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.
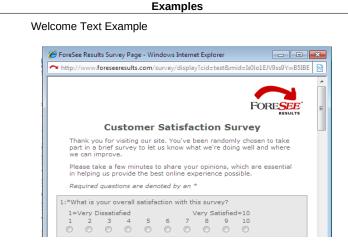
Welcome Text

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.
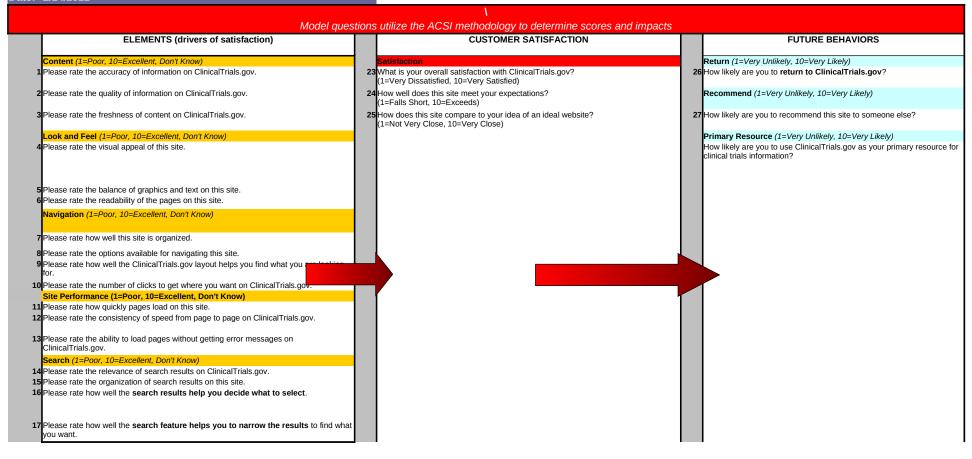
Examples

Welcome Text Example

Thank You Text Example

\
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)*

1 Please rate the accuracy of information on ClinicalTrials.gov.

2 Please rate the quality of information on ClinicalTrials.gov.

3 Please rate the freshness of content on ClinicalTrials.gov.

Look and Feel *(1=Poor, 10=Excellent, Don't Know)*

4 Please rate the visual appeal of this site.

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.

Satisfaction

23 What is your overall satisfaction with ClinicalTrials.gov?
(1=Very Dissatisfied, 10=Very Satisfied)

24 How well does this site meet your expectations?
(1=Falls Short, 10=Exceeds)

25 How does this site compare to your idea of an ideal website?
(1=Not Very Close, 10=Very Close)

Return *(1=Very Unlikely, 10=Very Likely)*

26 How likely are you to **return to ClinicalTrials.gov**?

Recommend *(1=Very Unlikely, 10=Very Likely)*

27 How likely are you to recommend this site to someone else?

Primary Resource *(1=Very Unlikely, 10=Very Likely)*

How likely are you to use ClinicalTrials.gov as your primary resource for clinical trials information?

Model Instance Name:
NLM Clinical Trials v2
MID: hRlIhMU4IRp1NowpYUdwEw==
Date: 3/1/2008
partitioned - yes

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

Model Instance Name:
NLM Clinical Trials v2
MID: hRlIhMU4IRp1NowpYUdwEw==
Date: 3/1/2008
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

Model Instance Name:
NLM Clinical Trials v2
MID: hRIlhMU4IRp1NowpYUdwEw==
Date: 3/1/2008
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

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)	Single or Multi
EDO09660		How did you first learn about ClinicalTrials.gov?	Search engine (e.g., Google, Yahoo)		Radio button, one-up vertical	Single

Required Y/N	**Special Instructions**
Y	Randomize