VA eBenefits

MID: YdllhdA4VstB05QNd8wgAA==

e:	
	eBenefits
Model questions util	ilize 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)
Please rate the <b>accuracy of information</b> on this site.	17 What is your <b>overall satisfaction</b> with this site? 20 How likely are you to <b>return to this site</b> ?
Please rate the <b>quality of information</b> on this site.	18 How well does this site <b>meet your expectations</b> ?
3 Please rate the <b><b>freshness of content</b></b> on this site.	19 How does this site <b>compare to your idea of an ideal website 21 How likely are you to  someone else</b>
Functionality (1=Poor, 10=Excellent, Don't Know)	Primary Resource (1=Not Very Likely, 10=Very Likely)
<sup>4</sup> Please rate the <b><b>usefulness of the features provided</b></b> on this site.	22 How likely are you to use this site as your <b>primary resource for obtaining benefit information</b> ?
5 Please rate the <b>convenience of the features</b> on this site.	
Please rate the <b>variety of features</b> on this site.	
Look and Feel (1=Poor, 10=Excellent, Don't Know)	
7 Please rate the <b>visual appeal</b> of this site.	1
Please rate the <b>balance of graphics and text</b> on this site.	
9 Please rate the <b><b>readability of the pages</b></b> on this site.	
Navigation (1=Poor, 10=Excellent, Don't Know)	
10 Please rate <b>how well the site is organized</b> .	
11 Please rate the <b><b>options</b> available for navigating<b></b></b> this site.	
12 Please rate <b>how well the site layout helps you find what you are looking for</b>	
13 Please rate the <b>number of clicks to get where you want</b> on this site.	
Site Performance (1=Poor, 10=Excellent, Don't Know)	
Please rate how <b>quickly pages load</b> on this site.	
15 Please rate the <b>consistency of speed from page to page</b> on this site.	
Please rate the <b>ability to load pages without getting error messages</b>	

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

QID (Group ID)	Skip Logic Label	Question Text
AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)
AKR4146	Α	Please tell us what your role is.
AKR4147		Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

CAS0042290	В	Why else were you visiting the eBenefits site today?
CAS0042291	A	What type(s) of benefit or resource were you looking for, applying for, or checking on today? (Check all that apply)
MAD0049988	С	What other type of benefit or resource?
MAD0049959	D	What type(s) of employment support were you looking for today?
MAD0049961	F	What other type of employment support?
MAD0049960	G	What type of jobs were you looking for?
CWS01722		Did you accomplish what you wanted to on the site today?
ACQinh0011648	A	What task(s) did you accomplish today? (Check all that apply)
ACQinh0011649	A-1	What other task(s) did you accomplish?
CAS0042328	B-4	Which type(s) of benefit were you applying for today? (Check all that apply)
ACQinh0011650	В	What task(s) were you unable to accomplish today? (Check all that apply)

ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-1	What difficulty did you have registering or logging into your account? (Check all that apply)
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?
ACQOsl0002984	B-1B	Is there any additional information that would be helpful in the registration process?
ACQOsl0002988	B1-C	What, if anything, would you like improved about the log in process?
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status? (Check all that apply)
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?
ACQinh0011673	B-3	What difficulty did you have checking your education claim status? (Check all that apply)
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?
MAD0049973	B-7	Which type of benefit were you unable to apply for today? (Check all that apply)
CAS0042254	ВВ	Why were you unable to complete your online application today?
CAS0042255	BB1	Please explain why you were unable to complete your online application today.
MAD0050002	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)

MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	С	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else will you do next?
CAS0042292		Thinking about the eBenefits homepage, was it clear where you needed to go to find what you were looking for today?
CAS0042293	Α	What could have improved your ability to find what you were looking for on the eBenefits homepage?
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?
AKR4148		Please select your age range.
AKR4149		Please select your gender:

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

VA eBenefits CUSTOM QUESTION LIST				
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)		
Veteron		Checkbox, one-up vertical		
Veteran Active duty	B B	_		
Active duty	В	-		
Wounded, injured, or ill service member  Family of a service member or veteran	B	-		
•				
Caregiver or delegate of a service member or veteran  Health care team member for a service member or veteran				
Other (please specify)	A			
		Text area, no char limit		
World War II		Checkbox, one-up vertical		
Korean Conflict		<b>†</b>		
Vietnam Era				
Persian Gulf War				
Operation Enduring Freedom				
Operation Iraqi Freedom				
Cold War Era or Other Period of Service				
First time		Radio button, one-up vertical		
Daily	+	Tradio Batton, one up vertical		
About once a week	+	-		
About once a month	+	-		
About once or twice a year		-		
Less frequently than once a year	+	-		
Yes	+	Radio button, one-up vertical		
No, I have already registered		Tradio button, one-up vertical		
No, I tried to but was not successful		-		
No, I am not registered for this site.		-		
		Chackbox and un vertical		
Register for eBenefits		Checkbox, one-up vertical		
Apply for benefits	Α			
To check the status of a claim for benefits	Α			
To check the status of an appeal for a claim for benefits	Α			
To check the status of a benefit payment				
To view my benefit payment history				
Obtain a benefit verification letter				
Change my direct deposit information				
Change my profile (i.e. change contact or dependent information)				
Looking for available benefits and resources (including employment and/or employment support)	A			

Just browsing/Curious what site offered		
	В	
Other (please specify)	В	Toyt area no shor limit
Dischility handita and componentian		Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
Pension		
Education and training		
Employment	D	
Family and caregiver support		
Health		
Homeless assistance		
Housing Transportation and travel		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	С	
		Text area, no char limit
Job training		Checkbox, one-up vertical
Look for job openings	G	
Apply for job(s)	G	
Tips for interviewing		
Create or improve resume		
Other (please specify)	F	
other (piease speeny)	•	Text area, no char limit
Federal or government jobs only		Radio button, one-up vertical
Private sector jobs only		Radio buttori, orie-up vertical
Both government and private sector jobs	Λ.	Padio button, one un vertical
Yes	A, C	Radio button, one-up vertical
Yes Partially	A, C A, B, C	Radio button, one-up vertical
Yes Partially I wasn't planning to accomplish anything in particular	A, B, C	Radio button, one-up vertical
Yes Partially I wasn't planning to accomplish anything in particular No		
Yes Partially I wasn't planning to accomplish anything in particular	A, B, C	Radio button, one-up vertical  Checkbox, one-up vertical
Yes Partially I wasn't planning to accomplish anything in particular No	A, B, C	
Yes Partially I wasn't planning to accomplish anything in particular No Register	A, B, C	
Yes Partially I wasn't planning to accomplish anything in particular No Register Log in	A, B, C	
Yes Partially I wasn't planning to accomplish anything in particular No Register Log in I checked my claim status for compensation or pension	A, B, C	
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits	A, B, C	
Yes Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit	A, B, C	
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information	A, B, C	
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs	B-4	
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information	A, B, C	Checkbox, one-up vertical
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs	B-4	
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance	B-4	Checkbox, one-up vertical  Text area, no char limit
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation	B-4	Checkbox, one-up vertical  Text area, no char limit
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension	B-4	Checkbox, one-up vertical  Text area, no char limit
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training	B-4	Checkbox, one-up vertical  Text area, no char limit
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training Other	B-4 A-1	Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training	B-4 A-1	Checkbox, one-up vertical  Text area, no char limit
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training Other	B-4 A-1	Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training Other Register	B-4  B-1, B1-B	Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical
Partially I wasn't planning to accomplish anything in particular No Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Life insurance  Compensation Pension Education, employment or training Other Register  Log in	B-1, B1-B B-1, B1-C	Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical

Apply for a hanofit	D 7 DD	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D.G	
Find employment support or jobs	B-6	
Other (please specify)	B-5	Tout area no shor limit
The site was down		Text area, no char limit
The site was down		Checkbox, one-up vertical
My password expired		
I could not register for a Premium (Level 2) Account because I need to get approved in-person		
The information to register that I received in the mail did not work		
Other (please specify)	B-1A	
		Text area, no char limit
		Text area, no char limit
		Text area, no char limit
I found my status, but I don't think the data is correct		Checkbox, one-up vertical
I could not get status because I do not have a Premium (Level 2) account		
I could login, but my page did not display	B-2B	
Other (please specify)	B-2A	
		Text area, no char limit
No, I've never been able to get a status view.		Radio button, one-up vertical
Sometimes I get a status view, sometimes I don't.		· ·
This is the first time I've had this problem.		
I wanted payment status		Checkbox, one-up vertical
I needed certificate of eligibility		
Other (please specify)	B-3A	
Cuter (piedae apeerry)	D GA	Text area, no char limit
Life insurance		Checkbox, one-up vertical
Componentian		
Compensation Pension		
Education, employment or training Other		
I did not have enough time to complete it today		Checkbox, one-up vertical
I did not have enough information or evidence to complete the application		
System failure		
Other (please specify)	BB1	
		Text area, no char limit
There were no job openings that I wanted to apply for		Checkbox, one-up vertical
There was too much information on the site		

I didn't understand the information I was given		
The information wasn't specific to my needs		
Technical or website error		
Trouble navigating through the site		
Other (please specify)	B-6A	
		Text area, no char limit
		Text area, no char limit
Nothing, although I did not find/complete what I wanted		Checkbox, one-up vertical
Call the eBenefits call center		
Return to the eBenefits site later and try again		
Send an email		
Other (please specify)	C-1	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	Α	
		Text area, no char limit
		Text area, no char limit
17 or under		Radio button, one-up vertical
18-24		
25-34		
35-44		]
45-54		]
55-64		]
65+		
Male		Radio button, one-up vertical
Female		

Single or Multi	Required Y/N	Special Instructions	CQ Label
Multi	Y	Skip Logic Group	Role
Single	N	Skip Logic Group	OE_Role
Multi	N	Skip Logic Group	Conflicts Served
Single	Y		Frequency of Visit
Single	Y		Register
Multi	Y	Skip Logic Group	Primary reason

	N	Skip Logic Group	OE_Primary reason
Multi	Y	Skip Logic Group	Benefit type
	N	Skip Logic Group	OE_Benefit type
Multi	Y	Skip Logic Group	Employment Support
	N	Skip Logic Group	OE_Employment Support
Single	Y	Skip Logic Group	Other Jobs
Single	Y	Skip Logic Group	Task Accomplishment
Multi	Y	Skip Logic Group	Acc-Task
	N	Skip Logic Group	OE_Acc-Task
Multi	Y	Skip Logic Group	Type Benefit
Multi	Y	Skip Logic Group	Not Acc-Task

	N	Skip Logic Group	OE_Not Acc-Other Task
Multi	Y		Not Acc-Reg/Login
		Skip Logic Group	OE_Not Acc-Reg/Login
	N	Skip Logic Group	OE_Reg Info
	N	Skip Logic Group	
Multi	Y	Skip Logic Group	Not Acc-C/P Claim
		Skip Logic Group	OE_Not Acc-C/P Claim
Single	Y	Skip Logic Group	Status View
Multi		Skip Logic Group	Not Acc-Edu. Claim
		Skip Logic Group	OE_Not Acc-Edu. Claim
Multi	Y	Skip Logic Group	Type Benefit Unsuccessful
Multi	Y	Skip Logic Group	Why Not Complete
	N	Skip Logic Group	OE_unable to complete
Multi	Y	Skip Logic Group	Not Acc_Empl Support

			05.11.4.5.10
	N	Skip Logic Group	OE_Not Acc-Empl Support
	N	Skip Logic Group	OE_App Improvement
Multi	Y	Skip Logic Group	Do Next
	Y	Skip Logic Group	OE_Do Next
Single	Y	Skip Logic Group	Homepage clarity
	N	Skip Logic Group	Homepage Improvement
Single	N		
Single	N		Age
Single	N		Gender

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

QID (Group ID)	Skip Logic Label	Question Text
AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)
AKR4146	A	Other Please Specify: Please tell us who you are. what your role is.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

CAS0042290	В	Why else were you visiting the eBenefits site today?
CAS0042291	A	What type(s) of benefit or resource were you looking for, applying for, or checking on today? (Check all that apply)
MAD0049988	С	What other type of benefit or resource?
MAD0049959	D	What type(s) of employment support were you primarily looking for today?
MAD0049961	F	What other type of employment support?
MAD0049960	G	What type of jobs were you looking for?
CWS01722		Did you accomplish what you wanted to on the site today?
ACQinh0011648	A	What task(s) did you accomplish today? (Check all that apply)
ACQinh0011649	A-1	What other task(s) did you accomplish?
CAS0042328	B-4	Which type(s) of benefit(s) were you applying for today? (Check all that apply)
ACQinh0011650	В	What task(s) were you unable to accomplish today? (Check all that apply)

ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-3	What difficulty did you have registering or logging into your
ACQIIII0011052	D-T	account? (Check all that apply)
		account. (Check all that apply)
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your
		account?
ACQOsl0002984	B-1B	Is there any additional information that would be helpful in the
		registration process?
ACQOsl0002988	B1-C	What, if anything, would you like improved about the log in
		process?
ACQinh0011672	B-2	What difficulty did you have checking your compensation or
		pension claim status? (Check all that apply)
ACQinh0011675	B-2A	What is the other reason that you could not check your claim
		status?
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?
ACQinh0011673	B-3	What difficulty did you have checking your education claim status?
		(Check all that apply)
A CO:	D 04	NA/leatistic attended to the control of the control
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?
MAD0049973	B-7	Which type of benefit were you unable to apply for today? (Check
IVIAD0049913	D-7	all that apply)
CAS0042254	BB	Why were you unable to complete your online application today?
		, , , , , , , , , , , , , , , , , , , ,
CAS0042255	BB1	Please explain why you were unable to complete your online
		application today.

MAD0050002	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	C	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else <del>would</del> -will you do next?
CAS0042292		Thinking about the eBenefits homepage, was it clear where you needed to go to find what you were looking for today?
CAS0042293	Α	What could have improved your ability to find what you were looking for from on the eBenefits homepage?
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?
AKR4148		Please select your age range.
AKR4149		Please select your gender:

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

VA eBenefits CUSTOM QUESTION LIST				
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)		
		Checkbox, one-up vertical		
Veteran	В	-		
Active duty	В	_		
Wounded, injured, or ill service member	В	_		
Family of a service member or veteran		_		
Caregiver or delegate of a service member or veteran		_		
VA eBenefits				
Other (please specify)	Α			
		Tout area no about limit		
Mandal Man II		Text area, no char limit		
World War II		Charlebox and un vertical		
Vancan Canflist		Checkbox, one-up vertical		
Korean Conflict		_		
Vietnam Era		_		
Persian Gulf War		_		
Operation Enduring Freedom		4		
Operation Iraqi Freedom		-		
Cold War Era or Other Period of Service				
First time		Radio button, one-up vertical		
Daily		4		
About once a week		1		
About once a month		1		
About once or twice a year				
Less frequently than once a year				
Yes		Radio button, one-up vertical		
No, I have already registered				
No, I tried to but was not successful				
No, I am not registered for this site-				
Register for eBenefits		Checkbox, one-up vertical		
Apply for benefits	A			
To check the status of a claim for benefits	A			
To check the status of an appeal for a claim for benefits	A			
To check the status of a benefit payment				
To view my benefit payment history				
Obtain a benefit verification letter				
Change my direct deposit information				
Change my profile (i.e. change contact or dependent information)				

		1
Looking for available benefits and resources (including	A	
employment and/or employment support)		
Just browsing/Curious what site offered		
Other (please specify)	В	
		Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
'		' '
Pension		
Education and training		
	D	
Employment Service of the service of	l D	
Family and caregiver support		
Health		
Homeless assistance		
Housing		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	С	
(First Springer)		Text area, no char limit
Job training		Checkbox, one-up vertical
oos training		Checkbox, one up vertical
Look for job ananings		
Look for job openings	G	
Apply for job(s)	G	
Tips for interviewing		
Create or improve resume		
Other (please specify)	F	
		Text area, no char limit
Federal or government jobs only		Radio button, one-up vertical
Private sector jobs only		,
Both government and private sector jobs		
Yes	A, C	Radio button, one-up vertical
		Naulo button, one-up vertical
Partially	A, B, C	
I wasn't planning to accomplish anything in particular		
No	B, C	
Register		Checkbox, one-up vertical
Log in		
I checked my claim status for compensation or pension		
I checked my education claim status		
I registered for eBenefits		
I applied for a benefit	B-4	
I changed my profile or direct deposit information	J	
I looked for employment support or jobs		
Other (please specify)	A-1	
		Text area, no char limit
Life insurance		Checkbox, one-up vertical
Compensation		
Pension		
Education, employment or training		
Other		
Register	D 1 D1 D	Charleboy and un vertical
	B-1, B1-B	Checkbox, one-up vertical
Log in	B-1, B1-B B-1, B1-C	Checkbox, one-up vertical

Check claim status for compensation or pension	B-2	
Check education claim status	B-3	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D-1, DD	
Find employment support or jobs	B-6	
Other (please specify)	B-5	
Other (piecase specify)	B-3	Text area, no char limit
The site was down		Checkbox, one-up vertical
The site was down		Checkbox, one up vertical
My password expired		
I could not register for a Premium (Level 2) Account because I		
need to get approved in-person		
The information to register that I received in the mail did not		
work		
Other (please specify)	B-1A	
(product option))		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
I found my status, but I don't think the data is correct		Checkbox, one-up vertical
<b>,</b>		
I could not get status because I do not have a Premium (Level		
2) account		
I could login, but my page did not display	B-2B	
Other (please specify)	B-2A	
1 2/		Text area, no char limit
No, I've never been able to get a status view.		Radio button, one-up vertical
Sometimes I get a status view, sometimes I don't.		
This is the first time I've had this problem.		
I wanted payment status		Checkbox, one-up vertical
I needed certificate of eligibility		
Other (please specify)	B-3A	
		Text area, no char limit
Life insurance		Checkbox, one-up vertical
Compensation		
Pension		
Education, employment or training		
Other		
I did not have enough time to complete it today		Checkbox, one-up vertical
I did not have enough information or evidence to complete the		
application		
System failure		
Other (please specify)	BB1	
		Text area, no char limit

There were no job openings that I wanted to apply for		Checkbox, one-up vertical
There was too much information on the site		
I didn't understand the information I was given		
The information wasn't specific to my needs		
Technical or website error		
Trouble navigating through the site		
Other (please specify)	B-6A	
		Text area, no char limit
		Text area, no char limit
Nothing, although I did not find/complete what I wanted		Checkbox, one-up vertical
Call the eBenefits call center		·
Return to the eBenefits site later and try again		
Send an email		
Other (please specify)	C-1	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	Α	
		Text area, no char limit
		Text area, no char limit
17 or under		Radio button, one-up vertical
18-24		
25-34		]
35-44		]
45-54		]
55-64		]
65+		
Male		Radio button, one-up vertical
Female		

Single or Multi	Required Y/N	Special Instructions	CQ Label
Multi	Y	Skip Logic Group	Role
Single	N	Skip Logic Group	OE_Role
Multi	Z	Skip Logic Group	Conflicts Served
Single	Y		Frequency of Visit
Single	Y		Register
Multi	Y	Skip Logic Group	Primary reason

	N	Skip Logic Group	OE_Primary reason
Multi	Y	Skip Logic Group	Benefit type
		-   -	3,13
	N	Skip Logic Group	OE_Benefit type
Multi	Y	Skip Logic Group	Employment Support
	N	Skip Logic Group	OE_Employment Support
Single	Y	Skip Logic Group	Other Jobs
3			
Single	Υ	Skip Logic Group	Task Accomplishment
Multi	Y	Skip Logic Group	Acc-Task
iviuiti	T	Skip Logic Group	ACC-TASK
	N.I.	Claim I serie O	OF Ass Tool
Multi	N Y	Skip Logic Group	OE_Acc-Task
iviuiti	Y	Skip Logic Group	Type Benefit
Multi	Y	Skip Logic Group	Not Acc-Task

	ı		
Multi	N Y	Skip Logic Group	OE_Not Acc-Other Task Not Acc-Reg/Login
		Skip Logic Group	OE_Not Acc-Reg/Login
	N	Skip Logic Group	OE_Reg Info
	N	Skip Logic Group	
Multi	Y	Skip Logic Group	Not Acc-C/P Claim
		Skip Logic Group	OE_Not Acc-C/P Claim
Single	Y	Skip Logic Group	Status View
Multi		Skip Logic Group	Not Acc-Edu. Claim
		Skip Logic Group	OE_Not Acc-Edu. Claim
Multi	Y	Skip Logic Group	Type Benefit Unsuccessful
Multi	Y	Skip Logic Group	Why Not Complete
	N	Skip Logic Group	OE_unable to complete

Multi	Y	Skip Logic Group	Not Acc_Empl Support
	N	Skip Logic Group	OE_Not Acc-Empl Support
	N	Skip Logic Group	OE_App Improvement
Multi	Y	Skip Logic Group	
	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	Homepage clarity
	N	Skip Logic Group	Homepage Improvement
Single	N		
Single	N		Age
Single	N		Gender

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

QID (Group ID)	Skip Logic Label	Question Text
AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)
AKR4146	Α	Other Please Specify: Please tell us who you are.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

CAS0042290	В	Why else were you visiting the eBenefits site today?
CAS0042291	Α	What type of benefit or resource were you looking for, applying
		for, or checking on today? (Check all that apply)
MAD0049988	С	What other type of benefit or resource?
MAD0049959	D	What type of employment support were you primarily looking for
		today?
144 000 40004	_	
MAD0049961	F	What other type of employment support?
MAD0049960	G	What type of jobs were you looking for?
CWS01722		Did you accomplish what you wanted to on the site today?
ACQinh0011648	Α	What task(s) did you accomplish today? (Check all that apply)
ACQinh0011649	A-1	What other task(s) did you accomplish?
CAS0042328	B-4	Which type of benefit(s) were you applying for today? (Check all
		that apply)
ACQinh0011650	В	What task(s) were you unable to accomplish today? (Check all
		that apply)
		TP37

ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-3	What difficulty did you have registering or logging into your
ACQIIII0011052	D-T	account? (Check all that apply)
		account. (Check all that apply)
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your
		account?
ACQOsl0002984	B-1B	Is there any additional information that would be helpful in the
		registration process?
ACQOsl0002988	B1-C	What, if anything, would you like improved about the log in
		process?
ACQinh0011672	B-2	What difficulty did you have checking your compensation or
		pension claim status? (Check all that apply)
ACQinh0011675	B-2A	What is the other reason that you could not check your claim
		status?
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?
ACQinh0011673	B-3	What difficulty did you have checking your education claim status?
		(Check all that apply)
A CO:	D 04	NA/leatistic attended to the control of the control
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?
MAD0049973	B-7	Which type of benefit were you unable to apply for today? (Check
IVIAD0049913	B-7	all that apply)
CAS0042254	BB	Why were you unable to complete your online application today?
		, , , , , , , , , , , , , , , , , , , ,
CAS0042255	BB1	Please explain why you were unable to complete your online
		application today.

MAD0050002	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	С	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else would you do next?
CAS0042292		Thinking about the eBenefits homepage, was it clear where you needed to go to find what you were looking for today?
CAS0042293	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?
AKR4148		Please select your age range.
AKR4149		Please select your gender:

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

VA eBenefits CUSTOM QUESTION LIST		
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
Veteran	В	Checkbox, one-up vertical
Active duty	В	
Wounded, injured, or ill service member	В	
Family of a service member or veteran	В	
Caregiver or delegate of a service member or veteran		
Health Care team member for a service member or veteran		
riediti Care team member for a service member of veteral		
Other (please specify)	A	-
Other (please specify)	A	Text area, no char limit
World War II		Tok area, 110 char illill
vvolid vvai ii		Checkbox, one-up vertical
Korean Conflict		
Vietnam Era		-
Persian Gulf War		-
Operation Enduring Freedom		
Operation Iragi Freedom		
Cold War Era or Other Period of Service		
First time		Radio button, one-up vertical
Daily		1
About once a week		
About once a month		
About once or twice a year		
Less frequently than once a year		
Yes		Radio button, one-up vertical
No, I have already registered		
No, I tried to but was not successful		
No, I am not registered for this site <del>.</del>		
Register for eBenefits		Checkbox, one-up vertical
Apply for benefits	Α	
To check the status of a claim for benefits	Α	
To check the status of an appeal for a claim for benefits	Α	
To check the status of a benefit payment		
To view my benefit payment history		
Obtain a benefit verification letter		
Change my direct deposit information		
Change my profile (i.e. change contact or dependent information)		

Look for job openings Apply for job(s) Toket for job openings Apply for job(s) Toket for job openings Apply for job(s) Toket for job openings Apply for job(s) Text area, no char limit Checkbox, one-up vertical  Apply for job(s) Text area, no char limit Checkbox, one-up vertical  Apply for job(s) Text area, no char limit Checkbox, one-up vertical  Apply for job(s) Text area, no char limit Checkbox, one-up vertical  Apply for job(s) Text area, no char limit Checkbox, one-up vertical  Apply for job(s) Text area, no char limit Text area, no char limit Checkbox, one-up vertical  A paging apply for job(s) Text area, no char limit Checkbox, one-up vertical	Looking for available banefits and recourses (including	Ι Δ	
Just browsing/Curious what site offered Other (please specify)    Text area, no char limit   Checkbox, one-up vertical	Looking for available benefits and resources (including	A	
Other (please specify)  Disability benefits and compensation  Pension  Education and training  Employment  Pamily and caregiver support  Health  Homeless assistance  Housing  Transportation and travel  Yolunteer opportunities  Other (please specify)  C  Text area, no char limit  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Text area, no char limit  Apply for job(s)  Text area, no char limit  Federal or government jobs only  Frivate sector jobs only  Both government and private sector jobs  Yes  A, B  I wasn't planning to accomplish anything in particular  No  Register  Log in  I checked my claim status for compensation or pension  I checked my education claim status  I registered for eBenefits  I applied for a benefit  I changed my profile or direct deposit information  I looked for employment support or jobs  Other (please specify)  A-1  Text area, no char limit			-
Disability benefits and compensation  Checkbox, one-up vertical  Pension  Education and training  Employment  Defamily and caregiver support  Health Homeless assistance Housing Transportation and travel Volunteer opportunities Other (please specify)  Cother (please specify)  Create or improve resume Other (please specify)  Federal or government jobs only Private sector jobs only Both government and private sector jobs Yes  A, B I wasn't planning to accomplish anything in particular No  Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I llooked for employment or training Other (please specify)  A1  Text area, no char limit  Text area, no char limit Radio button, one-up vertical  Radio button, one-up vertical  Radio button, one-up vertical  Checkbox, one-up vertical  Checkbox, one-up vertical  Text area, no char limit  Text area, no char limit			_
Disability benefits and compensation  Pension  Education and training  Employment  Family and caregiver support  Health  Homeless assistance  Housing  Transportation and travel  Volunteer opportunities  Other (please specify)  Co  Text area, no char limit  Checkbox, one-up vertical  Radio button, one-up vertical  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Checkbox, one-up vertical  Text area, no char limit  Checkbox, one-up vertical  Checkbox, one-up vertical	Other (please specify)	В	
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Volunteer opportunities Other (please specify) C Text area, no char limit Checkbox, one-up vertical Look for job openings Apply for job(s) G Tips for interviewing Create or improve resume Other (please specify) F Text area, no char limit Federal or government jobs only Private sector jobs only Both government and private sector jobs Yes A, B Partially Iwasn't planning to accomplish anything in particular No Register Checkbox, one-up vertical Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical  Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical			
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Federal or government jobs only Private sector jobs only Both government and private sector jobs Yes A Radio button, one-up vertical Yes A, B Partially A, B I wasn't planning to accomplish anything in particular No B, C Register Checkbox, one-up vertical Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit B-4 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Checkbox, one-up vertical  Text area, no char limit Checkbox, one-up vertical	Other (please specify)	F	Tarakanan manahan Barik
Private sector jobs only  Both government and private sector jobs  Yes A Partially A, B I wasn't planning to accomplish anything in particular  No B, C  Register Checkbox, one-up vertical  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other			
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Yes A Radio button, one-up vertical Partially A, B I wasn't planning to accomplish anything in particular No B, C Register Checkbox, one-up vertical Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other			
Partially I wasn't planning to accomplish anything in particular  No B, C  Register Checkbox, one-up vertical  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit B-4 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Text area, no char limit  Life insurance Compensation Pension Education, employment or training Other	·		
I wasn't planning to accomplish anything in particular  No B, C  Register Checkbox, one-up vertical  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit B-4 I changed my profile or direct deposit information I looked for employment support or jobs  Other (please specify) A-1  Life insurance Checkbox, one-up vertical  Compensation Pension Education, employment or training Other	Yes	Α	Radio button, one-up vertical
No B, C  Register Checkbox, one-up vertical  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit B-4 I changed my profile or direct deposit information I looked for employment support or jobs  Other (please specify)  A-1  Text area, no char limit  Life insurance  Compensation Pension Education, employment or training Other	Partially	A, B	
Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  A-1  Text area, no char limit Life insurance  Compensation Pension Education, employment or training Other	I wasn't planning to accomplish anything in particular		
Register  Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  A-1  Text area, no char limit Life insurance  Compensation Pension Education, employment or training Other	No	B, C	
Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  A-1  Text area, no char limit Life insurance  Compensation Pension Education, employment or training Other	Register	,	Checkbox, one-up vertical
I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other	. 109,010		Chiesting one up vertical
I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other	I on in		-
I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  A-1  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other			
I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Life insurance Compensation Pension Education, employment or training Other	·		-
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) A-1  Text area, no char limit Life insurance Checkbox, one-up vertical  Compensation Pension Education, employment or training Other	•		
I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)  A-1  Text area, no char limit  Life insurance  Compensation Pension  Education, employment or training Other	•		
I looked for employment support or jobs Other (please specify)  Text area, no char limit Life insurance Checkbox, one-up vertical  Compensation Pension Education, employment or training Other	• •	B-4	
Other (please specify)  A-1  Text area, no char limit  Life insurance  Checkbox, one-up vertical  Compensation  Pension  Education, employment or training  Other			
Text area, no char limit Life insurance Checkbox, one-up vertical Compensation Pension Education, employment or training Other			
Life insurance  Compensation Pension Education, employment or training Other	Other (please specify)	A-1	
Compensation Pension Education, employment or training Other			Text area, no char limit
Compensation Pension Education, employment or training Other	Life insurance		Checkbox, one-up vertical
Pension  Education, employment or training Other			
Pension  Education, employment or training Other	Compensation		
Education, employment or training Other	•		
Other			
<b>B-1, B1-B</b>   Checkbox, one-up vertical		D 1 D1 D	Charles and was the
	Register	B-1, B1-B	Спесквох, one-up vertical
Log in   <b>B-1, B1-C</b>	Log in	B-1, B1-C	

Check claim status for compensation or pension	B-2	
Check education claim status	B-3	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D-1, DD	
Find employment support or jobs	B-6	
Other (please specify)	B-5	
Other (piecase specify)	B-3	Text area, no char limit
The site was down		Checkbox, one-up vertical
The site was down		Checkbox, one up vertical
My password expired		
I could not register for a Premium (Level 2) Account because I		
need to get approved in-person		
The information to register that I received in the mail did not		
work		
Other (please specify)	B-1A	
(produce openny)		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
I found my status, but I don't think the data is correct		Checkbox, one-up vertical
<b>,</b>		
I could not get status because I do not have a Premium (Level		
2) account		
I could login, but my page did not display	B-2B	
Other (please specify)	B-2A	
1 2/		Text area, no char limit
No, I've never been able to get a status view.		Radio button, one-up vertical
Sometimes I get a status view, sometimes I don't.		
This is the first time I've had this problem.		
I wanted payment status		Checkbox, one-up vertical
I needed certificate of eligibility		
Other (please specify)	B-3A	
		Text area, no char limit
Life insurance		Checkbox, one-up vertical
Compensation		
Pension		
Education, employment or training		
Other		
I did not have enough time to complete it today		Checkbox, one-up vertical
I did not have enough information or evidence to complete the		
application		
System failure		
Other (please specify)	BB1	
		Text area, no char limit

There were no job openings that I wanted to apply for		Checkbox, one-up vertical
There was too much information on the site		
I didn't understand the information I was given		
The information wasn't specific to my needs		
Technical or website error		
Trouble navigating through the site		
Other (please specify)	B-6A	
		Text area, no char limit
		Text area, no char limit
Nothing, although I did not find/complete what I wanted		Checkbox, one-up vertical
Call the eBenefits call center		
Return to the eBenefits site later and try again		
Send an email		
Other (please specify)	C-1	
		Text area, no char limit
Yes		Drop down, select one
No	Α	
		Text area, no char limit
		Text area, no char limit
17 or under		Radio button, one-up vertical
18-24		
25-34		
35-44		
45-54		
55-64		
65+		
Male		Radio button, one-up vertical
Female		

Single or Multi	Required Y/N	Special Instructions	CQ Label
Multi	Y	Skip Logic Group	Role
Single	N	Skip Logic Group	OE_Role
Multi	N	Skip Logic Group	Conflicts Served
Single	Y		Frequency of Visit
Single	Y		Register
Multi	Y	Skip Logic Group	Primary reason

	N	Skip Logic Group	OE_Primary reason
Multi	Y	Skip Logic Group	Benefit type
			31
	N	Skip Logic Group	OE_Benefit type
Single	Y	Skip Logic Group	Employment Support
	N	Skip Logic Group	OE_Employment Support
Single	Υ	Skip Logic Group	Other Jobs
Single	Y	Skip Logic Group	Task Accomplishment
Multi	Υ	Skip Logic Group	Acc-Task
	N	Skip Logic Group	OE_Acc-Task
Multi	Y	Skip Logic Group	Type Benefit
Multi	Y	Skip Logio Croup	Not Acc-Task
with		Skip Logic Group	NUL ACC-TASK

	ı		
Multi	N Y	Skip Logic Group	OE_Not Acc-Other Task Not Acc-Reg/Login
		Skip Logic Group	OE_Not Acc-Reg/Login
	N	Skip Logic Group	OE_Reg Info
	N	Skip Logic Group	
Multi	Y	Skip Logic Group	Not Acc-C/P Claim
		Skip Logic Group	OE_Not Acc-C/P Claim
Single	Y	Skip Logic Group	Status View
Multi		Skip Logic Group	Not Acc-Edu. Claim
		Skip Logic Group	OE_Not Acc-Edu. Claim
Multi	Y	Skip Logic Group	Type Benefit Unsuccessful
Multi	Y	Skip Logic Group	Why Not Complete
	N	Skip Logic Group	OE_unable to complete

Multi	Y	Skip Logic Group	Not Acc_Empl Support
	N	Skip Logic Group	OE_Not Acc-Empl Support
	N	Skip Logic Group	OE_App Improvement
Multi	Y	Skip Logic Group	
	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	Homepage clarity
	N	Skip Logic Group	Homepage Improvement
Single	N		
Single	N		Age
Single	N		Gender

Answer Text
Life insurance
Compensation
Pension

Education, employment or training

Other

Answer value Statement

1 Life insurance | 1 | true | false 2 Compensation | 2 | true | false

3 Pension | 3 | true | false

4 Education, employment or training | 4 | true

5 Other | 5 | true | false

6 |6|true|false
7 |7|true|false
8 |8|true|false
9 |9|true|false
10 |10|true|false
11 |11|true|false

12 | 12 | true | false

|false

Model Instance Name:

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

Date:

QID (Group ID)	Skip Logic Label	Question Text
AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)
AKR4146	Α	Other Please Specify: Please tell us who you are.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		What was your primary For what reason(s) did you for visiting the eBenefits site today? (Check all that apply)
CAS0042290	В	Why else were you visiting the eBenefits site today?

CAS0042291	Α	What type of benefit status or resource were you looking for, applying for, or checking on today? (Check all that apply)
	C D	What other type of benefit or resource? What type of employment support were you primarily looking for
		today?
	F G	What other type of employment support? What type of jobs were you looking for?
	G	what type of jobs were you looking for?
	н	Were you able to find the benefit or resource you were looking for?
CWS01722		Did you accomplish what you wanted to on the site today?
ACQinh0011648	А	What primary task(s) did you accomplish today? (Check all that apply)
ACQinh0011649	A-1	What other task(s) did you primarily accomplish?
ACQinh0011650	В	What primary-task(s) were you unable to accomplish today? (Check all that apply)
ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-1	What difficulty did you have registering or logging into your account? (Check all that apply)

ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?	
	<u>A</u> B-1B	Is there any additional information that would be helpful in the registration process?	
ACQOsl0002985	<u>B</u>	Did you try to log in on this site today?	
<u>ACQOsl0002986</u>	<u>e</u>	Were you able to log in successfully?	
ACQOsl0002987	<u>cc</u>	Why were you unable to log in?	
ACQOsl0002988	<u>₽</u> В1-С	What, if anything, would you like improved about the log in process?	
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status? (Check all that apply)	
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?	
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?	
ACQinh0011673	B-3	What difficulty did you have checking your education claim status? (Check all that apply)	
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?	
ACQinh0011674	B-4	What type of benefit did you try to apply for?	
<u>CAS0042328</u>	<u>B</u> -B-4	Which type of benefit were you applying for today?	
<u>CAS0042254</u>	<u>BB</u>	Why were you unable to complete your online application today?	
<u>CAS0042255</u>	<u>BB1</u>	Please explain why you were unable to complete your online application today.	
CAS0042256	C	Do you have any suggestions for improving your online application experience?	
	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)	

	B-6A	What other reason were you unable to find the employment support you were looking for?
	К	Do you have any comments about improving the benefit or resource support (including employment support) in eBenefits?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else would you do next?
CAS0042292		Thinking about the eBenefits homepage, did it make was it clear where you needed to go to find what you were looking for today?
CAS0042293	A	What could have improved your ability to find what you were looking for from the eBenefits homepage?
CAS0042294		Did you try to log in on this site today?
CAS0042295	A	Were you able to log in successfully today?
CAS0042325	Е	Why were you unable to log in today?
CAS0042326	В	What, if anything, would you like improved about the log in process?
CAS0042327		Did you attempt to complete an online application for benefits today?
CAS0042329	В	Were you able to complete your application today?
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?
AKR4148		Please select your age range.
<u>AKR4149</u>		Please select your gender:

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Veteran B Active duty B Wounded, injured, or ill service member B Family of a service member or veteran Caregiver or delegate of a service member or veteran Health Care team member for a service member or veteran Other (please specify) A Text area, no char limit World War II Checkbox, one-up vertical Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	o to Type (select from list)
(limited to 50 characters)  Skip to  Type (select from list)  Veteran  Active duty  Bounded, injured, or ill service member Family of a service member or veteran  Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran  Other (please specify)  A Text area, no char limit  World War II  Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	to Type (select from list)
Veteran  Active duty  B  Active duty  B  Wounded, injured, or ill service member  Family of a service member or veteran  Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Checkbox, one-up vertical  Korean Conflict  Vietnam Era  Persian Gulf War  Operation Enduring Freedom  Operation Iraqi Freedom	
Active duty  Wounded, injured, or ill service member Family of a service member or veteran Caregiver or delegate of a service member or veteran Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Checkbox, one-up vertical  Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	The state of the s
Wounded, injured, or ill service member  Family of a service member or veteran  Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Korean Conflict  Vietnam Era  Persian Gulf War  Operation Enduring Freedom  Operation Iraqi Freedom	
Family of a service member or veteran  Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Checkbox, one-up vertical  Korean Conflict  Vietnam Era  Persian Gulf War  Operation Enduring Freedom  Operation Iraqi Freedom	
Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Checkbox, one-up vertical  Korean Conflict  Vietnam Era  Persian Gulf War  Operation Enduring Freedom  Operation Iraqi Freedom	<del>'</del> ——
Health Care team member for a service member or veteran  Other (please specify)  A  Text area, no char limit  World War II  Checkbox, one-up vertical  Korean Conflict  Vietnam Era  Persian Gulf War  Operation Enduring Freedom  Operation Iraqi Freedom	
World War II  Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	
World War II  Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	
World War II  Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	-
Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	
Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom	
Operation Enduring Freedom Operation Iraqi Freedom	
Operation Iraqi Freedom	
Cold War Era or Other Period of Service	
First time Radio button, one-up vertica	Radio button, one-up vertical
Daily	
About once a week	
About once a month	
About once or twice a year	
Less frequently than once a year	
	Radio button, one-up vertical
No, I have already registered	
No, I tried to but was not successful	
No, I am not registered for this site:	
Register for eBenefits Checkbox, one-up vertical	Checkbox, one-up vertical
Apply for benefits A	
To check the status of a claim for benefits A	
To check the status of an appeal for a claim for benefits A	
To check the status of a benefit payment	
To view my benefit payment history	
Obtain a benefit verification letter	
Change my direct deposit information	
Change my profile (i.e. change contact or dependent information)	
Looking for available benefits and resources A	
Looking for employment and/or employment support D	
Just browsing/Curious what site offered	
Other, (please specify)	
Text area, no char limit	

		1
<u>Disability benefits and Compensation</u>	H	Checkbox, one-up vertical
		_
Pension	Н	_
Education and training	Н	
Employment	D	
Family and caregiver support	H	
Health	H	
Homeless assistance	H	
Housing	H	
Transportation and travel	H	
Volunteer opportunities	H	
Other (please specify)	С	
(Francisco )		Text area, no char limit
Job training	н	Checkbox, one-up vertical
305 training		Checkbox, one up vertical
Look for job ananings	СП	
Look for job openings	G, <del>H</del>	
Apply for job(s)	G, <del>H</del>	
Tips for interviewing	H	
Create or improve resume	Н	
Other (please specify)	F, H	
		Text area, no char limit
Federal or government jobs only		Radio button, one-up vertical
Private sector jobs only		
Both government and private sector jobs		
Yes	K	Radio button, one-up vertical
No	<del>I, K</del>	
Yes	A	Radio button, one-up vertical
Partially	A, B	1
I wasn't planning to accomplish anything in particular	7., 2	-
No	B, C	-
Register	<b>D</b> , C	Radio button, one-up vertical
ivegister		Tradio button, one-up vertical
Login		-
Log in		-
I checked my claim status for compensation or pension		-
I checked my education claim status		-
I registered for eBenefits		-
I applied for a benefit	B-4	-
I changed my profile or direct deposit information		
I looked for employment support or jobs		
Other (please specify)	A-1	
		Text area, no char limit
Register or Login	B-1, B1-B	Checkbox, one-up vertical
Log in	B-1, B1-C	
Check claim status for compensation or pension	B-2	
Check education claim status	B-3	
Apply for a benefit	B-4, BB	
Manage my profile or direct deposit	,	
Find employment support or jobs	B-6	
Other; (please specify)	B-5	
Other; (piease specify)	D-3	Toyt area no char limit
The cite was down		Text area, no char limit
The site was down		Checkbox, one-up vertical
My password expired		
I could not register for a Premium (Level 2) Account because I		
need to get approved in-person		
		-

The information to register that I received in the mail did not		
work		
Other, (please specify)	B-1A	
		Text area, no char limit
		Text area, no char limit
<del>Yes</del>	<u>E</u>	Radio button, one-up vertical
<del>No</del>		
<del>Yes, the first time I tried</del>	<u>Ð</u>	Radio button, one-up vertical
<del>Yes, after more than one try</del>	Ð	
<del>No, I was unable to log in</del>	CC,D	
		<u>Text area, no char limit</u>
		Text area, no char limit
I found my status, but I don't think the data is correct		Checkbox, one-up vertical
I could not get status because I do not have a Premium (Level 2) account		
I could login, but my page did not display	B-2B	
Other, (please specify)	B-2A	
		Text area, no char limit
No-, I've never been able to get a status view.		Radio button, one-up vertical
Sometimes I get a status view <del>.</del> , Sometimes I don't.		
This is the first time I've had this problem.		
I wanted payment status		Checkbox, one-up vertical
I needed certificate of eligibility		
Other, (please specify)	B-3A	Tank and a sample of lines
		Text area, no char limit
		Text area, no char limit
<u>Life insurance</u>		<u>Drop down, select one</u>
<u>Compensation</u>		
<u>Pension</u>		
Education, employment or training		
Other I did not have enough time to complete it today		Checkbox, one-up vertical
		,
I did not have enough information or evidence to complete the		
<u>application</u>		
System failure		
<u>Other<del>,</del> (please specify)</u>	<u>BB1</u>	
		Text area, no char limit
		Text area, no char limit
There were no job openings that I wanted to apply for		Checkbox, one-up vertical
		- Checkbox, One-up vertical
There was too much information on the site		
I didn't understand the information I was given		
The information wasn't specific to my needs		
Technical or website error		
Trouble navigating through the site		
Other (please specify)	B-6A	

		Text area, no char limit
		Text area, Tio Ghar iiriit
		Text area, no char limit
Nothing, although I did not find/complete what I wanted		Checkbox, one-up vertical
Call the eBenefits call center		
Return to the eBenefits site later and try again		
Send an email		
Other, (please specify)	C-1	
		Text area, no char limit
Yes		Drop down, select one
No	Α	
		Text area, no char limit
Yes	A,B	Drop down, select one
<del>No</del>		
Yes, the first time I tried		Drop down, select one
<del>Yes, after more than one try</del>		
No, I was unable to log in	E	
		Text area, no char limit
		Text area, no char limit
<del>Yes</del>	A, B,C	Drop down, select one
No		
Yes		Drop down, select one
No	BB	
		Text area, no char limit
<u>17 or under</u>		Radio button, one-up vertical
18-24		,
<u>25-34</u>		1
<u>35-44</u>		
<u>45-54</u>		
<u>55-64</u>		
<u>65+</u>		
<u>Male</u>		Radio button, one-up vertical
<u>Female</u>		¬ ·

Single or Multi	Required Y/N	Special Instructions	CQ Label
Multi	Y	Skip Logic Group	Role
Single	N	Skip Logic Group	OE_Role
Multi	N	Skip Logic Group	Conflicts Served
Single	Y		Frequency of Visit
<u>Single</u>	Y	Skip Logic Group	<u>Register</u>
Multi	Y	Skip Logic Group	Primary reason
	N	Skip Logic Group	OE_Primary reason

Multi	Y	Skip Logic Group	Benefit type
	N	Skip Logic Group	OE_Benefit type
Single	Υ	Skip Logic Group	
	N	Skip Logic Group	
Single	Υ	Skip Logic Group	
Single	· ·	Chip Logic Croup	
Single	¥	Skip Logic Group	
Origic		Skip Logic Group	
Single	Υ	Skip Logic Group	Task Accomplishment
Sirigic	•	Skip Logic Group	rask Accomplishment
Multi	V	Skin Logic Group	Acc Primary Tack
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
Multi	Y	Skip Logic Group	Acc- <del>Primary-</del> Task
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
Multi	Y	Skip Logic Group	Acc- <mark>Primary-</mark> Task
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
Multi	Y	Skip Logic Group	Acc- <del>Primary-</del> Task
Multi	Y	Skip Logic Group	Acc- <del>Primary-</del> Task
Multi			
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
Multi			
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
	N Y	Skip Logic Group Skip Logic Group	OE_Acc- <del>Primary</del> Task Not Acc- <del>Primary</del> Task
Multi	N Y	Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task  OE_Not Acc-Other Task
	N	Skip Logic Group Skip Logic Group	OE_Acc- <del>Primary</del> Task Not Acc- <del>Primary</del> Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task  OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task  OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task  OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task  OE_Not Acc-Other Task

		Skip Logic Group	OE_Not Acc-Reg/Login
	<u>N</u>	Skip Logic Group	<u>OE Reg Info</u>
<u>Single</u>	¥	Skip Logic Group	
<u>Single</u>	¥	Skip Logic Group	
	¥	Skip Logic Group	
	<u>¥</u> <u>N</u>	Skip Logic Group	
Multi	Y	Skip Logic Group	Not Acc-C/P Claim
		Skip Logic Group	OE_Not Acc-C/P Claim
Single	Y	Skip Logic Group	Status View
Multi		Skip Logic Group	Not Acc-Edu. Claim
		Skip Logic Group	OE_Not Acc-Edu. Claim
		Skip Logic Group	OE_Not Acc-Ben Type
<u>Single</u>	Y	Skip Logic Group	Type Benefit
<u>Multi</u>	Y	Skip Logic Group	Why Not Complete
	<u>N</u>	Skip Logic Group	OE unable to complete
	<u>N</u>	Skip Logic Group	OE App Improvement
Multi	Y	Skip Logic Group	Not Acc_Empl Support

	N		OE_Not Acc-Empl Support
	N		OE_Improve Empl Support
Multi	Y	Skip Logic Group	
	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	Homepage clarity
	N	Skip Logic Group	Homepage Improvement
Single	¥	Skip Logic Group	<del>Log In</del>
Single	¥	Skip Logic Group	Log in Success
	N	Skip Logic Group	OE_Unalbe to Log in
	N	Skip Logic Group	OE_Reg Improvement
Single	¥	Skip Logic Group	Apply for benefit
Single	¥	Skip Logic Group	Complete App
Single	N		
<u>Single</u>	N		<u>Age</u>
<u>Single</u>	<u>N</u>		<u>Gender</u>

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

### VA eBenefits CUSTOM QUESTION LIST

QID (Group ID)	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
AKR4145		Which of the following best describes your role in visiting this site today? (Check all that apply)	Veteran	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran					
			Caregiver or delegate of a service member or veteran					
			Health Care team member for a service member or veteran					
			Other (please specify)	Α				
AKR4146		Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)	World War II		Checkbox, one-up vertical	Multi	N	Skip Logic Group
			Korean Conflict					
			Vietnam Era		1			
			Persian Gulf War					
			Operation Enduring Freedom					
			Operation Iraqi Freedom					
			Cold War Era or Other Period of Service					
AKR4148		Please select your age range.	17 or under		Radio button, one-up vertical	Single	N	
		-	18-24		1			
			25-34		1			
			35-44					
			<u>45-54</u>		1			
			55-64		1			
			<u>65+</u>					
AKR4149		Please select your gender:	<u>Male</u>		Radio button, one-up vertical	<u>Single</u>	N	
			<u>Female</u>		1	1		
AKR4150		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y	
			Daily		1	1		
			About once a week		1	1	1	
			About once a month			1	1	
			About once or twice a year				1	

QID (Group ID)	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
24.222.4222			Less frequently than once a year			24 10		01: 1 : 0
CAS0042289		What was your primary-For what reason(s) did you for visiting the eBenefits site today? (Check all that apply)	Register for ebenefits		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Apply for benefits	A	1			
			To check the status of a claim for benefits	Α				
			To check the status of an appeal for a claim for benefits	A	1			
			To check the status of a benefit payment To view my benefit payment history		+			
			Obtain a benefit verification letter					
			Change my direct deposit information		Ī			
			Change my profile (i.e. change contact or dependent information)					
			Looking for available benefits and resources	Α				
			Looking for employment and/or employment support	D	4			
			Just browsing/Curious what site offered	В	+			
CAS0042290	В	Why else were you visiting the eBenefits site today?	Other, (please specify)	P -	Text area, no char limit		N	Skip Logic Grou
CAS0042291	A	What type of benefit status or resource were you looking for, applying for, or checking on today? (Check all that apply)	Benefits and Compensation	н	Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Pension	H				
			Education and training	H				
			Employment	D	_			
			Health	H	+			
			Homeless assistance	H	†			
			Housing	H				
			Transportation and travel	H				
			Volunteer opportunities	H	_			
	-	What other type of hanefit or resource?	Other (please specify)	C	Text area no char limit		N	Skin Logic Grou
	D	What type of employment support were you primarily looking for today?	Job training	н	Checkbox, one-up vertical	Single	Y	Skip Logic Grou
			Look for job openings	G, <del>H</del>	1			
			Apply for job(s)	G, <del>-H</del>				
			Tips for interviewing	H	-			
			Other (please specify)	H F. H	+			
	F	What other type of employment support?	Other (pieuse speeny)	,	Text area. no char limit		N	Skip Logic Grou
	G	What type of jobs were you looking for?	Federal or government jobs only		Radio button, one-up vertical	Single	Υ	Skip Logic Grou
			Private sector jobs only					
		Ware you able to find the hopefit or recourse you were to differ	Both government and private sector jobs	LV.	Padio button, one un vertical	Cinala	¥	Skip Logic Com
	H	Were you able to find the benefit or resource you were looking for?	<del>Yes</del>	K	Radio button, one-up vertical	Single		Skip Logic Grou
			No No	I <del>, K</del>				
CAS0042292		Thinking about the eBenefits homepage, did it make was it clear where you needed to go to find what you were looking for today?	Ne Yes	I,-K	Drop down, select one	Single	Y	Skip Logic Grou
CAS0042292 CAS0042293	A	where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were	No No	I, K	Drop down, select one  Text area, no char limit	Single	Y	Skip Logic Grou
	A	where you needed to go to find what you were looking for today?						Skip Logic Grou
CAS0042293	A	where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?	No	A	Text area, no char limit	Single	N	
CAS0042293	A	where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?	Yes I wasn't planning to accomplish anything in particular No I checked my claim status for compensation or pension	A	Text area, no char limit		N	Skip Logic Grou
CAS0042293 CWS01722		where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?  Did you accomplish what you wanted to on the site today?  What primary task did you accomplish today? (Check all that	No  Yes I wasn't planning to accomplish anything in particular No I checked my claim status for compensation or pension I checked my education claim status	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Grou
CAS0042293 CWS01722		where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?  Did you accomplish what you wanted to on the site today?  What primary task did you accomplish today? (Check all that	No  Yes I wasn't planning to accomplish anything in particular No I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Grou
CAS0042293 CWS01722		where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?  Did you accomplish what you wanted to on the site today?  What primary task did you accomplish today? (Check all that	Yes I wasn't planning to accomplish anything in particular No I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Grou
CAS0042293 CWS01722		where you needed to go to find what you were looking for today?  What could have improved your ability to find what you were looking for from the eBenefits homepage?  Did you accomplish what you wanted to on the site today?  What primary task did you accomplish today? (Check all that	No  Yes I wasn't planning to accomplish anything in particular No I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Grou

QID (Group ID)	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
CQinh0011650	В	What primary task were you unable to accomplish today? (Check all that apply)	Register or Login	B-1	Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
		αιι τιατ αρριγ)	Check claim status for compensation or pension	B-2	+			
			Check education claim status	B-3	-			
			Apply for a benefit	B-4	-			
			Manage my profile or direct deposit					
			Find employment support or jobs	B-6				
			Other, (please specify)	B-5				
CQinh0011651		What other task(s) were you trying to accomplish?			Text area, no char limit		N	Skip Logic Gr
CQinh0011652	B-1	What difficulty did you have registering or logging into your account? (Check all that apply)	The site was down		Checkbox, one-up vertical	Multi	Y	
			My password expired I could not register for a Premium (Level 2) Account because I					
			need to get approved in-person					
			The information to register that I received in the mail did not work					
COinh0011671	D 14	Mhat is the other issue you had registering or legging into your	Other, (please specify)	B-1A	Tout area no abor limit			Ckin Logio Cr
CQinh0011671 CQinh0011672		What is the other issue you had registering or logging into your account?  What difficulty did you have checking your compensation or	I found my ctatus, but I don't think the data is correct		Text area, no char limit	Multi	Y	Skip Logic Gro
CQINNUUT1672	B-2	pension claim status? (Check all that apply)	I found my status, but I don't think the data is correct  I could not get status because I do not have a Premium (Level		Checkbox, one-up vertical	Multi	Y	Skip Logic Gr
			2) account					
			I could login, but my page did not display	B-2B	_			
CQinh0011675	B-2A	What is the other reason that you could not check your claim	Other, (please specify)	B-2A	Text area, no char limit			Skip Logic Gr
ZQIIIIOOTTO75	B-ZA	status?			Text area, no chai iiniit			Skip Logic Gi
CQhar0015092	B-2B	Have you been able to see a status view in previous visits?	No. I've never been able to get a status view.		Radio button, one-up vertical	Single	Y	Skip Logic Gr
			Sometimes I get a status view. Sometimes I don't.  This is the first time I've had this problem.					
CQinh0011673	B-3	What difficulty did you have checking your education claim status? (Check all that apply)			Checkbox, one-up vertical	Multi		Skip Logic Gr
			I needed certificate of eligibility					
			Other, (please specify)	B-3A				
CQinh0011676	B-3A	What is the other reason you could not check your education claim status?			Text area, no char limit			Skip Logic Gr
CQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit			Skip Logic Gr
	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)	There were no job openings that I wanted to apply for		Checkbox, one-up vertical	Multi	Y	Skip Logic Gr
			There was too much information on the site		_			
			I didn't understand the information I was given The information wasn't specific to my needs		4			
			Technical or website error		_			
			Trouble navigating through the site					
			Other (please specify)	B-6A				
	B-6A	What other reason were you unable to find the employment support you were looking for?			Text area, no char limit		N	
	К	Do you have any comments about improving the benefit or resource support (including employment support) in eBenefits?			Text area, no char limit		N	
CQOsl0002979	С	What will you do next? (Check all that apply)	Nothing, although I did not find/complete what I wanted		Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
			Call the eBenefits call center Return to the eBenefits site later and try again		+			
			Send an email		+			
			Other, (please specify)	C-1				
CQOsl0002980	C-1	What else would you do next?	, , , , , , , , , , , , , , , , , , , ,		Text area, no char limit		Y	Skip Logic Gro
CQOsl0002983		Did you register for this site today?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Gro
			No, I have already registered	В				
			No, I am not registered for this site.					
	Α	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N	Skip Logic Gr
CQOsl0002985	В	Did you try to log in on this site today?	Yes	С	Radio button, one-up vertical	Single	Y	Skip Logic Gro
			No					

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# VA eBenefits CUSTOM QUESTION LIST

	1		VA eBenefits COSTOM QUESTION LIST					
QID (Group ID)	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
			Yes, after more than one try	D				
			No, I was unable to log in	CC,D				
ACQOsl0002987		Why were you unable to log in?			Text area, no char limit		Y	Skip Logic Group
ACQOsl0002988		What, if anything, would you like improved about the log in process?			Text area, no char limit		N	Skip Logic Group
CAS0042294		Did you try to log in on this site today?	Yes No	A,B	Drop down, select one	Single	¥	Skip Logic Group
CAS0042295	A	Were you able to log in successfully today?	Yes, the first time I tried		Drop down, select one	Single	¥	Skip Logic Group
		,,,,,,,,,,,,	Yes, after more than one try			g		
			No, I was unable to log in	e				
CAS0042325	e	Why were you unable to log in today?	,		Text area, no char limit		N	Skip Logic Group
CAS0042326	В	What, if anything, would you like improved about the log in process?			Text area, no char limit		N	Skip Logic Group
CAS0042327		Did you attempt to complete an online application for benefits today?	Yes	A, B,C	Drop down, select one	Single	Y	Skip Logic Group
			No					
CAS0042328	Α	Which type of benefit were you applying for today?	Life insurance		Drop down, select one	Single	Y	Skip Logic Group
			Compensation					
			Pension					
			Education, employment or training					
			Other					
CAS0042329	В	Were you able to complete your application today?	Yes		Drop down, select one	Single	Y	Skip Logic Group
			No	BB				
CAS0042254	ВВ	Why were you unable to complete your online application today?	, ,		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			I did not have enough information or evidence to complete the application					
			System failure					
			Other, (please specify)	BB1				
CAS0042255		Please explain why you were unable to complete your online application today.			Text area, no char limit		N	Skip Logic Group
CAS0042256		Do you have any suggestions for improving your online application experience?			Text area, no char limit		N	Skip Logic Group
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	N	

# CQ Label Role OE\_Role Conflicts Served Age Gender Frequency of Visit

CQ Label
Primary reason
OE_Primary reason Benefit type
Benefit type
OE_Benefit type
Homepage clarity
Homepage Improvement
Task Accomplishment
Acc- <del>Primary</del> -Task
OE_Acc- <del>Primary</del> Task

# CQ Label Not Acc-Primary Task OE\_Not Acc-Other Task Not Acc-Reg/Login OE\_Not Acc-Reg/Login Not Acc-C/P Claim OE\_Not Acc-C/P Claim Status View Not Acc-Edu. Claim OE\_Not Acc-Edu. Claim OE\_Not Acc-Ben Type Not Acc\_Empl Support OE\_Not Acc-Empl Support Register OE\_Reg Info

# CQ Label Log In-Log in Success OE\_Unalbe to Log in OE\_Reg Improvement Apply for benefit Type Benefit Complete App Why Not Complete OE\_unable to complete OE\_App Improvement

			VA eBenefits CUSTOM QUESTION LIST						
QID (Group ID)	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
AKR4145		Which of the following best describes your role in visiting this site today? (Check all that apply)		_	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
(ALCD 44 45 05)		today? (Crieck all triat apply)	Veteran	В					
(AKR4145G5)			Active duty	В					
			Wounded, injured, or ill service member	В					
			Family of a service member or veteran	4					
			Caregiver or delegate of a service member or veteran	-					
			Health Care team member for a service member or veteran	1					
			Other	A					
AKR4146		Other Please Specify: Please tell us who you are.			Text area, no char limit	Single		Skip Logic Group	
AKR4147	В	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi	N	Skip Logic Group	
			Korean Conflict	1					
			Vietnam Era						
			Persian Gulf War						
			Operation Enduring Freedom						
			Operation Iraqi Freedom						
			Other						
AKR4148		Please select your age range.	17 or under		Radio button, one-up vertical	Single	N		
			18-24						
			25-34						
			35-44						
			45-54						
			55-64						
			65+						
AKR4149		Please select your gender:	Male		Radio button, one-up vertical	Single	N		
	1		Female				1		
AKR4150		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y		
			Daily	1					
			About once a week	1					
			About once a month						
			About once or twice a year	1	I		1		

			VA eBenefits CUSTOM QUESTION LIST						
QID (Group ID)	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
CAS0042289		What was your primary reason for visiting the eBenefits site today?	Less frequently than once a year Register for eBenefits		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary reason
			Apply for benefits	A					
			To check the status of a claim for benefits	Α					
			To check the status of an appeal for a claim for benefits	Α					
			To check the status of a benefit payment						
			To view my benefit payment history Obtain a benefit verification letter						
			Change my direct deposit information						
			Change my profile (i.e. change contact or dependent information)						
			Just browsing/Curious what site offered						
			Other, please specify	В					
CAS0042290	В	Why else were you visiting the eBenefits site today?	Commence		Text area, no char limit		N		OE_Primary reason
CAS0042291	A	What type of benefit status were you applying for or checking on today?	Compensation						Benefit type
			Pension Education						
CAS0042292		Thinking about the eBenefits homepage, did it make it clear where you needed to go to find what you were looking for today?			Drop down, select one	Single	Y	Skip Logic Group	Homepage clarity
			No	Α					
CAS0042293	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?			Text area, no char limit		N		Homepage Improvement
CWS01722		Did you accomplish what you wanted to on the site today?	Yes	A				Skip Logic Group	Task Accomplishment
			I wasn't planning to accomplish anything in particular  No	В, С	Radio button, one-up vertical	Single	Y	_	
ACQinh0011648	A	What primary task did you accomplish today?	I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits I applied for a benefit I changed my profile or direct deposit information I looked for employment support Other (please specify)	A-1	Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
ACQinh0011649	A-1	What other task did you primarily accomplish?	Cities (pieuse speeliy)		Text area, no char limit		N	Skip Logic Group	OE Acc-Primary Task
ACQinh0011650	В	What primary task were you unable to accomplish today?	Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support Other, please specify	B-1 B-2 B-3 B-4	Radio button, one-up vertical	Single	Y	Skip Logic Group	Not Acc-Primary Task
ACQinh0011651	B-5	What other task were you trying to accomplish?			Text area, no char limit		N	Skip Logic Group	OE_Not Acc-Other Ta
ACQinh0011652		What difficulty did you have registering or logging into your account?	The site was down		Radio button, one-up vertical				Not Acc-Reg/Login
			My password expired I could not register for a Premium (Level 2) Account because I need to get approved in-person The information to register that I received in the mail did not work	_					
			Other, please specify	B-1A					
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?	The specific	Jan	Text area, no char limit				OE_Not Acc-Reg/Logi
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status?	I found my status, but I don't think the data is correct		Radio button, one-up vertical				Not Acc-C/P Claim
			I could not get status because I do not have a Premium (Level 2) account						
			I could login, but my page did not display	B-2B					
ACQinh0011675	B-2A	What is the other reason that you could not check your claim	Other, please specify	B-2A	Text area, no char limit				OE Not Acc-C/P Clair
.00110011010	D-2A	status?			Tone died, no chai illille				DE_NOT TOO ON CHAIR

ACQNa0015092  B-2B Have you been able to see a status view in previous visits?  No. The newer been able to get a status view. Sometimes 1 get a status view.  Radio button, one-up vertical Single Y Skip Logic Group C-1 What will you do next?  ACQ090002990 C-1 What else would you do next?  ACQ090002990 C-1 What else would you do next?  ACQ090002990 ACQ0900029										
ACQMOND1876 B-34 What difficulty dry you have checking your education care stable 79 works per education care stable 79 w			Question Text		Skip to	Type (select from list)				CQ Label
Commonstration   Comm	ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?			Radio button, one-up vertical	Single	Y		Status View
ACQUIREDITION   ACQUIREDITIO										
Treated certificate of eligibility  District Name is the owner reason you could not chack your education common?  COMMON that is the owner reason you could not chack your education common?  COMMON that is the owner reason you could not chack your education common?  COMMON that is the owner reason you could not chack your education common?  COMMON that is the owner reason you could not chack you education common that you can rear?  COMMON that is the owner reason you could not chack you guply les?  Common that is the common that you can rear?  COMMON that she would you do ment?  COMMON that she would you do ment?  ACQCHADOUZERS COMMON that is the you do not be log in your do ment would you do ment?  ACQCHADOUZERS COMMON that is the your do not would be log in your do not would	ACOinh0011673	B-3	What difficulty did you have checking your education claim status?			Radio button one-up vertical				Not Acc-Edu, Claim
Company   Comp	7.000011070		Trial dimedity did you have oncoming your oddocator oldin olding	. Manoa paymon status		rtadio Battori, orio ap vortical				Not 7 too Laa. Ola
ACQ-040002939										
Commodulation   Commodulatio				Other, please specify	B-3A					
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ACQUID002979 P. C. I What well you do next?  ACQUID002980 C. I What else would you do next?  ACQUID002980 C. I What else would you do next?  ACQUID002980 C. I What else would you do next?  A Is there any additional information that would be helpful in the registration process?  A Is there ary additional information that would be helpful in the registration process?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully?  ACQUID002980 C. Were you addite to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in?  ACQUID002980 C. Why were you unable to log in?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in successfully lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to log in lodge?  ACQUID002980 C. Why were you unable to lo	ACOinh0011674	B-4				Text area, no char limit				OE Not Acc-Ben Type
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AKR4145 (AKR4145G5)		Which of the following best describes your role in visiting this site today? (Check all that apply)	Veteran Active duty Wounded, injured, or ill service member Family of a service member or veteran Caregiver or delegate of a service member or veteran Health Care team member for a service member or veteran Other	B B B	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
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AKR4150		How frequently do you visit this site?	First time Daily About once a week About once a month About once or twice a year		Radio button, one-up vertical	Single	Y		

			VA eBenefits CUSTOM QUESTION LIST						
QID (Group ID)	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
			Less frequently than once a year						
		What was your primary reason for visiting the eBenefits site today?	Register for eBenefits		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary reason
			Apply for benefits	Α					
			To check the status of a claim for benefits	Α					
			To check the status of an appeal for a claim for benefits	Α					
			To check the status of a benefit payment						
			Obtain a benefit verification letter						
			Change my direct deposit information						
			Change my profile (i.e. change contact or dependent information)						
			Just browsing/Curious what site offered						
			Other, please specify	В					
	A	Why else were you visiting the eBenefits site today?  What type of benefit status were you applying for or checking on today?	Compensation		Text area, no char limit		N		Benefit type
			Pension						
			Education						
		Thinking about the eBenefits homepage, did it make it clear where you needed to go to find what you were looking for today?	Yes		Drop down, select one	Single	Y	Skip Logic Group	Homepage clarity
			No	Α					
	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?			Text area, no char limit		N		Homepage Improvemer
CWS01722		Did you accomplish what you wanted to on the site today?	Yes	Α	Dadia buttan ana un undiad	0. 1	.,	Skip Logic Group	Task Accomplishment
			I wasn't planning to accomplish anything in particular  No	B, C	Radio button, one-up vertical	Single	Y		
ACQinh0011648	А	What primary task did you accomplish today?	I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits		Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
			I applied for a benefit I changed my profile or direct deposit information I looked for employment support						
			Other (please specify)	A-1					
ACQinh0011649	A-1	What other task did you primarily accomplish?			Text area, no char limit				OE_Acc-Primary Task
ACQinh0011650	В	What primary task were you unable to accomplish today?	Register or Login	B-1	Radio button, one-up vertical	Single	Y	Skip Logic Group	Not Acc-Primary Task
			Check claim status for compensation or pension Check education claim status	B-2 B-3					
			Apply for a benefit	B-4					
			Manage my profile or direct deposit						
			Find employment support						
ACOinb00116F1	B-5	What other task were you trying to accomplish?	Other, please specify	B-5	Text area, no char limit		N	Ckin Logio Croup	OF Not Ass Other Too
ACQinh0011651 ACQinh0011652		What difficulty did you have registering or logging into your account?	The site was down		Radio button, one-up vertical		IN		OE_Not Acc-Other Tas Not Acc-Reg/Login
			My password expired						
			I could not register for a Premium (Level 2) Account because I						
			need to get approved in-person  The information to register that I received in the mail did not						
			The information to register that I received in the mail did not work						
			Other, please specify	B-1A					
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?			Text area, no char limit				OE_Not Acc-Reg/Login
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status?	I found my status, but I don't think the data is correct		Radio button, one-up vertical				Not Acc-C/P Claim
			I could not get status because I do not have a Premium (Level 2) account	D 00					
			I could login, but my page did not display Other, please specify	B-2B B-2A					
ACQinh0011675	B-2A	What is the other reason that you could not check your claim	Caron, produce opening	D-2A	Text area, no char limit				OE_Not Acc-C/P Claim
		status?							

			VA eBenefits CUSTOM QUESTION LIST						
QID (Group ID)	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
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?	No. I've never been able to get a status view. Sometimes I get a status view. Sometimes I don't. This is the first time I've had this problem.		Radio button, one-up vertical	Single	Y		Status View
ACQinh0011673	B-3	What difficulty did you have checking your education claim status?	I needed certificate of eligibility	B-3A	Radio button, one-up vertical				Not Acc-Edu. Claim
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?	Other, please specify	B-3A	Text area, no char limit				OE_Not Acc-Edu. Cla
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit				OE Not Acc-Ben Type
ACQOsl0002979	С	What will you do next?	Nothing, although I did not find/complete what I wanted Call the eBenefits call center Return to the eBenefits site later and try again Send an email		Radio button, one-up vertical	Single	Y	Skip Logic Group	
A COO-10000000	0.1	NATIONAL CONTRACTOR OF THE PROPERTY OF THE PRO	Other (please specify)	C-1	Tank and a share that			Chia I ania Carre	
ACQOsl0002980 ACQOsl0002983	C-1	What else would you do next? Did you register for this site today?	Yes No, I have already registered No, I am not registered for this site.	A, B B	Text area, no char limit Radio button, one-up vertical	Single		Skip Logic Group Skip Logic Group	
	Α	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N		OE_Reg Info
ACQOsl0002985	В	Did you try to log in on this site today?	Yes No	С	Radio button, one-up vertical	Single		Skip Logic Group	
ACQOsl0002986	С	Were you able to log in successfully?	Yes, the first time I tried Yes, after more than one try No, I was unable to log in	D D CC,D	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsl0002987	СС	Why were you unable to log in?			Text area, no char limit		Y	Skip Logic Group	
ACQOsl0002988	D	What, if anything, would you like improved about the log in process?			Text area, no char limit		N	Skip Logic Group	
	_	Did you try to log in on this site today?	Yes No	A,B	Drop down, select one	Single	Y	Skip Logic Group	Log In
	Α	Were you able to log in successfully today?	Yes, the first time I tried Yes, after more than one try		Drop down, select one	single	Υ		Log in Success
	С	Why were you unable to log in today?	No, I was unable to log in	C	Toyt area no char limit		NI		OF Unalbo to Log in
	В	What, if anything, would you like improved about the log in process?			Text area, no char limit	single	N		OE_Reg Improvement
		Did you attempt to complete an online application for benefits today?	Yes	A, B,C	Drop down, select one	single	Y	Skip Logic Group	Apply for benefit
	A	Which type of benefit were you applying for today?	NO Life insurance Compensation		Drop down, select one	single	Y	Skip Logic Group	Type Benefit
			Pension Education, employment or training						
	В	Were you able to complete your application today?	Other Yes		Drop down, select one	single	Y	Skip Logic Group	Complete App
	BB	Why were you unable to complete your online application today?	No I did not have enough time to complete it today	BB	Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Why Not Complete
			I did not have enough information or evidence to complete the application						
			System failure						
	BB1	Please explain why you were unable to complete your online application today.	Other, please specify	BB1	Text area, no char limit		n	Skip Logic Group	OE_unable to complet
	С	Do you have any suggestions for improving your online application experience?			Text area, no char limit		N	Skip Logic Group	OE_App Improvement
ACQDom0007579		Which of the following eBenefits features would you be likely to use on a mobile device? (Select all that apply.)	Access your eBenefits Message Center		Checkbox, one-up vertical	Multi	¥	Skip Logic Group	
			Request documents from your Official Military Personnel file						
			(such as your DD-214) Share your health records with private health care providers,						

VA eBenefits CUSTOM QUESTION LIST									
QID (Group ID)	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
			Update your contact information for Compensation & Pension and Post-9/11 GI Bill Education benefits						
			Browse and apply for state benefits						
			Find an attorney, Claims Agent, or VSO to represent you for VA benefits claims						
			View your Federal Individual Recovery Plan (FIRP)						
			Other, please specify	A					
			None, I would not access eBenefits features through a mobile device						
ACQDom0007606	A	Other, please specify							
CWS01724		If you could identify one improvement to this site, what			Text area, no char limit	Single	N		

### **eBenefits Custom Questions**

### VA eBenefits CUSTOM QUESTION LIST

			VA CECICIES COSTON QUESTION EIGT					
QID (Group ID)	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
AKR4145		Which of the following best describes your role in visiting this site			Checkbox, one-up vertical	Multi	Y	Skip Logic Group
		today? (Check all that apply)	Veteran	В				
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran					
			Caregiver or delegate of a service member or veteran					
			Health Care team member for a service member or veteran					
			Other	Α				
AKR4146	Α	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	В	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi	N	Skip Logic Group
			Korean Conflict					
			Vietnam Era					
			Persian Gulf War					
			Operation Enduring Freedom					
			Operation Iraqi Freedom					
			No conflict/war service					
AKR4148		Please select your age range.	17 or under	1	Radio button, one-up vertical	Single	N	
			18-24	1				
			25-34	1				
			35-44	1				
			45-54	4				
			55-64	4				
			65+					
AKR4149		Please select your gender:	Male	1	Radio button, one-up vertical	Single	N	
L	-		Female					
AKR4150		How frequently do you visit this site?	First time	4	Radio button, one-up vertical	Single	Y	
			Daily	4				
			About once a week	1				
			About once a month	4				
			About once or twice a year	4				
			Less frequently than once a year					

			VA eBenefits CUSTOM QUESTION LIST					
QID	Skip Logic		Answer Choices			Single or	Required	Special
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
AKR4145		Which of the following best describes your role in visiting this site today? (Check all that apply)			Checkbox, one-up vertical	Multi	Y	Skip Logic Group
(ALCD 14 15 05)		Site today? (Crieck all trial apply)	Veteran	В				
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran	-				
			Caregiver or delegate of a service member or veteran  Health Care team member for a service member or veteran	-				
			Other					
AKR4146	Α	Other Please Specify: Please tell us who you are.	Other	Α	Text area. no char limit	Single	N	Skip Logic Group
AKR4146 AKR4147	B	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi		Skip Logic Group
VIVIATA1	В	riedse check the conflict(s) in which you served.	Korean Conflict	-	Checkbox, one-up vertical	iviuiti	IN IN	Skip Logic Group
			Vietnam Era	+				
			Persian Gulf War	+				
			Operation Enduring Freedom	+				
			Operation Iragi Freedom  Operation Iragi Freedom	+				
			No conflict/war service	+				
AVD 41.40		Diagon coloct your age vange	17 or under		Dadia button, one un vertical	Cinalo	N	
AKR4148		Please select your age range.	18-24	-	Radio button, one-up vertical	Single	N	
				-				
			25-34	-				
			35-44	4				
			45-54	4				
			55-64	4				
			65+			a: .		
AKR4149		Please select your gender:	Male	4	Radio button, one-up vertical	Single	N	
			Female			a		
AKR4150		How frequently do you visit this site?	First time	_	Radio button, one-up vertical	Single	Υ	
			Daily	_				
			About once a week	_				
			About once a month	_				
			About once or twice a year	_				
			Less frequently than once a year			a: .		
AKR4151		What information were you primarily looking for today?	Financial	_	Radio button, one up vertical	Single	¥	OPS Group
(AKR4151G1)			Education	4				
			Employment	4				
			Housing					
			Health					
			Burial					
			Benefits					
			Compensation					
			Other, please specify	A				
AKR4152	A	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	H	OPS Group

			VA eBenefits CUSTOM QUESTION LIST					
QID (Group ID)	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
AKR4145		Which of the following best describes your role in visiting this			Checkbox, one-up vertical	Multi	Υ	Skip Logic Group
		site today? (Check all that apply)	Veteran	В				
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran	_				
			Caregiver or delegate of a service member or veteran	_				
			Health Care team member for a service member or veteran	4 .				
			Other	Α	T	0. 1		
AKR4146		Other Please Specify: Please tell us who you are.			Text area, no char limit	Single		Skip Logic Group
AKR4147	В	Please check the conflict(s) in which you served.	World War II	_	Checkbox, one-up vertical	Multi	N	Skip Logic Group
			Korean Conflict	_				
			Vietnam Era	_				
			Persian Gulf War	4				
			Operation Enduring Freedom	_				
			Operation Iraqi Freedom	4				
			No conflict/war service					
AKR4148		Please select your age range.	17 or under	4	Radio button, one-up vertical	Single	N	
			18-24	4				
			25-34	4				
			35-44	_				
			45-54					
			55-64					
			65+					
AKR4149		Please select your gender:	Male	4	Radio button, one-up vertical	Single	N	
			Female					
AKR4150		How frequently do you visit this site?	First time	_	Radio button, one-up vertical	Single	Υ	
			Daily	_				
			About once a week	_				
			About once a month	_				
			About once or twice a year	_				
			Less frequently than once a year			61.1		
AKR4151		What information were you primarily looking for today?	Financial	_	Radio button, one-up vertical	Single	Υ	OPS Group
(AKR4151G1)			Education	_				
			Employment	_				
			Housing	_				
			Health	4				
			Burial					
			Benefits					
			Compensation					
ALVD 4450			Other, please specify	Α	T 1 1 1 1	0: 1		0000
AKR4152		Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group

			VA eBenefits CUSTOM QUESTION LIST					
QID (Group ID)	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
AKR4145		Which of the following best describes your role in visiting this			Checkbox, one-up vertical	Multi	Υ	Skip Logic Group
		site today? (Check all that apply)	Veteran	В				
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran	_				
			Caregiver or delegate of a service member or veteran	_				
			Health Care team member for a service member or veteran	4 .				
			Other	Α	T	0. 1		
AKR4146		Other Please Specify: Please tell us who you are.			Text area, no char limit	Single		Skip Logic Group
AKR4147	В	Please check the conflict(s) in which you served.	World War II	_	Checkbox, one-up vertical	Multi	N	Skip Logic Group
			Korean Conflict	_				
			Vietnam Era	_				
			Persian Gulf War	4				
			Operation Enduring Freedom	_				
			Operation Iraqi Freedom	4				
			No conflict/war service					
AKR4148		Please select your age range.	17 or under	4	Radio button, one-up vertical	Single	N	
			18-24	4				
			25-34	4				
			35-44	_				
			45-54					
			55-64					
			65+					
AKR4149		Please select your gender:	Male	4	Radio button, one-up vertical	Single	N	
			Female					
AKR4150		How frequently do you visit this site?	First time	_	Radio button, one-up vertical	Single	Υ	
			Daily	_				
			About once a week	_				
			About once a month	_				
			About once or twice a year	_				
			Less frequently than once a year			61.1		
AKR4151		What information were you primarily looking for today?	Financial	_	Radio button, one-up vertical	Single	Υ	OPS Group
(AKR4151G1)			Education	_				
			Employment	_				
			Housing	_				
			Health	4				
			Burial					
			Benefits					
			Compensation					
ALVD 4450			Other, please specify	Α	T 1 1 1 1	0: 1		0000
AKR4152		Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group

Model Instance Name: VA eBenefits

MID: YdllhdA4VstB05QNd8wgAA==

Date:

			VA eBenefits CUSTOM QUESTION LIST					
	Skip Logic		Answer Choices			Single or	Required	Special
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
AKR4145		Which of the following best describes your role in visiting this		_	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
		site today? (Check all that apply)	Veteran	В				
(AKR4145G	5)		Active duty	В				
			Wounded, injured, or ill service member	В				
			Family of a service member or veteran	4				
			Caregiver or delegate of a service member or veteran	4				
			Health Care team member for a service member or veteran					
ALCD 44.40		Other Blaces Coast's Blaces tell and because	Other	Α	Text area, no char limit	Single	N.I.	Object and a Consum
AKR4146 AKR4147	A B	Other Please Specify: Please tell us who you are.	Weekl Weetl		Checkbox, one-up vertical	Multi	N N	Skip Logic Group
AKK4147	В	Please check the conflict(s) in which you served.	World War II	-	Checkbox, one-up vertical	IVIUILI	IN	Skip Logic Group
			Korean Conflict Vietnam Era	-				
			Persian Gulf War	-				
				-				
			Operation Enduring Freedom Operation Iraqi Freedom	-				
			No conflict/war service	+				
AKR4148		Diagon coloct your age range	17 or under		Radio button, one-up vertical	Single	N	
AKK4140		Please select your age range.	18-24	+	Radio buttori, orie-up vertical	Sirigle	IN	
			25-34	+				
			35-44	+				
			45-54	+				
			55-64	+				
			65+	1				
AKR4149		Please select your gender:	Male		Radio button, one-up vertical	Single	N	
7 44 44 45		ricase selest your gender.	Female	1	reado sattori, one ap vertical	Cirigic	.,	
AKR4150		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y	
			Daily	1	, and ap 1011011	Jg		
			About once a week	1				
			About once a month	1				
			About once or twice a year	1				
			Less frequently than once a year	1				
AKR4151		What information were you primarily looking for today?	Financial		Radio button, one-up vertical	Single	Y	OPS Group
(AKR4151G1	.)		Education	1				· ·
`	•		Employment	1				
			Housing	1				
			Health					
			Burial					
			Benefits					
			Compensation					
			Other, please specify	Α				
AKR4152		Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group