

## Welcome and Thank You Text

### Welcome Text

~~Thank you for visiting [Company/Site/Agency]. 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. We appreciate your input!~~

### Welcome Text - Alternate

Thank you for visiting **Cahaba Government Benefit Administrators**. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of Cahaba Government Benefit Administrators. Please take a minute or two to give us your opinions. The feedback you provide will help Cahaba Government Benefit Administrators enhance its site and serve you better in the future. All results are strictly confidential.

### Thank You Text - Alternate

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.



### Customer Satisfaction Survey

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 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.

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name CMS - Cahaba GBA JJ MAC  
 Model ID NEW-create MID  
 Partitioned YES  
 Date (1/28/2015)

THIS USES CMS MODEL 410 Question Set

Red & Strike Through: Delete  
 Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Rework



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Content - Accuracy	<b>Content</b> Please rate the accuracy of information on this site.	21 Satisfaction - Overall	What is your overall satisfaction with this site?	24 Primary Resource	<b>Primary Resource</b> How likely are you to use this site as your primary resource for getting information on Medicare?
2 Content- Quality	Please rate the quality of information on this site.	22 Satisfaction - Expectations	How well does this site meet your expectations?	25 Recommend	<b>Recommend</b> How likely are you to recommend this site to someone else?
3 Content - Freshness	Please rate the freshness of content on this site.	23 Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	26 Return	<b>Return</b> How likely are you to return to this site?
<b>Functionality</b>					
4 Functionality - Usefulness	Please rate the usefulness of the services provided on this site.				
5 Functionality - Convenient Services	Please rate the convenience of the services on this site.				
6 Functionality - Accomplish Goal	Please rate the ability to accomplish what you wanted to on this site.				
<b>Look and Feel</b>					
7 Look and Feel - Readability	Please rate the ease of reading this site.				
8 Look and Feel - Organization	Please rate the clarity of site organization.				
9 Look and Feel - Layout	Please rate the clean layout of this site.				
<b>Navigation</b>					
10 Navigation - Clicks	Please rate the degree to which the number of steps it took to get where you want is acceptable.				
11 Navigation - Find	Please rate the ability to find information you want on this site.				
12 Navigation - Layout	Please rate the clarity of the site map/directory.				
13 Navigation - Ease	Please rate the ease of navigation on this site.				
<b>Search</b>					
14 Search - Usefulness	Please rate the usefulness of search results on this site.				
15 Search - Comprehensive	Please rate how this site provides comprehensive search results.				
16 Search - Organization	Please rate the organization of search results on this site.				
17 Search - Narrow	Please rate how the search feature helps you to narrow the results to find the information you want.				
<b>Site Performance</b>					
18 Site Performance - Loading	Please rate the speed of loading the page on this site.				
19 Site Performance - Consistency	Please rate the consistency of speed on this site.				
20 Site Performance - Reliability	Please rate the reliability of site performance on this site.				

