

Model Instance Name:

ABMC

MID: Z8JhtlABUxIYNMI4MtgYNw==

Date: 1/19/2012



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 ABMC.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and how we can improve.

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

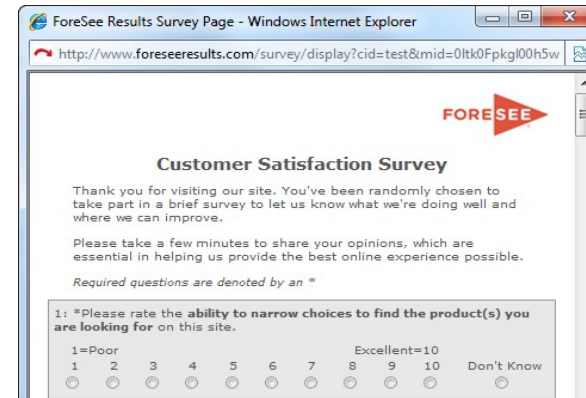
Thank You Text

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

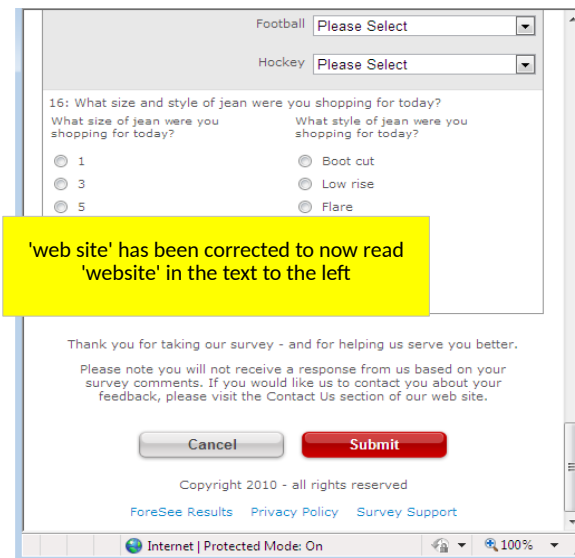
Please note you will not receive a response from us based on your survey comments. Please visit the Contact Us section of our website if you have further questions or feedback.

Examples

Welcome Text Example



Thank You Text Example



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Partitio Y

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ABMC

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	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate your perception of the accuracy of information on this site.	17 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20 How likely are you to return to this site in the next 30 days?
2 Please rate the quality of information on this site.	18 How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	19 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	21 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Historical Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the usefulness of the features (ex: videos, database, educational materials) provided on this site.		22 How likely are you to use this site as a historical resource for information about the world wars, and the Americans buried and memorialized in ABMC's cemeteries and memorials ?
5 Please rate the convenient placement of the features (ex: videos, database, educational materials) on this site.		Visit cemetery (1=Very Unlikely, 10=Very Likely)
6 Please rate the variety of features (ex: videos, database, educational materials) on this site.		23 How likely are you to visit one of ABMC's cemeteries or memorials ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the visual appeal of this site.		
8 Please rate the balance of graphics and text on this site.		
9 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized .		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for .		
13 Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
14 Please rate how quickly pages load on this site.		
15 Please rate the consistency of speed from page to page on this site.		
16 Please rate the ability to load pages without getting error messages on this site.		

Model Instance Name
 ABMC
 MID: Z8JhtlABUxLYNMI4MtgYNw==
 Date: 2/24/2014

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

ABMC 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
SAC7120		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site	A A A A A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Visit frequency
CAS0056342	A	During your visit today, did you notice the redesign of our website?	Yes No Not sure	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Noticed redesign
CAS0056343	B	How does the new site compare to the previous design?	Better than the previous design About the same as the previous design Worse than the previous design	C D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign opinion
CAS0056344	C	What made this experience better than the previous experience?			Text area, no char limit		N	Skip Logic Group	Why better
CAS0056344	D	What made this experience worse than the previous experience?			Text area, no char limit		N	Skip Logic Group	Why worse
SAC7121		Do any of the following describe you? (Please select all that apply)	Veteran Active Duty Military Educator Student Family member or friend of someone buried or memorialized in an ABMC cemetery Tourist who is planning to visit an ABMC cemetery or memorial None of the above		Checkbox, one-up vertical	Multi	Y		Role
CAS0056328		What area of the site did you primarily visit today?	About Us Cemeteries & Memorials Search ABMC Burials News & Events Learning & Resources Multimedia		Radio button, one-up vertical	Single	Y		Area
SAC7122		What was your main reason for visiting the site today?	Search for a specific individual buried or memorialized in an ABMC cemetery Find information on an ABMC cemetery or memorial Plan a visit to an ABMC cemetery or memorial View images and photos of cemetery or memorial Read about the latest news and/or events Use ABMC learning resources Explore the multimedia resources Explore the FAQs Contact ABMC Connect with ABMC social media networks Download the Pointe du Hoc mobile application Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate Research general historical information Other, please specify	B A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Main reason
SAC7123	A	What was your reason for visiting the site?			Text area, no char limit		N	Skip Logic Group	Other reason
SAC7129	B	Did you search a database today to find the name of an individual buried or memorialized at an ABMC cemetery?	Yes No Not sure	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use Database
SAC7130	F	Please describe your experience using the database (Select all that apply)	I received all the results I was looking for Database was easy to use Database was difficult to use I would like to be able to sort or narrow the search results further I would like more information about the individuals listed Other experience, please specify	G	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Database experience
SAC7131	G	What was your experience with the database?			Text area, no char limit		N	Skip Logic Group	Other database
SAC7127		Did you view the Normandy, Pointe Du Hoc, World War I or World War II educational interactive today?	Yes No	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use Interactive
SAC7128	E	How satisfied were you with your experience with the interactive?	Very satisfied Somewhat satisfied Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group	Interactive Satisfaction
SAC7132		Were you able to find the information you wanted today?	Yes, completely Yes, partially No	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find

SAC7133	H	What were you unable to find?			Text area, no char limit		N	Skip Logic Group	Unable to Find
CAS0056345		What other useful features or content would you like to see added to the ABMC site?			Text area, no char limit		N		Other features
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit		N		Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Y		Access Mobile Internet
ACQLiv0023321	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y		Phone or Tablet
CAS0031656	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry Another phone		Radio button, one-up vertical	Single	Y		Phone type
CAS0031637	X	Specifically, which type of tablet do you have?	iPad Kindle Android Blackberry Another tablet		Radio button, one-up vertical	Single	Y		Tablet type
ACQLiv0023322	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	C	Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage
ACQLiv0023323	C	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y,Z Z Z	Radio button, one-up vertical	Single	Y		Mobile Site Usage
CAS0031657	Y	What was the main reason you last visited ABMC using a mobile phone or tablet?			Text area, no char limit		N		Primary Mobile Reason
CAS0031658	Z	What resources/additional resources might you want to access from ABMC using a mobile phone or tablet?			Text area, no char limit		N		Desired Resources

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 ABMC
 MID: Z8JhtlABUxLYNMI4MtgYNw==
 Date: 2/24/2014

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ABMC 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	
SAC7120		How frequently do you visit this site?	Daily	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Visit frequency	
			Two to three times per week	A						
			About once a month	A						
			Every few months	A						
			Every 6 months or less often	A						
This is my first time visiting this site										
	A	During your visit today, did you notice the redesign of our website?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Noticed redesign	
			No							
			Not sure							
	B	How does the new site compare to the previous design?	Better than the previous design	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign opinion	
			About the same as the previous design							
			Worse than the previous design							D
	C	What made this experience better than the previous experience?			Text area, no char limit		N	Skip Logic Group	Why better	
	D	What made this experience worse than the previous experience?			Text area, no char limit		N	Skip Logic Group	Why worse	
SAC7121		Do any of the following describe you? (Please select all that apply)	Veteran		Checkbox, one-up vertical	Multi	Y		Role	
			Active Duty Military							
			Educator							
			Student							
			Family member or friend of someone buried or memorialized in an ABMC cemetery							
			Tourist who is planning to visit an ABMC cemetery or memorial							
None of the above										
		What area of the site did you primarily visit today?	About Us		Radio button, one-up vertical	Single	Y		Area	
			Cemeteries & Memorials							
			Search ABMC Burials							
			News & Events							
			Learning & Resources							
Multimedia										
SAC7122		What was your main reason for visiting the site today?	Search for a specific individual buried or memorialized in an ABMC cemetery	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Main reason	
			Find information on an ABMC cemetery or memorial							
			Plan a visit to an ABMC cemetery or memorial							
			View images and photos of cemetery or memorial							
			Read about the latest news and/or events							
			Use ABMC learning resources							
			Explore the multimedia resources							
			Explore the FAQs							
			Contact ABMC							
			Connect with ABMC social media networks							
			Download the Pointe du Hoc mobile application							
			Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate							B,C,D
			Find general information about ABMC							
Research general historical information										
Other, please specify	A									
SAC7123	A	What was your reason for visiting the site?			Text area, no char limit		N	Skip Logic Group	Other reason	
SAC7129	B	Did you search a database today to find the name of an individual buried or memorialized at an ABMC cemetery?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use Database	
			No							
			Not sure							
SAC7130	F	Please describe your experience using the database (Select all that apply)	I am satisfied with my experience		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Database experience	
			I received all the results I was looking for							
			Database was easy to use							
			Database was difficult to use							
			I would like to be able to search by criteria other than last name, state, unit, or and cemetery							
			I would like to be able to sort or narrow the search results further							
			I would like more information about the individuals listed							
I would like to be able to download lists of information from the database into a format such as excel										
Other experience, please specify	G									
SAC7131	G	What was your experience with the database?			Text area, no char limit		N	Skip Logic Group	Other database	
SAC7124	B	Which service did you want to order? (Please select all that apply)	Flowers		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	4) Service	
			Lithograph							
			Headstone photo							
			Korean War Honor Roll Certificate							
			Other							

SAC7125	C	How convenient did you find the ordering process?	Very convenient Somewhat convenient Somewhat inconvenient Very inconvenient		Radio button, one-up vertical	Single	Y	Skip Logic Group	5) Service convenience
SAC7126	D	Would you rather be able to complete your order on the website, or do you prefer the current process?	I would strongly prefer online ordering I would somewhat prefer online ordering I do not prefer one way or the other I somewhat prefer the current process I strongly prefer the current process		Radio button, one-up vertical	Single	Y	Skip Logic Group	6) Service order process
SAC7127		Did you view the Normandy, Pointe Du Hoc, World War I or World War II educational interactive today?	Yes No	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use Interactive
SAC7128	E	How satisfied were you with your experience with the interactive?	Very satisfied Somewhat satisfied Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group	Interactive Satisfaction
SAC7132		Were you able to find the information you wanted today?	Yes, completely Yes, partially No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find
SAC7133	H	What were you unable to find?		H	Text area, no char limit		N	Skip Logic Group	Unable to Find
SAC7134		Please rate how interested you would be in each of the following potential additions to the ABMC website-- Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	Video tours
SAC7135		Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	Video/photo archives
SAC7136		Educational resources such as lesson plans	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	Lesson plans
SAC7137		Educational resources such as additional interactive programs about military campaigns	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	More interactives
SAC7138		Information about individuals buried in ABMC cemeteries, such as personal letters and photos	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	Personal letters/photos
		What other useful features or content would you like to see added to the ABMC site?			Text area, no char limit		N		Other features
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit		N		Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	radio button, one-up vertical	Single	Y		Access Mobile Internet
ACQLiv0023321	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X	Checkbox, one-up vertical	Multi	Y		Phone or Tablet
CAS0031656	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry Another phone		Radio button, one-up vertical	Single	Y		Phone type
CAS0031637	X	Specifically, which type of tablet do you have?	iPad Kindle Android Blackberry Another tablet		Radio button, one-up vertical	Single	Y		Tablet type
ACQLiv0023322	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	C	radio button, one-up vertical	Single	Y		Federal Mobile Site Usage
ACQLiv0023323	C	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes No, but I plan to do so	Y, Z Z	radio button, one-up vertical	Single	Y		Mobile Site Usage

			No, but I might in the future	Z					
			No, and I don't plan to do so						
CAS0031657	Y	What was the main reason you last visited ABMC using a mobile phone or tablet?			Text area, no char limit		N		Primary Mobile Reason
CAS0031658	Z	What resources/additional resources might you want to access from ABMC using a mobile phone or tablet?			Text area, no char limit		N		Desired Resources

Model Instance Name
 ABMC
 MID: Z8JhtlABUxLYNMI4MtgYNw==
 Date: 6/17/2013

~~red & strike-through~~: DELETE
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ABMC 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
SAC7120		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Radio button, one-up vertical	Single	Y		1) Visit frequency
SAC7121		Do any of the following describe you? (Please select all that apply)	Veteran Active Duty Military Educator Student Family member or friend of someone buried or memorialized in an ABMC cemetery Tourist who is planning to visit an ABMC cemetery or memorial None of the above		Checkbox, one-up vertical	Multi	Y	Exclusive	2) Role
SAC7122		What was your main reason for visiting the site today?	Find information on a specific individual buried or memorialized in an ABMC cemetery Find information on an ABMC cemetery or memorial Plan a visit to an ABMC cemetery or memorial Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate Find general information about ABMC Research general historical information Other, please specify	B,C, D A	Radio button, one-up vertical	Single	Y	Skip Logic Group	3) Main reason
SAC7123	A	What was your reason for visiting the site?		A	Text area, no char limit	Single	N	Skip Logic Group	a) Other reason
SAC7124	B	Which service did you want to order? (Please select all that apply)	Flowers Lithograph Headstone photo Korean War Honor Roll Certificate Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	4) Service
SAC7125	C	How convenient did you find the ordering process?	Very convenient Somewhat convenient Somewhat inconvenient Very inconvenient		Radio button, one-up vertical	Single	Y	Skip Logic Group	5) Service convenience
SAC7126	D	Would you rather be able to complete your order on the website, or do you prefer the current process?	I would strongly prefer online ordering I would somewhat prefer online ordering I do not prefer one way or the other I somewhat prefer the current process I strongly prefer the current process		Radio button, one-up vertical	Single	Y	Skip Logic Group	6) Service order process
SAC7127		Did you view the Normandy or Pointe Du Hoc educational interactive today?	Yes No	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	7) Use Interactive
SAC7128	E	How satisfied were you with your experience with the interactive?	Very satisfied Somewhat satisfied Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group	8) Interactive Satisfaction
SAC7129		Did you search a database today to find the name of an individual buried or memorialized at an ABMC cemetery?	Yes No Not sure	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	9) Use Database
SAC7130	F	Please describe your experience using the database (Select all that apply)	I am satisfied with my experience I would like to be able to search by criteria other than last name, state, unit, or and cemetery I would like to be able to sort or narrow the search results I would like more information about the individuals listed I would like to be able to download lists of information from the database into a format such as excel Other experience, please specify	G	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	10) Database experience
SAC7131	G	What was your experience with the database?			Text area, no char limit	Single	N	Skip Logic Group	b) Other database
SAC7132		Were you able to find the information you wanted today?	Yes, completely Yes, partially No	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	11) Able to Find
SAC7133	H	What were you unable to find?			Text area, no char limit	Single	N	Skip Logic Group	c) Unable to Find
SAC7134		Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	12) Video tours
SAC7135		Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	13) Video/photo archives
SAC7136		Educational resources such as lesson plans	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	14) Lesson plans
SAC7137		Educational resources such as additional interactive programs about military campaigns	Extremely interested Very interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	15)More interactives

			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7138		Information about individuals buried in ABMC cemeteries, such as personal letters and photos	Extremely interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	16) Personal letters/photos
			Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit	Single	N		d) Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y		Access Mobile Internet
			No						
ACQLiv0023321	A	Which of the following devices do you have?	A SmartPhone	W	Checkbox, one-up vertical	Multi	Y		Phone or Tablet
			A tablet	X					
			None of these						
	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Y		Phone type
			Android						
			Blackberry						
			Another phone						
	X	Specifically, which type of tablet do you have?	iPad		Radio button, one-up vertical	Single	Y		Tablet type
			Kindle						
			Android						
			Blackberry						
			Another tablet						
ACQLiv0023322	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes	C	Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage
			No, but I plan to do so						
			No, but I might in the future						
			No, and I don't plan to do so						
ACQLiv0023323	C	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes	Y,Z	Radio button, one-up vertical	Single	Y		Mobile Site Usage
			No, but I plan to do so	Z					
			No, but I might in the future	Z					
			No, and I don't plan to do so	Z					
	Y	What was the main reason you last visited ABMC using a mobile phone or tablet?			Text area, no char limit		N		Primary Mobile Reason
	Z	What resources/additional resources might you want to access from ABMC using a mobile phone or tablet?			Text area, no char limit		N		Desired Resources

Model Instance Name
 ABMC
 MID: Z8JhtlABUxLYNMI4MtgYNw==
 Date: 3/1/2013

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SAC7121		Do any of the following describe you? (Please select all that apply)	Veteran Active Duty Military Educator Student Family member or friend of someone buried or memorialized in an ABMC cemetery Tourist who is planning to visit an ABMC cemetery or memorial None of the above		Checkbox, one-up vertical	Multi	Y	Exclusive	2) Role
SAC7122		What was your main reason for visiting the site today?	Find information on a specific individual buried or memorialized in an ABMC cemetery Find information on an ABMC cemetery or memorial Plan a visit to an ABMC cemetery or memorial Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate Find general information about ABMC Research general historical information Other, please specify	B, C, D A	Radio button, one-up vertical	Single	Y	Skip Logic Group	3) Main reason
SAC7123	A	What was your reason for visiting the site?			Text area, no char limit	Single	N	Skip Logic Group	a) Other reason
SAC7124	B	Which service did you want to order? (Please select all that apply)	Flowers Lithograph Headstone photo Korean War Honor Roll Certificate Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	4) Service
SAC7125	C	How convenient did you find the ordering process?	Very convenient Somewhat convenient Somewhat inconvenient Very inconvenient		Radio button, one-up vertical	Single	Y	Skip Logic Group	5) Service convenience
SAC7126	D	Would you rather be able to complete your order on the website, or do you prefer the current process?	I would strongly prefer online ordering I would somewhat prefer online ordering I do not prefer one way or the other I somewhat prefer the current process I strongly prefer the current process		Radio button, one-up vertical	Single	Y	Skip Logic Group	6) Service order process
SAC7127		Did you view the Normandy or Pointe Du Hoc educational interactive today?	Yes No	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	7) Use Interactive
SAC7128	E	How satisfied were you with your experience with the interactive?	Very satisfied Somewhat satisfied Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group	8) Interactive Satisfaction
SAC7129		Did you search a database today to find the name of an individual buried or memorialized at an ABMC cemetery?	Yes No Not sure	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	9) Use Database
SAC7130	F	Please describe your experience using the database (Select all that apply)	I am satisfied with my experience I would like to be able to search by criteria other than last name, state, unit, or and cemetery I would like to be able to sort or narrow the search results I would like more information about the individuals listed I would like to be able to download lists of information from the database into a format such as excel Other experience, please specify	G	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	10) Database experience
SAC7131	G	What was your experience with the database?			Text area, no char limit	Single	N	Skip Logic Group	b) Other database
SAC7132		Were you able to find the information you wanted today?	Yes, completely Yes, partially No	H	Radio button, one-up vertical	Single	Y	Skip Logic Group	11) Able to Find
SAC7133	H	What were you unable to find?			Text area, no char limit	Single	N	Skip Logic Group	c) Unable to Find
SAC7134		Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	12) Video tours
SAC7135		Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	13) Video/photo archives
SAC7136		Educational resources such as lesson plans	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure		Radio button, one-up vertical	Single	Y	Multiple Lists Group	14) Lesson plans
SAC7137		Educational resources such as additional interactive programs about military campaigns	Extremely interested Very interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	15) More interactives

			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7138		Information about individuals buried in ABMC cemeteries, such as personal letters and photos	Extremely interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	16) Personal letters/photos
			Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit	Single	N		d) Improvement
		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Y		Access Mobile Internet
			No						
	A	Which of the following devices do you have?	A SmartPhone		Checkbox, one-up vertical	Multi	Y		Phone or Tablet
			A tablet						
			None of these						
	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes	C	Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage
			No, but I plan to do so						
			No, but I might in the future						
			No, and I don't plan to do so						
	C	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes		Radio button, one-up vertical	Single	Y		Mobile Site Usage
			No, but I plan to do so						
			No, but I might in the future						
			No, and I don't plan to do so						