

Model Instance Name:  
 VA eBenefits  
 MID: YdIIhdA4VstB05QNd8wgAA==  
 Date:

**eBenefits**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content</b> (1=Poor, 10=Excellent, Don't Know)	<b>Satisfaction</b> (1=Poor, 10=Excellent)	<b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)
1 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> ?
2 Please rate the <b>quality of information</b> on this site.	18 How well does this site <b>meet your expectations</b> ?	<b>Recommend</b> (1=Not Very Likely, 10=Very Likely)
3 Please rate the <b>freshness of content</b> on this site.	19 How does this site <b>compare to your idea of an ideal website</b> ?	21 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)		<b>Primary Resource</b> (1=Not Very Likely, 10=Very Likely)
4 Please rate the <b>usefulness of the features provided</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.		
6 Please rate the <b>variety of features</b> on this site.		
<b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the <b>visual appeal</b> of this site.		
8 Please rate the <b>balance of graphics and text</b> on this site.		
9 Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)		
10 Please rate <b>how well the site is organized</b> .		
11 Please rate the <b>options available for navigating</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.		
<b>Site Performance</b> (1=Poor, 10=Excellent, Don't Know)		
14 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.		
16 Please rate the <b>ability to load pages without getting error messages</b> on this site.		



Model Instance Name:  
VA eBenefits  
MID: YdIIhdA4VstB05QNd8wgAA==  
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	<b>A</b>	Please tell us what your role is.
AKR4147	<b>B</b>	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsI0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

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

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

MAD0050003	<b>B-6A</b>	What other reason were you unable to find the employment support you were looking for?
CAS0042256	<b>C</b>	Do you have any suggestions for improving your online application experience?
ACQOsI0002979	<b>C</b>	What will you do next? (Check all that apply)
ACQOsI0002980	<b>C-1</b>	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	<b>A</b>	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)
Veteran	<b>B</b>	Checkbox, one-up vertical
Active duty	<b>B</b>	
Wounded, injured, or ill service member	<b>B</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)	<b>A</b>	
		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		
Cold War Era or Other Period of Service		
First time		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		
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	<b>A</b>	
To check the status of a claim for benefits	<b>A</b>	
To check the status of an appeal for a claim for benefits	<b>A</b>	
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)	<b>A</b>	

Just browsing/Curious what site offered		
Other (please specify)	<b>B</b>	
		Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
Pension		
Education and training		
Employment	<b>D</b>	
Family and caregiver support		
Health		
Homeless assistance		
Housing		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	<b>C</b>	
		Text area, no char limit
Job training		Checkbox, one-up vertical
Look for job openings	<b>G</b>	
Apply for job(s)	<b>G</b>	
Tips for interviewing		
Create or improve resume		
Other (please specify)	<b>F</b>	
		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	<b>A, C</b>	Radio button, one-up vertical
Partially	<b>A, B, C</b>	
I wasn't planning to accomplish anything in particular		
No	<b>B, C</b>	
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>B-4</b>	
I changed my profile or direct deposit information		
I looked for employment support or jobs		
Other (please specify)	<b>A-1</b>	
		Text area, no char limit
Life insurance		Checkbox, one-up vertical
Compensation		
Pension		
Education, employment or training		
Other		
Register	<b>B-1, B1-B</b>	Checkbox, one-up vertical
Log in	<b>B-1, B1-C</b>	
Check claim status for compensation or pension	<b>B-2</b>	
Check education claim status	<b>B-3</b>	

Apply for a benefit	<b>B-7, BB</b>	
Manage my profile or direct deposit		
Find employment support or jobs	<b>B-6</b>	
Other (please specify)	<b>B-5</b>	
		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>B-1A</b>	
		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>B-2B</b>	
Other (please specify)	<b>B-2A</b>	
		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>B-3A</b>	
		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)	<b>BB1</b>	
		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>B-6A</b>	
		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)	<b>C-1</b>	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	<b>A</b>	
		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

	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

Model Instance Name:  
 VA eBenefits  
 MID: YdIIhdA4VstB05QNd8wgAA==  
 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	<b>A</b>	<del>Other Please Specify:</del> Please tell us <b>who you are, what your role is.</b>
AKR4147	<b>B</b>	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsI0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

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

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



MAD0050002	<b>B-6</b>	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	<b>B-6A</b>	What other reason were you unable to find the employment support you were looking for?
CAS0042256	<b>C</b>	Do you have any suggestions for improving your online application experience?
ACQOsI0002979	<b>C</b>	What will you do next? (Check all that apply)
ACQOsI0002980	<b>C-1</b>	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	<b>A</b>	What could have improved your ability to find what you were looking for <del>from</del> 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)
Veteran	<b>B</b>	Checkbox, one-up vertical
Active duty	<b>B</b>	
Wounded, injured, or ill service member	<b>B</b>	
Family of a service member or veteran		
Caregiver or delegate of a service member or veteran		
VA eBenefits		
Other (please specify)	<b>A</b>	
		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		
Cold War Era or Other Period of Service		
First time		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		
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	<b>A</b>	
To check the status of a claim for benefits	<b>A</b>	
To check the status of an appeal for a claim for benefits	<b>A</b>	
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)	<b>A</b>		
Just browsing/Curious what site offered			
Other (please specify)	<b>B</b>		
		Text area, no char limit	
Disability benefits and compensation		Checkbox, one-up vertical	
Pension			
Education and training			
Employment	<b>D</b>		
Family and caregiver support			
Health			
Homeless assistance			
Housing			
Transportation and travel			
Volunteer opportunities			
Other (please specify)	<b>C</b>		
			Text area, no char limit
Job training			Checkbox, one-up vertical
Look for job openings	<b>G</b>		
Apply for job(s)	<b>G</b>		
Tips for interviewing			
Create or improve resume			
Other (please specify)	<b>F</b>		
		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	<b>A, C</b>	Radio button, one-up vertical	
Partially	<b>A, B, C</b>		
I wasn't planning to accomplish anything in particular			
No	<b>B, C</b>		
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>B-4</b>		
I changed my profile or direct deposit information			
I looked for employment support or jobs			
Other (please specify)	<b>A-1</b>		
		Text area, no char limit	
Life insurance		Checkbox, one-up vertical	
Compensation			
Pension			
Education, employment or training			
Other			
Register	<b>B-1, B1-B</b>	Checkbox, one-up vertical	
Log in	<b>B-1, B1-C</b>		

Check claim status for compensation or pension	<b>B-2</b>	
Check education claim status	<b>B-3</b>	
Apply for a benefit	<b>B-7, BB</b>	
Manage my profile or direct deposit		
Find employment support or jobs	<b>B-6</b>	
Other (please specify)	<b>B-5</b>	
		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>B-1A</b>	
		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>B-2B</b>	
Other (please specify)	<b>B-2A</b>	
		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>B-3A</b>	
		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)	<b>BB1</b>	
		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>B-6A</b>	
		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)	<b>C-1</b>	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	<b>A</b>	
		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
	N	Skip Logic Group	OE_Not Acc-Empl Support
	N	Skip Logic Group	OE_App Improvement
Multi	Y	Skip Logic Group	
	Y	Skip Logic Group	
Single	Y	Skip Logic Group	Homepage clarity
	N	Skip Logic Group	Homepage Improvement
Single	N		
Single	N		Age
Single	N		Gender

Model Instance Name:  
VA eBenefits  
MID: YdIIhdA4VstB05QNd8wgAA==  
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	<b>A</b>	Other Please Specify: Please tell us who you are.
AKR4147	<b>B</b>	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsI0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

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

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

MAD0050002	<b>B-6</b>	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	<b>B-6A</b>	What other reason were you unable to find the employment support you were looking for?
CAS0042256	<b>C</b>	Do you have any suggestions for improving your online application experience?
ACQOsI0002979	<b>C</b>	What will you do next? (Check all that apply)
ACQOsI0002980	<b>C-1</b>	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	<b>A</b>	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	<b>B</b>	Checkbox, one-up vertical
Active duty	<b>B</b>	
Wounded, injured, or ill service member	<b>B</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)	<b>A</b>	
		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		
Cold War Era or Other Period of Service		
First time		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		
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	<b>A</b>	
To check the status of a claim for benefits	<b>A</b>	
To check the status of an appeal for a claim for benefits	<b>A</b>	
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)	<b>A</b>		
Just browsing/Curious what site offered			
Other (please specify)	<b>B</b>		
		Text area, no char limit	
Disability benefits and compensation		Checkbox, one-up vertical	
Pension			
Education and training			
Employment	<b>D</b>		
Family and caregiver support			
Health			
Homeless assistance			
Housing			
Transportation and travel			
Volunteer opportunities			
Other (please specify)	<b>C</b>		
			Text area, no char limit
Job training			Checkbox, one-up vertical
Look for job openings	<b>G</b>		
Apply for job(s)	<b>G</b>		
Tips for interviewing			
Create or improve resume			
Other (please specify)	<b>F</b>		
		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	<b>A</b>	Radio button, one-up vertical	
Partially	<b>A, B</b>		
I wasn't planning to accomplish anything in particular			
No	<b>B, C</b>		
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>B-4</b>		
I changed my profile or direct deposit information			
I looked for employment support or jobs			
Other (please specify)	<b>A-1</b>		
		Text area, no char limit	
Life insurance		Checkbox, one-up vertical	
Compensation			
Pension			
Education, employment or training			
Other			
Register	<b>B-1, B1-B</b>	Checkbox, one-up vertical	
Log in	<b>B-1, B1-C</b>		

Check claim status for compensation or pension	<b>B-2</b>	
Check education claim status	<b>B-3</b>	
Apply for a benefit	<b>B-7, BB</b>	
Manage my profile or direct deposit		
Find employment support or jobs	<b>B-6</b>	
Other (please specify)	<b>B-5</b>	
		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>B-1A</b>	
		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>B-2B</b>	
Other (please specify)	<b>B-2A</b>	
		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>B-3A</b>	
		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)	<b>BB1</b>	
		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>B-6A</b>	
		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)	<b>C-1</b>	
		Text area, no char limit
Yes		Drop down, select one
No	<b>A</b>	
		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
Single	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
	N	Skip Logic Group	OE_Not Acc-Empl Support
	N	Skip Logic Group	OE_App Improvement
Multi	Y	Skip Logic Group	
	Y	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	Answer value	Statement
Life insurance	1	Life insurance 1 true false
Compensation	2	Compensation 2 true false
Pension	3	Pension 3 true false
Education, employment or training	4	Education, employment or training 4 true
Other	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: YdIIhdA4VstB05QNd8wgAA==  
 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	<b>A</b>	Other Please Specify: Please tell us who you are.
AKR4147	<b>B</b>	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
<u>ACQOsI0002983</u>		<u>Did you register for this site today?</u>
CAS0042289		<del>What was your primary</del> For what reason(s) did you <del>for</del> visiting the eBenefits site today? (Check all that apply)
CAS0042290	<b>B</b>	Why else were you visiting the eBenefits site today?



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

ACQinh0011671	<b>B-1A</b>	What is the other issue you had registering or logging into your account?
	<del>A</del> <b>B-1B</b>	<i>Is there any additional information that would be helpful in the registration process?</i>
<del>ACQOs/0002985</del>	<del>B</del>	<del><i>Did you try to log in on this site today?</i></del>
<del>ACQOs/0002986</del>	<del>C</del>	<del><i>Were you able to log in successfully?</i></del>
<del>ACQOs/0002987</del>	<del>CC</del>	<del><i>Why were you unable to log in?</i></del>
<del>ACQOs/0002988</del>	<del>D</del> <b>B1-C</b>	<del><i>What, if anything, would you like improved about the log in process?</i></del>
ACQinh0011672	<b>B-2</b>	What difficulty did you have checking your compensation or pension claim status? (Check all that apply)
ACQinh0011675	<b>B-2A</b>	What is the other reason that you could not check your claim status?
ACQhar0015092	<b>B-2B</b>	Have you been able to see a status view in previous visits?
ACQinh0011673	<b>B-3</b>	What difficulty did you have checking your education claim status? (Check all that apply)
ACQinh0011676	<b>B-3A</b>	What is the other reason you could not check your education claim status?
<del>ACQinh0011674</del>	<del>B-4</del>	<del><i>What type of benefit did you try to apply for?</i></del>
<del>CAS0042328</del>	<del>B-B-4</del>	<del><i>Which type of benefit were you applying for today?</i></del>
<del>CAS0042254</del>	<del>BB</del>	<del><i>Why were you unable to complete your online application today?</i></del>
<del>CAS0042255</del>	<del>BB1</del>	<del><i>Please explain why you were unable to complete your online application today.</i></del>
<del>CAS0042256</del>	<del>C</del>	<del><i>Do you have any suggestions for improving your online application experience?</i></del>
	<b>B-6</b>	Why were you unable to find the employment support you were looking for? (Check all that apply)

	<b>B-6A</b>	What other reason were you unable to find the employment support you were looking for?
	<b>K</b>	<del>Do you have any comments about improving the benefit or resource support (including employment support) in eBenefits?</del>
ACQOsI0002979	<b>C</b>	What will you do next? (Check all that apply)
ACQOsI0002980	<b>C-1</b>	What else would you do next?
CAS0042292		Thinking about the eBenefits homepage, <del>did it make</del> was it clear where you needed to go to find what you were looking for today?
CAS0042293	<b>A</b>	What could have improved your ability to find what you were looking for from the eBenefits homepage?
<del>CAS0042294</del>		<del>Did you try to log in on this site today?</del>
<del>CAS0042295</del>	<b>A</b>	<del>Were you able to log in successfully today?</del>
<del>CAS0042325</del>	<b>C</b>	<del>Why were you unable to log in today?</del>
<del>CAS0042326</del>	<b>B</b>	<del>What, if anything, would you like improved about the log in process?</del>
<del>CAS0042327</del>		<del>Did you attempt to complete an online application for benefits today?</del>
<del>CAS0042329</del>	<b>B</b>	<del>Were you able to complete your application today?</del>
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?
AKR4148		<i>Please select your age range.</i>
AKR4149		<i>Please select your gender.</i>

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	<b>B</b>	Checkbox, one-up vertical
Active duty	<b>B</b>	
Wounded, injured, or ill service member	<b>B</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)	<b>A</b>	
		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		
Cold War Era or Other Period of Service		
First time		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		
Yes	<b><u>A, B</u></b>	Radio button, one-up vertical
<u>No, I have already registered</u>	<b><u>B</u></b>	
No, I tried to but was not successful		
<u>No, I am not registered for this site:</u>		
Register for eBenefits		Checkbox, one-up vertical
Apply for benefits	<b>A</b>	
To check the status of a claim for benefits	<b>A</b>	
To check the status of an appeal for a claim for benefits	<b>A</b>	
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	<b>A</b>	
Looking for employment and/or employment support	<b>D</b>	
Just browsing/Curious what site offered		
Other, (please specify)	<b>B</b>	
		Text area, no char limit

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

The information to register that I received in the mail did not work		
Other; (please specify)	<b>B-1A</b>	
		Text area, no char limit
		<i>Text area, no char limit</i>
<del>Yes</del>	<del>C</del>	<del>Radio button, one-up vertical</del>
<del>No</del>		
<del>Yes, the first time I tried</del>	<del>D</del>	<del>Radio button, one-up vertical</del>
<del>Yes, after more than one try</del>	<del>D</del>	
<del>No, I was unable to log in</del>	<del>CC,D</del>	
		<del>Text area, no char limit</del>
		<i>Text area, no char limit</i>
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>B-2B</b>	
Other; (please specify)	<b>B-2A</b>	
		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>S</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>B-3A</b>	
		Text area, no char limit
		<del>Text area, no char limit</del>
<u>Life insurance</u>		<del>Drop down, select one</del>
<u>Compensation</u>		
<u>Pension</u>		
<u>Education, employment or training</u>		
<u>Other</u>		
<u>I did not have enough time to complete it today</u>		Checkbox, one-up vertical
<u>I did not have enough information or evidence to complete the application</u>		
<u>System failure</u>		
Other; (please specify)	<b>BB1</b>	
		Text area, no char limit
		<i>Text area, no char limit</i>
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>B-6A</b>	

		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)	<b>C-1</b>	
		Text area, no char limit
Yes		Drop down, select one
No	<b>A</b>	
		Text area, no char limit
Yes	<b>A,B</b>	Drop down, select one
No		
Yes, the first time I tried		Drop down, select one
Yes, after more than one try		
No, I was unable to log in	<b>C</b>	
		Text area, no char limit
		Text area, no char limit
Yes	<b>A, B,C</b>	Drop down, select one
No		
Yes		Drop down, select one
No	<b>BB</b>	
		Text area, no char limit
<u>17 or under</u>		Radio button, one-up vertical
<u>18-24</u>		
<u>25-34</u>		
<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
<i>Single</i>	<i>Y</i>	<i>Skip Logic Group</i>	<i>Register</i>
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	Y	Skip Logic Group	
	N	Skip Logic Group	
Single	Y	Skip Logic Group	
Single	Y	<del>Skip Logic Group</del>	
Single	Y	Skip Logic Group	Task Accomplishment
Multi	Y	Skip Logic Group	Acc- <del>Primary</del> -Task
	N	Skip Logic Group	OE_Acc- <del>Primary</del> Task
Multi	Y	Skip Logic Group	Not Acc- <del>Primary</del> Task
	N	Skip Logic Group	OE_Not Acc-Other Task
Multi	Y		Not Acc-Reg/Login

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

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

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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 (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 (please specify)	B B B   A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
AKR4146	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	B	Please check the conflict(s) in which you served. (Check all that apply)	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom Cold War Era or Other Period of Service		Checkbox, one-up vertical	Multi	N	Skip Logic Group
AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N	
AKR4149		Please select your gender.	Male Female		Radio button, one-up vertical	Single	N	
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	

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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
CAS0042289		<del>What was your primary</del> For what reason(s) did you <del>for</del> visiting the eBenefits site today? (Check all that apply)	Less frequently than once a year Register for eBenefits Apply for benefits To check the status of a claim for benefits To check the status of an appeal for a claim for benefits 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 Looking for employment and/or employment support Just browsing/Curious what site offered Other (please specify)	A A A A A A A A A B	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CAS0042290	B	Why else were you visiting the eBenefits site today?			Text area, no char limit		N	Skip Logic Group
CAS0042291	A	What type of benefit <del>status</del> or resource were you looking for, applying for, or checking on today? (Check all that apply)	Benefits and Compensation Pension Education and training Employment Family and caregiver support Health Homeless assistance Housing Transportation and travel Volunteer opportunities Other (please specify)	H H D H H H H H H C	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
	C	What other type of benefit or resource?			Text area, no char limit		N	Skip Logic Group
	D	What type of employment support were you primarily looking for today?	Job training Look for job openings Apply for job(s) Tips for interviewing Create or improve resume Other (please specify)	H G, H G, H H H F, H	Text area, no char limit Checkbox, one-up vertical	Single	Y	Skip Logic Group
	F	What other type of employment support?			Text area, no char limit		N	Skip Logic Group
	G	What type of jobs were you looking for?	Federal or government jobs only Private sector jobs only Both government and private sector jobs		Radio button, one-up vertical	Single	Y	Skip Logic Group
	H	Were you able to find the benefit or resource you were looking for?	Yes No	K I, K	Radio button, one-up vertical	Single	Y	Skip Logic Group
CAS0042292		Thinking about the eBenefits homepage, <del>did it make</del> was it clear where you needed to go to find what you were looking for today?	Yes No	A A	Drop down, select one	Single	Y	Skip Logic Group
CAS0042293	A	What could have improved your ability to find what you were looking for from the eBenefits homepage?			Text area, no char limit		N	Skip Logic Group
CWS01722		Did you accomplish what you wanted to on the site today?	Yes I wasn't planning to accomplish anything in particular No	A B, C	Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQinh0011648	A	What <del>primary task</del> did you accomplish today? (Check all that apply)	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 A-1	Radio button, one-up vertical	Multi	Y	Skip Logic Group
ACQinh0011649	A-1	What other task(s) did you <del>primarily</del> accomplish?			Text area, no char limit		N	Skip Logic Group

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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
ACQinh0011650	B	What <del>primary task</del> were you unable to accomplish today? (Check all that apply)	Register or Login	B-1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			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 <i>or jobs</i>	B-6				
Other, (please specify)	B-5							
ACQinh0011651	B-5	What other task(s) were you trying to accomplish?			Text area, no char limit		N	Skip Logic Group
ACQinh0011652	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					
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			Skip Logic Group
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status? (Check all that apply)	I found my status, but I don't think the data is correct		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			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				
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?			Text area, no char limit			Skip Logic Group
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	Skip Logic Group
ACQinh0011673	B-3	What difficulty did you have checking your education claim status? (Check all that apply)	I wanted payment status		Checkbox, one-up vertical	Multi		Skip Logic Group
			I needed certificate of eligibility					
			Other, (please specify)	B-3A				
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?			Text area, no char limit			Skip Logic Group
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit			Skip Logic Group
	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 Group
			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							
	B-6A	What other reason were you unable to find the employment support you were looking for?			Text area, no char limit		N	
	K	Do you have any comments about improving the benefit or resource support (including employment support) in eBenefits?			Text area, no char limit		N	
ACQOsl0002979	C	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 Group
			Call the eBenefits call center					
			Return to the eBenefits site later and try again					
			Send an email					
Other, (please specify)	C-1							
ACQOsl0002980	C-1	What else would you do next?			Text area, no char limit		Y	Skip Logic Group
ACQOsl0002983		Did you register for this site today?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No, I have already registered	B				
			No, I am not registered for this site.					
	A	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N	Skip Logic Group
ACQOsl0002985	B	Did you try to log in on this site today?	Yes	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
ACQOsl0002986	C	Were you able to log in successfully?	Yes, the first time I tried	D	Radio button, one-up vertical	Single	Y	Skip Logic Group

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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 No, I was unable to log in	D CC,D				
ACQOSI0002987	CC	Why were you unable to log in?			Text area, no char limit		Y	Skip Logic Group
ACQOSI0002988	D	What, if anything, would you like improved about the log in process?			Text area, no char limit		N	Skip Logic Group
CAS0042294		<del>Did you try to log in on this site today?</del>	Yes No	A,B	Drop-down, select one	Single	Y	Skip Logic Group
CAS0042295	A	<del>Were you able to log in successfully today?</del>	Yes; the first time I tried Yes; after more than one try No; I was unable to log in	C	Drop-down, select one	Single	Y	Skip Logic Group
CAS0042325	C	<del>Why were you unable to log in today?</del>			Text area, no char limit		N	Skip Logic Group
CAS0042326	B	<del>What, if anything, would you like improved about the log in process?</del>			Text area, no char limit		N	Skip Logic Group
CAS0042327		Did you attempt to complete an online application for benefits today?	Yes No	A, B, C	Drop down, select one	Single	Y	Skip Logic Group
CAS0042328	A	Which type of benefit were you applying for today?	Life insurance Compensation Pension Education, employment or training Other		Drop down, select one	Single	Y	Skip Logic Group
CAS0042329	B	Were you able to complete your application today?	Yes No	BB	Drop down, select one	Single	Y	Skip Logic Group
CAS0042254	BB	Why were you unable to complete your online application today?	I did not have enough time to complete it today I did not have enough information or evidence to complete the application System failure Other; (please specify)	BB1	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CAS0042255	BB1	Please explain why you were unable to complete your online application today.			Text area, no char limit		N	Skip Logic Group
CAS0042256	C	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	

<b>CQ Label</b>
Role
OE Role
Conflicts Served
<i>Age</i>
<i>Gender</i>
Frequency of Visit





CQ Label

Primary reason

OE\_Primary reason

Benefit type

OE\_Benefit type

Homepage clarity

Homepage Improvement

Task Accomplishment

Acc-Primary-Task

OE\_Acc-Primary 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

OE\_Improve Empl Support

Register

OE\_Reg Info

<b>CQ Label</b>
Log-in-
Log-in-Success
OE_Unable-to-Log-in
OE_Reg-Improvement
Apply for benefit
Type Benefit
Complete App
Why Not Complete
OE_unable to complete
OE_App Improvement

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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 (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 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
AKR4146	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group	
AKR4147	B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom Other		Checkbox, one-up vertical	Multi	N	Skip Logic Group	
AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N		
AKR4149		Please select your gender:	Male Female		Radio button, one-up vertical	Single	N		
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		

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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						
CAS0042289		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	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)						
			Just browsing/Curious what site offered						
			Other, please specify	B					
CAS0042290	B	Why else were you visiting the eBenefits site today?			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?	Yes		Drop down, select one	Single	Y	Skip Logic Group	Homepage clarity
			No	A					
CAS0042293	A	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	Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			I wasn't planning to accomplish anything in particular	B, C					
			No						
ACQinh0011648	A	What primary task did you accomplish today?	I checked my claim status for compensation or pension		Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
			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					
ACQinh0011649	A-1	What other task did you primarily accomplish?			Text area, no char limit		N	Skip Logic Group	OE_Acc-Primary Task
ACQinh0011650	B	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	B-2					
			Check education claim status	B-3					
			Apply for a benefit	B-4					
			Manage my profile or direct deposit						
			Find employment support						
			Other, please specify	B-5					
ACQinh0011651	B-5	What other task were you trying to accomplish?			Text area, no char limit		N	Skip Logic Group	OE_Not Acc-Other Task
ACQinh0011652	B-1	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?			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						
			I could login, but my page did not display	B-2B					
			Other, please specify	B-2A					
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?			Text area, no char limit				OE_Not Acc-C/P Claim

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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 wanted payment status I needed certificate of eligibility Other, please specify	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?			Text area, no char limit				OE_Not Acc-Edu. Claim
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit				OE_Not Acc-Ben Type
ACQOsI0002979	C	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 Other (please specify)	C-1	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsI0002980	C-1	What else would you do next?			Text area, no char limit		Y	Skip Logic Group	
ACQOsI0002983		Did you register for this site today?	Yes No, I have already registered No, I am not registered for this site.	A, B B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Register
	A	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N		OE_Reg Info
ACQOsI0002985	B	Did you try to log in on this site today?	Yes No	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsI0002986	C	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	
ACQOsI0002987	CC	Why were you unable to log in?			Text area, no char limit		Y	Skip Logic Group	
ACQOsI0002988	D	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	Y	Skip Logic Group	Log In
CAS0042295	A	Were you able to log in successfully today?	Yes, the first time I tried Yes, after more than one try No, I was unable to log in	C	Drop down, select one	single	Y		Log in Success
CAS0042325	C	Why were you unable to log in today?			Text area, no char limit		N		OE_Unalbe to Log in
CAS0042326	B	What, if anything, would you like improved about the log in process?			Text area, no char limit	single	N		OE_Reg Improvement
CAS0042327		Did you attempt to complete an online application for benefits today?	Yes No	A, B,C	Drop down, select one	single	Y	Skip Logic Group	Apply for benefit
CAS0042328	A	Which type of benefit were you applying for today?	Life insurance Compensation Pension Education, employment or training Other		Drop down, select one	single	Y	Skip Logic Group	Type Benefit
CAS0042329	B	Were you able to complete your application today?	Yes No	BB	Drop down, select one	single	Y	Skip Logic Group	Complete App
CAS0042254	BB	Why were you unable to complete your online application today?	I did not have enough time to complete it today I did not have enough information or evidence to complete the application System failure Other, please specify	BB1	Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Why Not Complete
CAS0042255	BB1	Please explain why you were unable to complete your online application today.			Text area, no char limit		n	Skip Logic Group	OE_unable to complete
CAS0042256	C	Do you have any suggestions for improving your online application experience?			Text area, no char limit		N	Skip Logic Group	OE_App Improvement
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	N		

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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 (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 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
AKR4146	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group	
AKR4147	B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom <del>No conflict/war service</del> Other		Checkbox, one-up vertical	Multi	N	Skip Logic Group	
AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N		
AKR4149		Please select your gender:	Male Female		Radio button, one-up vertical	Single	N		
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		

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			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	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)						
			Just browsing/Curious what site offered						
			Other, please specify	B					
	B	Why else were you visiting the eBenefits site today?			Text area, no char limit		N		OE_Primary reason
	A	What type of benefit status were you applying for or checking on today?	Compensation						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	A					
	A	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	Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			I wasn't planning to accomplish anything in particular	B, C					
			No						
ACQinh0011648	A	What primary task did you accomplish today?	I checked my claim status for compensation or pension	A-1	Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
			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)						
ACQinh0011649	A-1	What other task did you primarily accomplish?			Text area, no char limit		N	Skip Logic Group	OE_Acc-Primary Task
ACQinh0011650	B	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	B-2					
			Check education claim status	B-3					
			Apply for a benefit	B-4					
			Manage my profile or direct deposit						
			Find employment support						
			Other, please specify	B-5					
ACQinh0011651	B-5	What other task were you trying to accomplish?			Text area, no char limit		N	Skip Logic Group	OE_Not Acc-Other Task
ACQinh0011652	B-1	What difficulty did you have registering or logging into your account?	The site was down	B-1A	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						
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	B-2B B-2A	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						
			Other, please specify						
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?			Text area, no char limit				OE_Not Acc-C/P Claim



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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 wanted payment status I needed certificate of eligibility Other, please specify	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?			Text area, no char limit				OE_Not Acc-Edu. Claim
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit				OE_Not Acc-Ben Type
ACQOsI0002979	C	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 Other (please specify)	C-1	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsI0002980	C-1	What else would you do next?			Text area, no char limit		Y	Skip Logic Group	
ACQOsI0002983		Did you register for this site today?	Yes No, I have already registered No, I am not registered for this site.	A, B B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Register
	A	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N		OE_Reg Info
ACQOsI0002985	B	Did you try to log in on this site today?	Yes No	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsI0002986	C	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	
ACQOsI0002987	CC	Why were you unable to log in?			Text area, no char limit		Y	Skip Logic Group	
ACQOsI0002988	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
	A	Were you able to log in successfully today?	Yes, the first time I tried Yes, after more than one try No, I was unable to log in	C	Drop down, select one	single	Y		Log in Success
	C	Why were you unable to log in today?			Text area, no char limit		N		OE_Unable to Log in
	B	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 No	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?	Life insurance Compensation Pension Education, employment or training Other		Drop down, select one	single	Y	Skip Logic Group	Type Benefit
	B	Were you able to complete your application today?	Yes No	BB	Drop down, select one	single	Y	Skip Logic Group	Complete App
	BB	Why were you unable to complete your online application today?	I did not have enough time to complete it today I did not have enough information or evidence to complete the application System failure Other, please specify	BB1	Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Why Not Complete
	BB1	Please explain why you were unable to complete your online application today.			Text area, no char limit		n	Skip Logic Group	OE_unable to complete
	C	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 Request documents from your Official Military Personnel file (such as your DD-214) Share your health records with private health care providers; the VA and the DoD		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	

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			<del>Update your contact information for Compensation &amp; Pension and Post-9/11 GI Bill Education benefits</del> <del>Browse and apply for state benefits</del> <del>Find an attorney, Claims Agent, or VSO to represent you for VA benefits claims</del> <del>View your Federal Individual Recovery Plan (FIRP)</del> <del>Other, please specify</del> <del>None, I would not access eBenefits features through a mobile device</del>	A					
ACQDem0007606	A	Other, please specify							
CWS01724		If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	N		

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**eBenefits Custom Questions**

**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 (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 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
AKR4146	A	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service		Checkbox, one-up vertical	Multi	N	Skip Logic Group
AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N	
AKR4149		Please select your gender:	Male Female		Radio button, one-up vertical	Single	N	
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 Less frequently than once a year		Radio button, one-up vertical	Single	Y	

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AKR4148		Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single	N	
AKR4149		Please select your gender:	Male Female		Radio button, one-up vertical	Single	N	
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 Less frequently than once a year		Radio button, one-up vertical	Single	Y	
AKR4151 (AKR4151G1)		What information were you primarily looking for today?	Financial Education Employment Housing Health Burial Benefits Compensation Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group
AKR4152	A	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS 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 Less frequently than once a year		Radio button, one-up vertical	Single	Y	
AKR4151 (AKR4151G1)		What information were you primarily looking for today?	Financial Education Employment Housing Health Burial Benefits Compensation Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group
AKR4152	A	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group

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