				Y	Skip Logic Group	Learn about Site
				An online ad						
				Link from another site						
				Bookmark						
				Blog or other Social Media (e.g. Facebook, Twitter)						
				Email Link						
				Word of mouth						
				Other (please specify):	A					
ACQinh0023736	A	Please tell us how you learned of this site:				Text area, no char limit		N		OE_Learn about Site
SAC4730		How did you look for information on the site today? (Please select all that apply.)	SAC4730A001	Search feature at top of page	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Tools
			SAC4730A002	Navigation tabs across the top of the page	C					
			SAC4730A003	Navigation links along left side of page	C					
			SAC4730A004	The links along the right side of the page	C					
			SAC4730A005	The links in the body of the page	C					
			SAC4730A006	Other, please specify	D					
SAC4731	D	Other way I looked for information:				Text area, no char limit		N	Skip Logic Group	OE_Navigation
SAC4732	A	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	SAC4732A001	Results were satisfactory (met my expectations)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Experience
			SAC4732A002	Results were not relevant	B					
			SAC4732A003	Too many results	B					
			SAC4732A004	Not enough results	B					
			SAC4732A005	Returned NO results	B					
			SAC4732A006	Received error message(s)	B					
			SAC4732A007	Search speed was too slow	B					
			SAC4732A008	I experienced a different search issue (please explain):	AA, B					
SAC4733	AA	Please tell us what your search experience was today.				Text area, no char limit		N	Skip Logic Group	OE_Search
SAC4734	B	How can we make the search feature more useful to you?				Text area, no char limit		N	Skip Logic Group	Search Improvement
SAC4735	C	What specific ways can we improve your experience *navigating* this site?				Text area, no char limit		N		OE_Improve Navigatio
ACQinh0023737		Please rate the clarity of the wording on this site.		1=Poor		Radio button, scale, has don't know	S	Y		Clear
				2						
				3						
				4						
				5						
				6						
				7						
				8						

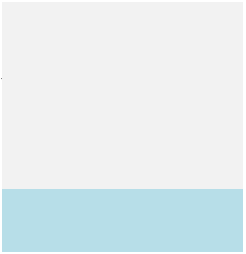| HHS OCR CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	AnswerIDs *(DOT)*	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
				9						
				Excellent=10						
				Don't know						
ACQinh0023738		Please rate how well you understand the wording on this site.		1=Poor		Radio button, scale, has don't know	S	Y		Understandable
				2						
				3						
				4						
				5						
				6						
				7						
				8						
				9						
				Excellent=10						
				Don't know						
ACQinh0023739		Please rate the site on its use of short, clear sentences		1=Poor		Radio button, scale, has don't know	S	Y		Concise
				2						
				3						
				4						
				5						
				6						
				7						
				8						
				9						
				Excellent=10						
				Don't know						
SAC4741		Please select the category that includes your age.	SAC4741A001	Under 18		Drop down, select one	Single	N		Age
			SAC4741A002	18-24						
			SAC4741A003	25-34						
			SAC4741A004	35-44						
			SAC4741A005	45-54						
			SAC4741A006	55-64						
			SAC4741A007	65-74						
			SAC4741A008	75 or older						
			SAC4741A009	Prefer not to answer						
SAC4742		What is your gender?	SAC4742A001	Male		Drop down, select one	Single	N		Gender
			SAC4742A002	Female						
			SAC4742A003	Prefer not to answer						
SAC4743		If you could recommend **one change** to improve this site what would it be?				Text area, no char limit		N		OE_Improvement

Type Info

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Model Instance Name										
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Date: 9/15/2011				pink: ADDITION						
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HHS OCR 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
SAC4713		How frequently do you visit this site?	This is my first time visiting the site		Radio button, one-up vertical	Single	Y		Frequency of Visit
			Daily						
			About once a week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC4714		What *best describes* your *role* in visiting the site today?	General Public		Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Role
			Health Care Professional						
			Human Services Professional						
			HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)						
			Health Care Clearinghouse						
			Health Plan Provider(Health insurance companies, HMOs, Company health plans, Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs)						
			HIPAA Business Associate						
			Federal Government						
			State/Local/Tribal Government						
			Consultant/Legal						
			HHS Employee						
			Community Based Organization/Non Profit						
			Advocacy Group						
			Journalist/Media						
			Researcher						
			Educator						
			Student, including research for an assignment						
			Other, please specify	A					
SAC4715	A	What *best describes* your *role* in visiting the site today?			Radio button, one-up vertical	Single	Y	Skip Logic Group	E_Primary Role
SAC4716		Please select your *primary reason* for visiting the site today? (Please select all that apply).	Information on Civil Rights	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason
			Information on Health Information Privacy	B					
			Omnibus HIPAA Rule						
			File a Complaint	C,D					
			Information on how to file a Complaint	D					
			HIPAA Audit Protocol						
			Press Releases/News						
			Training Materials	E					
			Research						
			Just Browsing						
			Sign up for Listserv						
			Other, please specify	Z					
SAC4717	Z	Please describe your *primary reason* for visiting the site today.			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason
SAC4718	A	Please tell us what *Civil Rights Information* you were looking for today?	General Civil Rights Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Info
			Race, Color and National Origin Discrimination						
			Language Access/L.E.P						
			Disability Discrimination						
			Olmstead						
			Age Discrimination						
			Enforcement Activities						
			Hill-Burton Act						
			Section 1553 of the Affordable Care Act						
			Medicare Part A Certification						
			Federal Health Care Conscience Protection Statues						
			Civil Rights Fact Sheet						
			Other, please specify	AA					

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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**

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
SAC4719	AA	Please tell us specifically what **Civil Rights Information** you were looking for today.			Text area, no char limit		N	Skip Logic Group	OE_Other Civil Rights Info
SAC4720	B	Please tell us what **Health Information Privacy Information** you were looking for today?	General Health Information Privacy Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Health Information
			HIPAA Privacy Rule						
			HIPAA Security Rule						
			Breach Notification Rule						
			Patient Safety and Quality Improvement Act of 2005 (PSQIA)						
			Model Business Associate Agreement						
			Audit Program Information						
			Information for Covered Entities						
			Information for Consumers/Individuals						
			States Attorneys General						
			Enforcement Activities						
			Other, please specify	BB					
SAC4721	BB	Please tell us specifically what **Health Information Privacy Information** you were looking for today.			Text area, no char limit		N	Skip Logic Group	OE_Other Health Info
SAC4722	C	Please tell us what type of complaint you were looking to file	Civil Rights Discrimination Complaint		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Complaint Type Info
			HIPAA Privacy Rule Complaint						
			HIPAA Security Rule Complaint						
			Patient Safety Confidentiality Complaint (PSQIA)						
			Federal Health Care Conscience Protection Statutes						
			Other, please specify	CC					
SAC4723	CC	Please tell us what other civil rights discrimination complaint you were looking to file.			Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
SAC4724	D	Did you download information on how to file a complaint?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Download how to File
			No						
			I don't know						
SAC4725	DD	Was this information useful?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Use of How to file complaint
			No						
			I don't know						
SAC4726	E	Please tell us what training materials you were looking for.			Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
ACQinh0019336		Did you visit the Audit Program Protocol section of the site today?	Yes	A,B	Radio button, one-up vertical		Y	Skip Logic Group	Audit Protocol Use
			No						
			Don't know						
ACQinh0019337	A	Did you find what you were looking for using the Audit Program Protocol?	Yes		Radio button, one-up vertical		Y	Skip Logic Group	Audit Protocol Find
			No						
ACQinh0019338	B	Do you have any suggestions for improving the Audit Program Protocol?			Text area, no char limit		N	Skip Logic Group	OE_Improve Audit Protocol
SAC4727		Did you find what you were looking for on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Ability to Find
			No	A,B					
SAC4728	A	Please tell us specifically what you couldn't find on the site today:			Text area, no char limit	Single	N	Skip Logic Group	OE_Ability to Find

Model Instance Name
HHS OCR
MID: doQhU1ZZoUowo8lpohgEJg==
Date: 9/15/2011

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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
SAC4729	B	Please tell us why you were not able to find what you were looking for. (Please select all that apply)	I could not access the information on site		Checkbox, one-up vertical	Multi	N	Skip Logic Group	Unable to Find
			The search results did not appear relevant						
			The links did not take me where I wanted						
			The labeling on lists didn't match what I was looking for						
			How the information is organized on the site wasn't clear						
			The navigation options were difficult to understand						
			Other						
ACQinh0019339		Did you use the one of Frequently Asked Questions portion of the site today?	Yes	A,B	Radio button, one-up vertical	Single	Y	Skip logic Group	FAQ use
			No						
ACQinh0019340	A	Which FAQ section did you use today?	HIPAA						
			Civil Rights						
			I don't know/don't remember						
ACQinh0019341	B	Did you find what you were looking for?	Yes						
			No	BB					
ACQinh0019342	BB	Please tell us what you could not find using the Frequently Asked questions today:			Text area, no char limit		N	Skip Logic Group	OE_FAQ Unable to find
		How did arrive at this site today?	Search engine (e.g. Google, Bing, etc.)				Y	Skip Logic Group	Learn about Site
			An online ad						
			Link from another site						
			Bookmark						
			Blog or other Social Media (e.g. Facebook, Twitter)						
			Email Link						
			Word of mouth						
			Other (please specify):	A					
	A	Please tell us how you learned of this site:			Text area, no char limit		N		OE_Learn about Site
SAC4730		How did you look for information on the site today? (Please select all that apply.)	Search feature at top of page	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Tools
			Navigation tabs across the top of the page	C					
			Navigation links along left side of page	C					
			The links along the right side of the page	C					
			The links in the body of the page	C					
			Other, please specify	D					
SAC4731	D	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group	OE_Navigation
SAC4732	A	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	Results were satisfactory (met my expectations)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Experience
			Results were not relevant	B					
			Too many results	B					
			Not enough results	B					
			Returned NO results	B					
			Received error message(s)	B					
			Search speed was too slow	B					
			I experienced a different search issue (please explain):	AA, B					
SAC4733	AA	Please tell us what your search experience was today.			Text area, no char limit		N	Skip Logic Group	OE_Search
SAC4734	B	How can we make the search feature more useful to you?			Text area, no char limit		N	Skip Logic Group	Search Improvement
SAC4735	C	What specific ways can we improve your experience *navigating* this site?			Text area, no char limit		N		OE_Improve Navigation
		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y		Clear
			2						
			3						
			4						
			5						
			6						

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

HHS OCR 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
			7						
			8						
			9						
			Excellent=10						
			Don't know						
		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y		Understandable
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			Excellent=10						
			Don't know						
		Please rate the site on its use of short, clear sentences	1=Poor		Radio button, scale, has don't know	S	Y		Concise
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			Excellent=10						
			Don't know						
SAC4741		Please select the category that includes your age.	Under 18		Drop down, select one	Single	N		Age
			18-24						
			25-34						
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						
SAC4742		What is your gender?	Male		Drop down, select one	Single	N		Gender
			Female						
			Prefer not to answer						
SAC4743		If you could recommend **one change** to improve this site what would it be?			Text area, no char limit		N		OE_Improvement

HHS OCR 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
SAC4713		How frequently do you visit this site?	This is my first time visiting the site		Radio button, one-up vertical	Single	Y		Frequency of Visit
			Daily						
			About once a week						
			About once a month						
			Every few months						
			Every 6 months or less often						
SAC4714		What **best describes** your **role** in visiting the site today?	General Public		Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Role
			Health Care Professional						
			Human Services Professional						
			HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)						
			Health Care Clearinghouse						
			Health Plan Provider(Health insurance companies, HMOs, Company health plans, Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs)						
			HIPAA Business Associate						
			Federal Government						
			State/Local/Tribal Government						
			Consultant/Legal						
			HHS Employee						
			Community Based Organization/Non Profit						
			Advocacy Group						
			Journalist/Media						
			Researcher						
			Educator						
			Student, including research for an assignment						
			Other, please specify	A					
SAC4715	A	What **best describes** your **role** in visiting the site today?			Radio button, one-up vertical	Single	Y	Skip Logic Group	E_Primary Role
SAC4716		Please select your **primary reason** for visiting the site today? (Please select all that apply).	Information on Civil Rights	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason
			Information on Health Information Privacy	B					
			File a Complaint	C,D					
			Information on how to file a Complaint	D					
			HIPAA Audit Protocol						
			Press Releases/News						
			Training Materials	E					
			Research						
			Just Browsing						
			Sign up for Listserv						
			Other, please specify	Z					
SAC4717	Z	Please describe your **primary reason** for visiting the site today.			Text area, no char limit		N	Skip Logic Group	OE_Primary Reason
SAC4718	A	Please tell us what **Civil Rights Information** you were looking for today?	General Civil Rights Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Info
			Race, Color and National Origin Discrimination						
			Language Access/L.E.P						
			Disability Discrimination						
			Olmstead						
			Age Discrimination						
			Enforcement Activities						
			Hill-Burton Act						
			Section 1553 of the Affordable Care Act						
			Medicare Part A Certification						
			Federal Health Care Conscience Protection Statues						

Model Instance Name		
HHS OCR		
MID: doQhU1ZZoUowo8lpohgEJg==		
Date: 9/15/2011		

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HHS OCR 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
			Civil Rights Fact Sheet						
			Other, please specify	AA					
SAC4719	AA	Please tell us specifically what **Civil Rights Information** you were looking for today.			Text area, no char limit		N	Skip Logic Group	OE_Other Civil Rights Info
SAC4720	B	Please tell us what **Health Information Privacy Information** you were looking for today?	General Health Information Privacy Information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Health Information
			HIPAA Privacy Rule						
			HIPAA Security Rule						
			Breach Notification Rule						
			Patient Safety and Quality Improvement Act of 2005 (PSQIA)						
			Audit Program Information						
			Information for Covered Entities						
			Information for Consumers/Individuals						
			States Attorneys General						
			Enforcement Activities						
			Other, please specify	BB					
SAC4721	BB	Please tell us specifically what **Health Information Privacy Information** you were looking for today.			Text area, no char limit		N	Skip Logic Group	OE_Other Health Info
SAC4722	C	Please tell us what type of complaint you were looking to file	Civil Rights Discrimination Complaint		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Civil Rights Complaint Type Info
			HIPAA Privacy Rule Complaint						
			HIPAA Security Rule Complaint						
			Patient Safety Confidentiality Complaint (PSQIA)						
			Federal Health Care Conscience Protection Statutes						
			Other, please specify	CC					
SAC4723	CC	Please tell us what other civil rights discrimination complaint you were looking to file.			Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
SAC4724	D	Did you download information on how to file a complaint?	Yes	DD	Radio button, one-up vertical	Single	N	Skip Logic Group	Download how to File
			No						
			I don't know						
SAC4725	DD	Was this information useful?	Yes		Radio button, one-up vertical	Single	N	Skip Logic Group	Use of How to file complaint
			No						
			I don't know						
SAC4726	E	Please tell us what training materials you were looking for.			Text area, no char limit		N	Skip Logic Group	OE_Other CR Complaint Info
		Did you visit the Audit Program Protocol section of the site today?	Yes	A,B	Radio button, one-up vertical		Y		Audit Protocol Use
			No						
			Don't know						
	A	Did you find what you were looking for using the Audit Program Protocol?	Yes		Radio button, one-up vertical		Y		Audit Protocol Find
			No						
	B	Do you have any suggestions for improving the Audit Program Protocol?			Text area, no char limit		N		OE_Improve Audit Protocol
SAC4727		Did you find what you were looking for on the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Ability to Find
			No	A,B					
SAC4728	A	Please tell us specifically what you couldn't find on the site today:			Text area, no char limit	Single	N	Skip Logic Group	OE_Ability to Find

Can this be a scale in middle of the Skip Logic Series?

Model Instance Name
HHS OCR
MID: doQhU1ZZoUowo8lpohgEJg==
Date: 9/15/2011

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			HHS OCR 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
SAC4729	B	Please tell us why you were not able to find what you were looking for. (Please select all that apply)	I could not access the information on site		Checkbox, one-up vertical	Multi	N	Skip Logic Group	Unable to Find
			The search results did not appear relevant						
			The links did not take me where I wanted						
			The labeling on lists didn't match what I was looking for						
			How the information is organized on the site wasn't clear						
			The navigation options were difficult to understand						
			Other						
		Did you use the one of Frequently Asked Questions portion of the site today?	Yes	A,B	Radio button, one-up vertical	Single	Y	Skip logic Group	FAQ use
			No						
	A	Which FAQ section did you use today?	HIPAA						
			Civil Rights						
			I don't know/don't remember						
	B	Did you find what you were looking for?	Yes						
			No	BB					
	BB	Please tell us what you could not find using the Frequently Asked questions today:			Text area, no char limit		N	Skip Logic Group	OE_FAQ Unable to find
SAC4730		How did you look for information on the site today? (Please select all that apply.)	Search feature at top of page	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation Tools
			Navigation tabs across the top of the page	C					
			Navigation links along left side of page	C					
			The links along the right side of the page	C					
			The links in the body of the page	C					
			Other, please specify	D					
SAC4731	D	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group	OE_Navigation
SAC4732	A	Please tell us about your **experience with the site's search feature** today. (Please select all that apply.)	Results were satisfactory (met my expectations)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Experience
			Results were not relevant						
			Too many results						
			Not enough results						
			Returned NO results						
			Received error message(s)						
			Search speed was too slow						
			I experienced a different search issue (please explain):	AA, B					
SAC4733	AA	Please tell us what your search experience was today.			Text area, no char limit		N	Skip Logic Group	OE_Search
SAC4734	B	How can we make the search feature more useful to you?			Text area, no char limit		N	Skip Logic Group	Search Improvement
SAC4735	C	What specific ways can we improve your experience *navigating* this site?			Text area, no char limit		N		OE_Improve Navigation
SAC4736		Do you use *social media regularly* (at least once a month)?	Yes	A,B	Radio button, one-up vertical	Single	N	Skip Logic Group	Social Media Use
			No						
SAC4737	A	Which of the following *social media* do you *use regularly* (at least once a month)? (please select all that apply).	Facebook					Skip Logic Group	SM_UseRegularly
			Twitter						
			LinkedIn						
			Blogs						
			YouTube						
			Other, please specify	AA					
SAC4738	AA	Other social media used regularly:			Text area, no char limit		N	Skip Logic Group	OE_Other SM
SAC4739	B	How would you *like* to use *social media to interact* with this site? (please select all that apply)	Bookmark or tag pages		Checkbox, two-up vertical	Multi	N	Skip Logic Group	SM_Interact
			In social networks						
			By adding comments, ratings, or reviews						
			Reading blogs						

HHS OCR 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
			Receiving newsletters/email updates						
			Subscribing to RSS feeds						
			Audio/video podcasts						
			Adding a widget or gadget to my personalized page						
			Following a microblog (Twitter, Facebook, etc)						
			I'd prefer not to interact with this site through social media						
			Other, please specify	BB					
SAC4740	BB	Please tell us another way you would like to use social media to interact with us:			Text area, no char limit		N	Skip Logic Group	OE_SM
SAC4741		Please select the category that includes your age.	Under 18		Drop down, select one	Single	N		Age
			18-24						
			25-34						
			35-44						
			45-54						
			55-64						
			65-74						
			75 or older						
			Prefer not to answer						
SAC4742		What is your gender?	Male		Drop down, select one	Single	N		Gender
			Female						
			Prefer not to answer						
SAC4743		If you could recommend **one change** to improve this site what would it be?			Text area, no char limit		N		OE_Improvement

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