

Model Instance Name: NLM Clinical Trials

#REF!

MID:

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Date: 2/14/2011



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

Thank You Text

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Examples

Welcome Text Example

The screenshot shows a web browser window displaying a survey page. The URL is <http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE>. The page features the ForeSee Results logo at the top right. The main heading is "Customer Satisfaction Survey". Below the heading, there is a paragraph: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve." This is followed by another paragraph: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note states: "Required questions are denoted by an *". The first question is: "1: *What is your overall satisfaction with this survey?". Below the question is a scale from 1 to 10, with "1=Very Dissatisfied" and "Very Satisfied=10". The scale is represented by radio buttons: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10.

Thank You Text Example

The screenshot shows a web browser window displaying a survey page. At the top, there are two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below these is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question, there is a paragraph: "Thank you for taking our survey - and for helping us serve you better." This is followed by another paragraph: "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom, there are "Cancel" and "Submit" buttons. Below the buttons, it says "Copyright 2010 - all rights reserved" and "ForeSee Results Privacy Policy Survey Support". The browser status bar at the bottom shows "Internet | Protected Mode: On" and "100%".

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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on ClinicalTrials.gov.	23 What is your overall satisfaction with ClinicalTrials.gov? (1=Very Dissatisfied, 10=Very Satisfied)	26 How likely are you to return to ClinicalTrials.gov?
2 Please rate the quality of information on ClinicalTrials.gov.	24 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on ClinicalTrials.gov.	25 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	27 How likely are you to recommend this site to someone else?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the visual appeal of this site.		How likely are you to use ClinicalTrials.gov as your primary resource for clinical trials information?
5 Please rate the balance of graphics and text on this site.		
6 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate how well this site is organized.		
8 Please rate the options available for navigating this site.		
9 Please rate how well the ClinicalTrials.gov layout helps you find what you are looking for.		
10 Please rate the number of clicks to get where you want on ClinicalTrials.gov.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
11 Please rate how quickly pages load on this site.		
12 Please rate the consistency of speed from page to page on ClinicalTrials.gov.		
13 Please rate the ability to load pages without getting error messages on ClinicalTrials.gov.		
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on ClinicalTrials.gov.		
15 Please rate the organization of search results on this site.		
16 Please rate how well the search results help you decide what to select.		
17 Please rate how well the search feature helps you to narrow the results to find what you want.		



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partitioned - yes

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

NLM Clinical Trials v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO09660		How did you first learn about ClinicalTrials.gov?	Search engine (e.g., Google, Yahoo)		Radio button, one-up vertical



Single or Multi	Required Y/N	Special Instructions
Single	Y	Randomize

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Required Y/N	Special Instructions
Y	Randomize