Model Instance Name:

ABMC

MID: Z8JhtlABUxlYNMI4MtgYNw==

Date: 1/19/2012



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

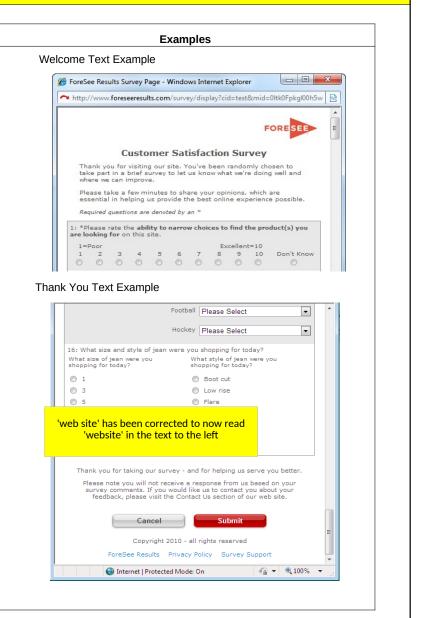
Thank you for visiting ABMC.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and how we can improve.

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. Please visit the Contact Us section of our website if you have further questions or feedback.



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Partitio Y

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Jule. 1113/2012	ABMC	
Model qu	estions utilize the ACSI methodology to determine scores and ir	mpacts
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 your perception of the accuracy of information on this site.	17 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	How likely are you to return to this site in the next 30 days?
2 Please rate the quality of information on this site.	18 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 this site.	19 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	21 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Historical Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the usefulness of the features (ex: videos, database, educational materials) provided on this site.		22 How likely are you to use this site as a historical resource for information about the world wars, and the Americans buried and memorialized in ABMC's cemeteries and memorials?
5 Please rate the convenient placement of the features (ex: videos, database, educational materials) on this site.		Visit cemetery (1=Very Unlikely, 10=Very Likely)
6 Please rate the variety of features (ex: videos, database, educational materials) on this site.		23 How likely are you to visit one of ABMC's cemeteries or memorials?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the visual appeal of this site.		
8 Please rate the balance of graphics and text on this site.		
9 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized.		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for.		
13 Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
14 Please rate how quickly pages load on this site.		
15 Please rate the consistency of speed from page to page on this site.		
16 Please rate the ability to load pages without getting error messages on this site.		

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

blue + -->: REWORDING

	Skip		ABMC CUSTOM QUESTION LIST				Require		
	Logic		Answer Choices			Single or	d	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
SAC7120		How frequently do you visit this site?	Daily	Α	Radio button, one-up	Single	Y	Skip Logic Group	Visit frequenc
					vertical				
			Two to three times per week	A					
			About once a month	A					
			Every few months Every 6 months or less often	— A					
			This is my first time visiting this site	^					
AS0056342	Α	During your visit today, did you notice the redesign of our	Yes	В	Radio button, one-up	Single	Y	Skip Logic Group	Noticed redes
7.00000042		website?			vertical	Cirigic	·	Okip Logic Croup	rediced redes
			No						
			Not sure						
AS0056343	В	How does the new site compare to the previous design?	Better than the previous design	С	Radio button, one-up	Single	Υ	Skip Logic Group	Redesign opin
					vertical				
			About the same as the previous design						
			Worse than the previous design	D					
AS0056344	С	What made this experience better than the previous			Text area, no char limit		N	Skip Logic Group	Why better
		experience?							
AS0056344	D	What made this experience worse than the previous			Text area, no char limit		N	Skip Logic Group	Why worse
CAC7404		experience?	Nataran		Charlibar	B. 4131.*	.,		6.1
SAC7121		Do any of the following describe you ? (Please select all that apply)	Veteran		Checkbox, one-up vertical	Multi	Y		Role
		αρριγ <i>)</i>	Active Duty Military						
			Educator Student						
			Family member or friend of someone buried or memorialized in an ABMC cemetery						
			Tourist who is planning to visit an ABMC cemetery or memorial				1		
			None of the above				1		
AS0056328		What area of the site did you primarily visit today?	About Us		Radio button, one-up	Single	Y		Area
		and the same same you printed by violationary.			vertical	Jgic	Ι΄.		
			Cemeteries & Memorials				1		
			Search ABMC Burials						
			News & Events						
			Learning & Resources						
	<u> </u>		Multimedia				<u></u>		
SAC7122		What was your main reason for visiting the site today?	Search for a specific individual buried or memorialized in an ABMC cemetery	В	Radio button, one-up	Single	Y	Skip Logic Group	Main reasor
					vertical				
			Find information on an ABMC cemetery or memorial						
			Plan a visit to an ABMC cemetery or memorial						
			View images and photos of cemetery or memorial						
			Read about the latest news and/or events						
			Use ABMC learning resources						
			Explore the multimedia resources						
			Explore the FAQs						
			Contact ABMC						
			Connect with ABMC social media networks						
			Download the Pointe du Hoc mobile application						
			Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate						
			Research general historical information						
SAC7122	^	What was your reason for visiting the site?	Other, please specify	A	Text area no char limit		NI	Skin Logic Croup	Other reces
SAC7123	Α	What was your reason for visiting the site?			Text area, no char limit		N	Skip Logic Group	Other reaso
SAC7129	В	Did you search a database today to find the name of an	Yes	F	Radio button, one-up	Single	Y	Skip Logic Group	Use Databas
CACTIL		individual buried or memorialized at an ABMC cemetery?	150	-	vertical	Sirigie		Chip Logic Group	USE Dalabas
		and the second of the second o	No						
			Not sure						
SAC7130	F	Please describe your experience using the database (Select			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Database experi
		all that apply)			, 22 ap 10.000			J. 5.00p	
			Database was easy to use						
			Database was difficult to use						
			I would like to be able to sort or narrow the search results further						
			I would like more information about the individuals listed						
			Other experience, please specify	G					
SAC7131	G	What was your experience with the database?			Text area, no char limit		N	Skip Logic Group	Other databa
SAC7127		Did you view the Normandy, Pointe Du Hoc, World War I or	Yes	E	Radio button, one-up	Single	Y	Skip Logic Group	Use Interactiv
		World War II educational interactive today?			vertical				
			No .						
SAC7128	E	How satisfied were you with your experience with the	Very satisfied		Radio button, one-up	Single	Y	Skip Logic Group	Interactive Satisfa
		interactive?			vertical				
			Somewhat satisfied						
			Somewhat unsatisfied						
2407-25			Very unsatisfied		5	61			
SAC7132		Were you able to find the information you wanted today?	Yes, completely		Radio button, one-up	Single	Y	Skip Logic Group	Able to Find
SAC7132		Were you able to find the information you wanted today?			Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find

SAC7133	Н	What were you unable to find?			Text area, no char limit		N	Skip Logic Group	Unable to Find
CAS0056345		What other useful features or content would you like to see added to the ABMC site?			Text area, no char limit		N		Other features
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit		N		Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	Single	Υ		Access Mobile Internet
ACQLiv0023321	Α	Which of the following devices do you have?	A SmartPhone	w	Checkbox, one-up vertical	Multi	Y		Phone or Tablet
			A tablet	X					
			None of these						
CAS0031656	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Υ		Phone type
			Android			Ü			71
			Blackberry						
			Another phone						
CAS0031637	Х	Specifically, which type of tablet do you have?	iPad		Radio button, one-up vertical	Single	Y		Tablet type
			Kindle						
			Android						
			Blackberry						
			Another tablet						
ACQLiv0023322	В	Have you ever accessed ANY federal website using a mobile	Yes	С	Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage
		phone or tablet?	No, but I plan to do so						
			No, but I might in the future						
			No, and I don't plan to do so						
ACQLiv0023323	С	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes	Y,Z	Radio button, one-up vertical	Single	Y		Mobile Site Usage
		tablet?	No, but I plan to do so	Z					
			No, but I might in the future	Z					
			No, and I don't plan to do so						
CAS0031657	Υ	What was the main reason you last visited ABMC using a mobile phone or tablet?			Text area, no char limit		N		Primary Mobile Reason
CAS0031658	Z	What resources/additional resources might you want to access from ABMC using a mobile phone or tablet?			Text area, no char limit		N		Desired Resources

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

			ABMC CUSTOM QUESTION LIST						
	Skip						Requi		
	Logic		Answer Choices			Single or	red	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
SAC7120		How frequently do you visit this site?	Daily	Α	Radio button, one-up	Single	Υ	Skip Logic Group	Visit frequency
					vertical				
			Two to three times per week	Α					
			About once a month	Α					
			Every few months	A					
			Every 6 months or less often	_ A					
			This is my first time visiting this site						
	Α	During your visit today, did you notice the redesign of our	Yes	В	Radio button, one-up	Single	Y	Skip Logic Group	Noticed redesign
		website?	No.		vertical				
			NO Not sure	-					
		How do so the year site a granger to the graniana design?	Not sure		Dadia button and un	Cinale	\ \	Chin Logio Croup	Dedesign eninion
	В	How does the new site compare to the previous design?	Better than the previous design	С	Radio button, one-up vertical	Single	Y	Skip Logic Group	Redesign opinion
			About the same as the previous design	-	vertical				
			Worse than the previous design	D					
	С	What made this experience better than the previous	worse than the previous design	U	Text area, no char limit		NI	Skip Logic Group	Why better
		experience?			Text area, 110 Chai illilli		N	Skip Logic Group	Wily better
	D	What made this experience worse than the previous			Text area, no char limit		N	Skip Logic Group	Why worse
	"	experience?			Text area, 110 chai iiiiii		11	Skip Logic Group	Willy Worse
SAC7121		Do any of the following describe you? (Please select all that	Veteran		Checkbox, one-up	Multi	Y		Role
JAC/ 121	1	apply)	· occiui		vertical	iviuiti	'		Noic
	1		Active Duty Military	1					
			Educator	1					
			Student	1					
			Family member or friend of someone buried or memorialized in an ABMC cemetery	-					
			Tourist who is planning to visit an ABMC cemetery or memorial	-					
			None of the above						
-		What area of the site did you primarily visit today?	About Us		Radio button, one-up	Single	Υ		Area
		,,,,,,,			vertical				
			Cemeteries & Memorials						
			Search ABMC Burials						
			News & Events						
			Learning & Resources						
			Multimedia						
SAC7122		What was your main reason for visiting the site today?	Search for a specific individual buried or memorialized in an ABMC cemetery	В	Radio button, one-up	Single	Y	Skip Logic Group	Main reason
					vertical				
			Find information on an ABMC cemetery or memorial						
			Plan a visit to an ABMC cemetery or memorial						
			View images and photos of cemetery or memorial						
			Read about the latest news and/or events						
			Use ABMC learning resources						
			Explore the multimedia resources						
			Explore the FAQs						
			Contact ABMC						
			Connect with ABMC social media networks						
			Download the Pointe du Hoc mobile application						
			Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate	B,C, D					
			Find general information about ABMC						
			Research general historical information						
			Other, please specify	Α					
SAC7123	Α	What was your reason for visiting the site?			Text area, no char limit		N	Skip Logic Group	Other reason
<u>SAC7129</u>	В	Did you search a database today to find the name of an	<u>Yes</u>	E	Radio button, one-up	<u>Single</u>	Y	Skip Logic Group	<u>Use Database</u>
		individual buried or memorialized at an ABMC cemetery?			<u>vertical</u>				
			<u>No</u>						
			<u>Not sure</u>						
<u>SAC7130</u>	E	Please describe your experience using the database (Select	l am satisfied with my experience		Checkbox, one-up	<u>Multi</u>	<u>Y</u>	Skip Logic Group	<u>Database experience</u>
		all that apply)			<u>vertical</u>				
			I received all the results I was looking for						
			Database was easy to use						
			Database was difficult to use						
			I would like to be able to search by criteria other than last name, state, unit, or and cemetery						
			I would like to be able to sort or narrow the search results further						
			I would like more information about the individuals listed						
			I would like to be able to download lists of information from the database into a format such as excel						
			Other experience, please specify	<u>G</u>	- ,			01: 1 : -	0.1
<u>SAC7131</u>	<u>G</u>	What was your experience with the database?			Text area, no char limit		N	Skip Logic Group	Other database
6.07:5:	-	Which coming did on	Plantage Control of the Control of t		Observative	14.10	.,	Older I	0.0
SAC7124	В	Which service did you want to order? (Please select all that	Flowers		Checkbox, one-up	Multi	¥	Skip Logic Group	4) Service
		apply)	1 Mary and 1	-	vertical				
			Lithograph						
			Headstone photo Kerson War Llange Ball Cortificate						
			Korean War Honor Roll Certificate						
			Other						

SAC7125	e	How convenient did you find the ordering process?	Very convenient		Radio button, one-up	Single	¥	Skip Logic Group	5) Service convenience
			Somewhat convenient						
			Somewhat inconvenient						
	_		Very inconvenient						
SAC7126	Đ	Would you rather be able to complete your order on the website, or do you prefer the current process?	I would strongly prefer online ordering		Radio button, one-up vertical	Single	¥	Skip Logic Group	6) Service order process
			I would somewhat prefer online ordering						
			I do not prefer one way or the other						
			I somewhat prefer the current process I strongly prefer the current process						
SAC7127		Did you view the Normandy, Pointe Du Hoc, World War I or	Yes	Е	Radio button, one-up	Single	V	Skip Logic Group	Use Interactive
0/10/12/		World War II educational interactive today?	No	_	vertical	Cirigic	·	Only Logic Croup	Ose interactive
SAC7128	E	How satisfied were you with your experience with the interactive?	Very satisfied		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Interactive Satisfaction
			Somewhat satisfied Somewhat unsatisfied		10.000				
			Very unsatisfied						
SAC7132		Were you able to find the information you wanted today?	Yes, completely		Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find
			Yes, partially No	н	1011000				
SAC7133	н	What were you unable to find?	INO	п	Text area, no char limit		N	Skip Logic Group	Unable to Find
SAC7134		Please rate how interested you would be in each of the	Extremely interested		Radio button, one-up	Single	· · ·	Multiple Lists	Video tours
5AC1134		following potential additions to the ABMC website. Virtual tours of each cemetery and memorial			vertical	Single	_	Group	Video todi 3
		virtual tours of each cemetery and memorial	Very interested Somewhat interested						
			Not very interested	-					
			Not at all interested						
			Not sure	-					
SAC7135		Video and photo archives of the cemeteries and memorials	Extremely interested		Radio button, one-up vertical	Single	¥	Multiple Lists Group	Video/photo archives
			Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
SAC7136		Educational resources such as lesson plans	Not sure Extremely interested		Radio button, one-up	Single	¥	Multiple Lists Group	Lesson plans
			Very interested	_	vertical			Group	
			Somewhat interested						
		4	Not very interested						
			Not at all interested						
			Not sure						
SAC7137		Educational resources such as additional interactive programs about military campaigns	Extremely interested		Radio button, one-up vertical	Single	¥	Multiple Lists Group	More interactives
			Very interested Company has interested						
			Somewhat interested Not very interested	-					
			Not at all interested						
			Not sure						
SAC7138		Information about individuals buried in ABMC cemeteries, such as personal letters and photos	Extremely interested		Radio button, one-up	Single	¥	Multiple Lists Group	Personal letters/photos
			Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
		What other useful features or content would you like to see	Not sure		Text area incident limit		NI		Other features
CA 07400		What other useful features or content would you like to see added to the ABMC site?			Text area, no char limit		N		Other features
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit		N		Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	adio button, one-up vertica	Single	Y		Access Mobile Internet
ACQLiv0023321	Α	Which of the following devices do you have?	No A SmartPhone	W	Checkbox, one-up vertical	Multi	Y		Phone or Tablet
7.0QLIV0023321		Jan Jan Construing de Flores de Fou Hure:	A tablet	X	Chookbox, one up vertical	widid			Thoric of Tablet
			None of these						
CAS0031656	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertica	Single	Υ		Phone type
			Android						
			Blackberry						
CAS0021627	v	Specifically, which turn of tablet do you have?	Another phone iPad		Padia buttan, and un vertica	Cinalo	V		Tablet time
CAS0031637	X	Specifically, which type of tablet do you have?	iPad Kindle		Radio button, one-up vertica	Single	Y		Tablet type
			Android						
			Blackberry						
			Another tablet						
ACQLiv0023322	В	Have you ever accessed ANY federal website using a mobile	Yes	С	adio button, one-up vertica	Single	Υ		Federal Mobile Site Usage
		phone or tablet?	No, but I plan to do so						
			No, but I might in the future						
ACOL:::0000000		Have you over accessed APMCIe eite using a marking of	No, and I don't plan to do so	V 7	lodio button and are	Cinal-	V		Mobile Cite Harman
ACQLiv0023323	С	Have you ever accessed ABMC's site using a mobile phone or tablet?	Yes No, but I plan to do so	Y,Z	adio button, one-up vertica	Single	Y		Mobile Site Usage
			pro, out i piuli to do 30	_					

			No, but I might in the future	Z			
			No, and I don't plan to do so				
CAS0031657	Υ	What was the main reason you last visited ABMC using a			Text area, no char limit	N	Primary Mobile Reason
		mobile phone or tablet?					
CAS0031658	Z	What resources/additional resources might you want to			Text area, no char limit	N	Desired Resources
		access from ABMC using a mobile phone or tablet?					

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			ABMC CUSTOM QUESTION LIST						
	Skip								
QID	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
SAC7120	Labei	How frequently do you visit this site?	Daily	Skip to	Radio button, one-up vertical	Single	Y	Special instructions	1) Visit frequency
0, 10, 220		non noque in you not and one.	Two to three times per week		radio sation, one up relaca	og.o	·		2) 11011 110400110)
			About once a month		· '				
			Every few months		,				
			Every 6 months or less often		· '				
			This is my first time visiting this site						
SAC7121		Do any of the following describe you? (Please select all that	Veteran	_	Checkbox, one-up vertical	Multi	Y		2) Role
		apply)	Active Duty Military Educator		,				
			Student	_	· '				
			Family member or friend of someone buried or memorialized in an ABMC cemetery		,				
			Tourist who is planning to visit an ABMC cemetery or memorial		· '				
			None of the above					Exclusive	
SAC7122		What was your main reason for visiting the site today?	Find information on a specific individual buried or memorialized in an ABMC cemetery		Radio button, one-up vertical	Single	Y	Skip Logic Group	3) Main reason
			Find information on an ABMC cemetery or memorial						
			Plan a visit to an ABMC cemetery or memorial	-					
			Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate Find general information about ABMC	B,C, D					
			Research general historical information						
			Other, please specify	A					
SAC7123	Α	What was your reason for visiting the site?			Text area, no char limit	Single	N	Skip Logic Group	a) Other reason
SAC7124	В	Which service did you want to order? (Please select all that	Flowers		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	4) Service
		apply)	Lithograph		1				
			Headstone photo		1				
			Korean War Honor Roll Certificate						
			Other		 - 	-			
SAC7125	С	How convenient did you find the ordering process ?	Very convenient		Radio button, one-up vertical	Single	Y	Skip Logic Group	5) Service convenience
			Somewhat convenient Somewhat inconvenient	_	1				
			Very inconvenient		1				
SAC7126	D	Would you rather be able to complete your order on the	I would strongly prefer online ordering		Radio button, one-up vertical	Single	Υ	Skip Logic Group	Service order proces
0, 10, 220		website, or do you prefer the current process?	I would somewhat prefer online ordering		radio salion, one ap relaca	Og.o	·	5p 209.0 0.0up	0) 00:1100 0:40: p:000
			I do not prefer one way or the other		1				
			I somewhat prefer the current process		1				
			I strongly prefer the current process						
SAC7127		Did you view the Normandy or Pointe Du Hoc educational	Yes	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	7) Use Interactive
0.4.074.00		interactive today?	No		12 11 11 11 11 11	- i		01: 1 : 0	0.11
SAC7128	E		Very satisfied Somewhat satisfied	_	Radio button, one-up vertical	Single	Y	Skip Logic Group	8) Interactive Satisfaction
		interactive:	Somewhat unsatisfied	_	A second				
			Very unsatisfied		A second				
SAC7129		Did you search a database today to find the name of an	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	9) Use Database
		individual buried or memorialized at an ABMC cemetery?	No		1				
			Not sure						
SAC7130	F	Please describe your experience using the database (Select			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	10) Database experienc
		all that apply)	I would like to be able to search by criteria other than last name, state, unit, or and cemetery		1				
			I would like to be able to sort or narrow the search results I would like more information about the individuals listed	_	1				
			I would like to be able to download lists of information from the database into a format such as excel		1				
			Other experience, please specify	G					
SAC7131	G	What was your experience with the database?			Text area, no char limit	Single	N	Skip Logic Group	b) Other database
SAC7132		Were you able to find the information you wanted today?	Yes, completely		Radio button, one-up vertical	Single	Y	Skip Logic Group	11) Able to Find
			Yes, partially						
			No No	Н		-		211	
SAC7133	Н	What were you unable to find?	C. day well in the control of		Text area, no char limit	Single	N	Skip Logic Group	c) Unable to Find
SAC7134		Please rate how interested you would be in each of the following potential additions to the ABMC website.	Extremely interested Very interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	12) Video tours
		Virtual tours of each cemetery and memorial	Very interested Somewhat interested						
		2000 2 State Somethy and Homen	Somewhat interested Not very interested						
			Not at all interested		4				
			Not sure						
SAC7135		Video and photo archives of the cemeteries and memorials	Extremely interested		Radio button, one-up vertical	Single	Υ	Multiple Lists Group	13) Video/photo archiv
			Very interested					,	
			Somewhat interested						
			Not very interested						
			Not at all interested						
015=:1:			Not sure			6: .			40.
SAC7136		Educational resources such as lesson plans	Extremely interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	14) Lesson plans
			Very interested Somewhat interested						
			Somewhat interested Not very interested						
			Not very interested Not at all interested						
SAC7137		Educational resources such as additional interactive	Not sure Extremely interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	15)More interactives

				1				1	
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7138		Information about individuals buried in ABMC cemeteries,	Extremely interested		Radio button, one-up vertical	Single	Υ	Multiple Lists Group	16) Personal letters/photos
		such as personal letters and photos	Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7139		Please suggest one improvement ABMC could make to its website to improve your experience			Text area, no char limit	Single	N		d) Improvement
ACQLiv0023320		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Υ		Access Mobile Internet
			No.	1 ′	, , , , , , , , , , , , , , , , , , , ,				
ACQLiv0023321	Α	Which of the following devices do you have?	A SmartPhone	w	Checkbox, one-up vertical	Multi	Υ		Phone or Tablet
		,	A tablet	х					
			None of these	1					
	W	Specifically, which type of mobile phone do you have?	iPhone		Radio button, one-up vertical	Single	Υ		Phone type
			Android			Ŭ			21
			Blackberry						
			Another phone						
	Х	Specifically, which type of tablet do you have?	iPad		Radio button, one-up vertical	Single	Υ		Tablet type
			Kindle	1					
			Android						
			Blackberry	1					
			Another tablet						
ACQLiv0023322	В	Have you ever accessed ANY federal website using a mobile	Yes	С	Radio button, one-up vertical	Single	Υ		Federal Mobile Site Usage
		phone or tablet?	No, but I plan to do so	1		_			
			No, but I might in the future	1					
			No, and I don't plan to do so						
ACQLiv0023323	С	Have you ever accessed ABMC's site using a mobile phone or	Yes	Y,Z	Radio button, one-up vertical	Single	Υ		Mobile Site Usage
		tablet?	No, but I plan to do so	Z		_			
			No, but I might in the future	Z					
			No, and I don't plan to do so						
	Υ	What was the main reason you last visited ABMC using a mobile phone or tablet?			Text area, no char limit		N		Primary Mobile Reason
	Z	What resources/additional resources might you want to access from ABMC using a mobile phone or tablet?			Text area, no char limit		N		Desired Resources

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

blue + -->: REWORDING

			ABMC CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices			Single or	Required		
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
7120		How frequently do you visit this site?	Daily		Radio button, one-up vertical	Single	Y		1) Visit frequency
			Two to three times per week						, ,
			About once a month						
			Every few months						
			Every 6 months or less often						
			This is my first time visiting this site						
7121		Do any of the following describe you? (Please select all that	Veteran		Checkbox, one-up vertical	Multi	Y		2) Role
		apply)	Active Duty Military						
			Educator						
			Student						
			Family member or friend of someone buried or memorialized in an ABMC cemetery						
			Tourist who is planning to visit an ABMC cemetery or memorial						
			None of the above					Exclusive	
7122		What was your main reason for visiting the site today?	Find information on a specific individual buried or memorialized in an ABMC cemetery		Radio button, one-up vertical	Single	Y	Skip Logic Group	Main reason
			Find information on an ABMC cemetery or memorial						
			Plan a visit to an ABMC cemetery or memorial						
			Order a service such as flowers, photos, lithograph, or Korean War Honor Roll Certificate	B,C, D					
			Find general information about ABMC						
			Research general historical information						
			Other, please specify	Α					
7123	Α	What was your reason for visiting the site?			Text area, no char limit	Single	N	Skip Logic Group	a) Other reaso
7124	В	Which service did you want to order? (Please select all that	Flowers		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	4) Service
		apply)	Lithograph						
			Headstone photo						
i			Korean War Honor Roll Certificate						
i			Other						
7125	С	How convenient did you find the ordering process?	Very convenient		Radio button, one-up vertical	Single	Y	Skip Logic Group	5) Service conven
i i			Somewhat convenient						
			Somewhat inconvenient						
i i			Very inconvenient						
7126	D	Would you rather be able to complete your order on the	I would strongly prefer online ordering		Radio button, one-up vertical	Single	Y	Skip Logic Group	6) Service order pr
		website, or do you prefer the current process?	I would somewhat prefer online ordering		, , , , , ,			1 1 3 1 1 1 1	.,
1			I do not prefer one way or the other						
1			I somewhat prefer the current process						
			I strongly prefer the current process						
7127		Did you view the Normandy or Pointe Du Hoc educational	Yes	E	Radio button, one-up vertical	Single	Y	Skip Logic Group	7) Use Interacti
· · /		interactive today?	No No					Timp Ingin India	.,
7128	Е	How satisfied were you with your experience with the	Very satisfied		Radio button, one-up vertical	Single	V	Skip Logic Group	8) Interactive Satisf
, 120	_	interactive?	Somewhat satisfied		Tradio battori, oric ap vertical	Single		Skip Logic Group	o) interactive Satisf
1			Somewhat unsatisfied	_					
			Very unsatisfied						
7129		Did you search a database today to find the name of an	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	9) Use Databas
7123			No No	- '	radio batton, one up vertical	Single	i i	Skip Logic Group	5) OSC Databa
i i		,	Not sure						
7130	F	Please describe your experience using the database (Select	I am satisfied with my experience		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	10) Database expe
, 130	•	all that apply)	I would like to be able to search by criteria other than last name, state, unit, or and cemetery	_	Checkbox, one up vertical	Ividiti		Skip Logic Group	10) Database expe
i i		an ana approp	I would like to be able to search by chiefla other trian has thane, state, unit, or and cemetery						
			I would like more information about the individuals listed						
1			I would like to be able to download lists of information from the database into a format such as excel						
			Other experience, please specify	G					
7131	G	What was your experience with the database?	Other experience, please specify		Text area, no char limit	Single	N	Skip Logic Group	b) Other databa
	3	Were you able to find the information you wanted today?	Yes, completely		Radio button, one-up vertical	Single	Y	Skip Logic Group	11) Able to Fir
/ 1.37			Yes, partially			Jingle		Chip Logic Group	TT) ADIC IO FII
/132									
/132				u				Skip Logic Group	c) Unable to Fi
		What were you unable to find?	No l	н	Text area no char limit	Single	l N		c) Onable to Fi
7133	н	What were you unable to find?		Н	Text area, no char limit	Single	N		12) Video tou
7133	Н	Please rate how interested you would be in each of the	Extremely interested	Н	Text area, no char limit Radio button, one-up vertical	Single Single	N Y	Multiple Lists Group	12) Video tour
7133	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website.	Extremely interested Very interested	Н	·				12) Video toui
7133	Н	Please rate how interested you would be in each of the	Extremely interested Very interested Somewhat interested	н	·				12) Video toui
7133	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website.	Extremely interested Very interested Somewhat interested Not very interested	Н	·				12) Video toui
7133	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website.	Extremely interested Very interested Somewhat interested Not very interested Not at all interested	Н	·				12) Video tour
7133	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure	Н	Radio button, one-up vertical	Single	Y	Multiple Lists Group	12) Video tour
7133	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website.	Extremely interested Very interested Somewhat interested Not very interested Not all interested Not sure Extremely interested	Н	·				·
7133 7134	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested	H	Radio button, one-up vertical	Single	Y	Multiple Lists Group	·
7133 7134	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested	Н	Radio button, one-up vertical	Single	Y	Multiple Lists Group	
7133 7134	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested	Н	Radio button, one-up vertical	Single	Y	Multiple Lists Group	·
7133 7134	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested	H	Radio button, one-up vertical	Single	Y	Multiple Lists Group	
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	13) Video/photo ar
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Very interested Somewhat interested Not very interested Not very interested Not very interested Not all interested Not sure Extremely interested Extremely interested Not sure Extremely interested	H	Radio button, one-up vertical	Single	Y	Multiple Lists Group	13) Video/photo ar
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Very interested Extremely interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Very interested Very interested	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	13) Video/photo an
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Very interested Extremely interested Very interested Somewhat interested Not very interested Not sure Extremely interested Very interested Very interested Somewhat interested Very interested Very interested Very interested Somewhat interested	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	13) Video/photo ar
7132 7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Very interested Extremely interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Very interested Very interested	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	13) Video/photo an
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Very interested Extremely interested Very interested Somewhat interested Not very interested Not sure Extremely interested Very interested Very interested Somewhat interested Very interested Very interested Very interested Somewhat interested	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	13) Video/photo an
7133 7134 7135	Н	Please rate how interested you would be in each of the following potential additions to the ABMC website. Virtual tours of each cemetery and memorial Video and photo archives of the cemeteries and memorials	Extremely interested Very interested Somewhat interested Not very interested Not at all interested Not sure Extremely interested Very interested Somewhat interested Not very interested Not very interested Somewhat interested Not very interested Not sure Extremely interested Somewhat interested Not very interested Not at all interested Very interested Somewhat interested Very interested Somewhat interested Not very interested	H	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Multiple Lists Group Multiple Lists Group	12) Video tour 13) Video/photo are 14) Lesson place

				-	1				
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7138		Information about individuals buried in ABMC cemeteries,	Extremely interested		Radio button, one-up vertical	Single	Y	Multiple Lists Group	16) Personal letters/photos
		such as personal letters and photos	Very interested						
			Somewhat interested						
			Not very interested						
			Not at all interested						
			Not sure						
SAC7139		Please suggest one improvement ABMC could make to its			Text area, no char limit	Single	N		d) Improvement
		website to improve your experience				_			
		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, B	Radio button, one-up vertical	Single	Υ		Access Mobile Internet
			No						
	Α	Which of the following devices do you have?	A SmartPhone		Checkbox, one-up vertical	Multi	Y		Phone or Tablet
			A tablet						
			None of these						
	В	Have you ever accessed ANY federal website using a mobile	Yes	С	Radio button, one-up vertical	Single	Υ		Federal Mobile Site Usage
		phone or tablet?	No, but I plan to do so						
			No, but I might in the future						
			No, and I don't plan to do so						
	С	Have you ever accessed ABMC's site using a mobile phone or	Yes		Radio button, one-up vertical	Single	Υ		Mobile Site Usage
		tablet?	No, but I plan to do so						
			No. but I might in the future						
			No, and I don't plan to do so						