



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
Content - Accuracy	<p>x (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate your perception of the accuracy of information on this site.</p>	Satisfaction - Overall	<p>Satisfaction</p> <p>What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>Return (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to return to this site?</p>
Content - Quality	<p>Please rate the quality of information on this site.</p>	Satisfaction - Expectations	<p>How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
Content - Freshness	<p>Please rate the freshness of content on this site.</p>	Satisfaction - Ideal	<p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>How likely are you to recommend this site to someone else?</p>
Functionality - Usefulness	<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the usefulness of the website tools provided on this site.</p>			
Functionality - Convenient	<p>Please rate the convenient placement of the website tools on this site.</p>			
Functionality - Variety	<p>Please rate the variety of website tools on this site.</p>			
Look and Feel - Appeal	<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the visual appeal of this site.</p>			
Look and Feel - Balance	<p>Please rate the balance of graphics and text on this site.</p>			
Look and Feel - Readability	<p>Please rate the readability of the pages on this site.</p>			
Navigation - Organized	<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate how well the site is organized.</p>			
Navigation - Options	<p>Please rate the options available for navigating this site.</p>			
Navigation - Layout	<p>Please rate how well the site layout helps you find what you are looking for.</p>			
Navigation - Clicks	<p>Please rate the number of clicks to get where you want on this site.</p>			
Site Performance - Loading	<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate how quickly pages load on this site.</p>			
Site Performance - Consistency	<p>Please rate the consistency of speed from page to page on this site.</p>			
Site Performance - Errors	<p>Please rate the ability to load pages without getting error messages on this site.</p>			



Dept of Health and Human Services
 HRSA V2
 MID: M5kIA5I0t140kYx1Y0Y8pQ==
 partitioned: Yes
 Date: 8/6/2011

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

HRSA V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	AnswerID_DOT	Answer Choices (limited to 50 characters)	Skip to
LNH0450		How likely are you to communicate with HRSA in the next 90 days?	LNH0450A01	1--Not at All Likely	
			LNH0450A02		2
			LNH0450A03		3
			LNH0450A04		4
			LNH0450A05		5
			LNH0450A06		6
			LNH0450A07		7
			LNH0450A08		8
			LNH0450A09		9
			LNH0450A10	10-Very Likely	
			LNH0450A11	NA	
LNH0451		I can count on the HRSA to act in my best interests.	LNH0451A01	1--Strongly Disagree	
			LNH0451A02		2
			LNH0451A03		3
			LNH0451A04		4
			LNH0451A05		5
			LNH0451A06		6
			LNH0451A07		7
			LNH0451A08		8
			LNH0451A09		9
			LNH0451A10	10-Strongly Agree	
			LNH0451A11	NA	
ACQhar0015195		What source brought you to the HRSA site today?	LNH0452A01	Internet search	
			LNH0452A02	Link from other website	
			LNH0452A03	News article	
			LNH0452A04	I came directly to the HRSA site for a specific reason	
			LNH0452A05	I already knew about the site	
			LNH0452A06	Don't Know	
			LNH0452A07	Other, please specify	A
ACQhar0015196	A	What other source brought you to the site?			
LNH0454		How frequently do you visit this site?	LNH0454A01	First time	
			LNH0454A02	More than once a day	
			LNH0454A03	Daily	
			LNH0454A04	About once a week	
			LNH0454A05	About once a month	
			LNH0454A06	Every 6 months or less	
ACQhar0015197		Which best describes you?	LNH0455A01	Physician/Nurse/Health Professional	
			LNH0455A02	Student	
			LNH0455A03	Employee of Fed/State/Local Gov't	
			LNH0455A04	Grantee	
			LNH0455A05	Grant Writer	
			LNH0455A06	Researcher	
			LNH0455A07	Media Professional	

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			LNH0455A08 LNH0455A09	General Public Other, please specify:	
ACQhar0015198	A	If you selected "other" to "which best describes you", please specify:			
ACQhar0015199		What is your primary reason for visiting this site today?	LNH0457A01 LNH0457A02 LNH0457A03 LNH0457A04 LNH0457A05 LNH0457A06 LNH0457A07 LNH0457A08 LNH0457A09 LNH0457A10	Apply/search for scholarship, loan, loan repayment Apply/search for grant opportunities Report/manage my grant Obtain data Locate resources and technical assistance Get health information Find affordable health care Seeking employment Just browsing Other, please specify:	B,C A
ACQhar0015200	A	If you selected "other" to "what was your primary reason for visiting the site", please specify:			

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, scale, has don't know	S	Y	
Radio button, scale, has don't know	S	Y	
Radio button, one-up vertical	S	Y	OPS Group
Text field, <100 char		N	OPS Group
Drop down, select one	S	Y	
Radio button, one-up vertical	S	Y	OPS Group

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Text field, <100 char		N	
Radio button, one-up vertical	S	Y	Skip Logic Group Randomize
Text field, <100 char		N	Skip Logic Group

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			LNH0450A03		3
			LNH0450A04		4
			LNH0450A05		5
			LNH0450A06		6
			LNH0450A07		7
			LNH0450A08		8
			LNH0450A09		9
			LNH0450A10	10-Very Likely	
			LNH0450A11	NA	
LNH0451		I can count on the HRSA to act in my best interests.	LNH0451A01	1--Strongly Disagree	
			LNH0451A02		2
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			LNH0451A04		4
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			LNH0451A07		7
			LNH0451A08		8
			LNH0451A09		9
			LNH0451A10	10-Strongly Agree	
			LNH0451A11	NA	
ACQhar0015195		What source brought you to the HRSA site today?	LNH0452A01	Internet search	
			LNH0452A02	Link from other website	
			LNH0452A03	News article	
			LNH0452A04	I came directly to the HRSA site for a specific reason	
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			LNH0452A06	Don't Know	
			LNH0452A07	Other, please specify	A
ACQhar0015196	A	What other source brought you to the site?			
LNH0454		How frequently do you visit this site?	LNH0454A01	First time	
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			LNH0455A08 LNH0455A09	General Public Other, please specify:	
ACQhar0015198	A	If you selected "other" to "which best describes you", please specify:			
ACQhar0015199		What is your primary reason for visiting this site today?	LNH0457A01 LNH0457A02 LNH0457A03 LNH0457A04 LNH0457A05 LNH0457A06 LNH0457A07 LNH0457A08 LNH0457A09 LNH0457A10	Apply/search for scholarship, loan, loan repayment Apply/search for grant opportunities Report/manage my grant Obtain data Locate resources and technical assistance Get health information Find affordable health care Seeking employment Just browsing Other, please specify:	B,C A
ACQhar0015200	A	If you selected "other" to "what was your primary reason for visiting the site", please specify:			

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, scale, has don't know	S	Y	
Radio button, scale, has don't know	S	Y	
Radio button, one-up vertical	S	Y	OPS Group
Text field, <100 char		N	OPS Group
Drop down, select one	S	Y	
Radio button, one-up vertical	S	Y	OPS Group

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Text field, <100 char		N	
Radio button, one-up vertical	S	Y	Skip Logic Group Randomize
Text field, <100 char		N	Skip Logic Group