VA eBenefits

MID: YdlihdA4VstB05QNd8wgAA==

	eBenefits						
	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 (1=Poor, 10=Excellent)		Likelihood to Return (1=Not Very Likely, 10=Very Likely)		
1	Please rate the accuracy of information on this site.	17	What is your overall satisfaction with this site?	20	How likely are you to return to this site ?		
2	Please rate the quality of information on this site.	18	How well does this site meet your expectations ?		Recommend (1=Not Very Likely, 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 ?	21	How likely are you to recommend this site to someone else ?		
	Functionality (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Not Very Likely, 10=Very Likely)		
4	Please rate the usefulness of the features provided on this site.			22	How likely are you to use this site as your primary resource for obtaining benefit information ?		
į	Please rate the convenience of the features on this site.						
(Please rate the variety of features on this site.						
	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.						
	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.						

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

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 AKR4147		Please tell us what your role is. Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

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

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

MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	С	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	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	Α	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)
Veteron		Checkbox, one-up vertical
Veteran Active duty	B B	_
Active duty	В	-
Wounded, injured, or ill service member Family of a service member or veteran	B	-
•		
Caregiver or delegate of a service member or veteran Health care team member for a service member or veteran		
Other (please specify)	A	
		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	+	Tradio Batton, one up vertical
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		Tradio button, one-up vertical
No, I tried to but was not successful		-
No, I am not registered for this site.		-
		Chackbox and un vertical
Register for eBenefits		Checkbox, one-up vertical
Apply for benefits	Α	
To check the status of a claim for benefits	Α	
To check the status of an appeal for a claim for benefits	Α	
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)	Α	

Just browsing/Curious what site offered		
	В	
Other (please specify)	В	Tout area no shar limit
Disability banefits and companyation	-	Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
Pension		
Education and training		
Employment	D	
Family and caregiver support		
Health	-	
Homeless assistance		
Housing		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	С	
		Text area, no char limit
Job training		Checkbox, one-up vertical
Look for job openings	G	
Apply for job(s)	G	
Tips for interviewing		
Create or improve resume		
Other (please specify)	F	
Other (piease specify)	F	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	Λ.	Radio button, one-up vertical
	A, C	Kadio buttori, Orie-up vertical
Partially	A, B, C	
I wasn't planning to accomplish anything in particular		
No	B, C	
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		
	B-4	
I applied for a benefit	B-4	
I applied for a benefit I changed my profile or direct deposit information	B-4	
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs		
I applied for a benefit I changed my profile or direct deposit information	B-4 A-1	Text area no char limit
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs		Text area, no char limit Checkbox, one-up vertical
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)		
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)		
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance		
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension		
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension Education, employment or training		
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension Education, employment or training Other	A-1	Checkbox, one-up vertical
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension Education, employment or training	A-1 B-1, B1-B	
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension Education, employment or training Other Register Log in	A-1 B-1, B1-B B-1, B1-C	Checkbox, one-up vertical
I applied for a benefit I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Life insurance Compensation Pension Education, employment or training Other Register	A-1 B-1, B1-B	Checkbox, one-up vertical

Apply for a hanofit	D 7 DD	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D.G	
Find employment support or jobs	B-6	
Other (please specify)	B-5	Taut and a salan lineit
The site was a decor		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-1A	
		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-2B	
Other (please specify)	B-2A	
(Fig. 1)		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 cortificate of clinibility		
I needed certificate of eligibility	D 04	
Other (please specify)	B-3A	Tout area no shor limit
		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)	BB1	
		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-6A	
		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)	C-1	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	Α	
		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

			05.11.4.5.10
	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

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

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	A	Other Please Specify: Please tell us who you are. what your role is.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

CAS0042290	В	Why else were you visiting the eBenefits site today?
CAS0042291	A	What type(s) of benefit or resource were you looking for, applying for, or checking on today? (Check all that apply)
MAD0049988	С	What other type of benefit or resource?
MAD0049959	D	What type(s) of employment support were you primarily looking for today?
MAD0049961	F	What other type of employment support?
MAD0049960	G	What type of jobs were you looking for?
CWS01722		Did you accomplish what you wanted to on the site today?
ACQinh0011648	A	What task(s) did you accomplish today? (Check all that apply)
ACOinh0011640	A-1	What other tack(c) did you accomplish?
ACQinh0011649 CAS0042328	B-4	What other task(s) did you accomplish? Which type(s) of benefit(s) were you applying for today? (Check all that apply)
ACQinh0011650	В	What task(s) were you unable to accomplish today? (Check all that apply)

ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-3	What difficulty did you have registering or logging into your
ACQIIII0011052	D-T	account? (Check all that apply)
		account. (Check all that apply)
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your
		account?
ACQOsl0002984	B-1B	Is there any additional information that would be helpful in the
		registration process?
ACQOsl0002988	B1-C	What, if anything, would you like improved about the log in
		process?
ACQinh0011672	B-2	What difficulty did you have checking your compensation or
		pension claim status? (Check all that apply)
ACQinh0011675	B-2A	What is the other reason that you could not check your claim
		status?
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?
ACQinh0011673	B-3	What difficulty did you have checking your education claim status?
		(Check all that apply)
A CO:	D 04	NA/leatistic attended to the control of the control
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?
MAD0049973	B-7	Which type of benefit were you unable to apply for today? (Check
IVIAD0049913	D-7	all that apply)
CAS0042254	BB	Why were you unable to complete your online application today?
		, , , , , , , , , , , , , , , , , , , ,
CAS0042255	BB1	Please explain why you were unable to complete your online
		application today.

MAD0050002	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	С	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else would 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	Α	What could have improved your ability to find what you were looking for from 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				
Skip to	Type (select from list)			
_	Checkbox, one-up vertical			
	-			
	-			
В	4			
	-			
	-			
Α				
	Text area, no char limit			
	Checkbox, one-up vertical			
	Radio button, one-up vertical			
	1			
	Radio button, one-up vertical			
	1			
	1			
	1			
	Checkbox, one-up vertical			
A				
7.				
	Skip to B B B			

		1
Looking for available benefits and resources (including	A	
employment and/or employment support)		
Just browsing/Curious what site offered		
Other (please specify)	В	
		Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
'		· •
Pension		
Education and training		
	D	
Employment Service of the service of	l D	
Family and caregiver support		
Health		
Homeless assistance		
Housing		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	С	
(First Springer)		Text area, no char limit
Job training		Checkbox, one-up vertical
oos training		Checkbox, one up vertical
Look for job ananings		
Look for job openings	G	
Apply for job(s)	G	
Tips for interviewing		
Create or improve resume		
Other (please specify)	F	
		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	A, C	Radio button, one-up vertical
		Naulo button, one-up vertical
Partially	A, B, C	
I wasn't planning to accomplish anything in particular		
No	B, C	
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-4	
I changed my profile or direct deposit information	J	
I looked for employment support or jobs		
Other (please specify)	A-1	
		Text area, no char limit
Life insurance		Checkbox, one-up vertical
Compensation		
Pension		
Education, employment or training		
Other		
Register	D 1 D1 D	Charleboy and un vertical
	B-1, B1-B	Checkbox, one-up vertical
Log in	B-1, B1-B B-1, B1-C	Checkbox, one-up vertical

Check claim status for compensation or pension	B-2	
Check education claim status	B-3	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D-1, DD	
Find employment support or jobs	B-6	
Other (please specify)	B-5	
Other (piecase specify)	B-3	Text area, no char limit
The site was down		Checkbox, one-up vertical
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-1A	
(product option))		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
		Total direct, 110 chair in the
		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-2B	
Other (please specify)	B-2A	
1 2/		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-3A	
		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)	BB1	
		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-6A	
		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)	C-1	
		Text area, no char limit
Yes		Radio button, one-up vertical
No	Α	
		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	Z	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
		- -	3,13
	N	Skip Logic Group	OE_Benefit type
Multi	Y	Skip Logic Group	Employment Support
	N	Skip Logic Group	OE_Employment Support
Single	Υ	Skip Logic Group	Other Jobs
Single	Υ	Skip Logic Group	Task Accomplishment
Multi	Υ	Skip Logic Group	Acc-Task
Widiti	'	Chip Logic Croup	7.00 Fd5K
	N	Skip Logic Group	OE_Acc-Task
Multi	Y	Skip Logic Group	Type Benefit
		1	71
N.Alat	\ <u>'</u>	Chin I and Care	Not Ass Test
Multi	Y	Skip Logic Group	Not Acc-Task

	ı		
Multi	N Y	Skip Logic Group	OE_Not Acc-Other Task 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

VA eBenefits MID: YdllhdA4VstB05QNd8wgAA==

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	Α	Other Please Specify: Please tell us who you are.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		For what reason(s) did you visit the eBenefits site today? (Check all that apply)

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

ACQinh0011651	B-5	What other task(s) were you trying to accomplish?
ACQinh0011652	B-3	What difficulty did you have registering or logging into your
ACQIIII0011052	D-T	account? (Check all that apply)
		account. (Check all that apply)
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your
		account?
ACQOsl0002984	B-1B	Is there any additional information that would be helpful in the
		registration process?
ACQOsl0002988	B1-C	What, if anything, would you like improved about the log in
		process?
ACQinh0011672	B-2	What difficulty did you have checking your compensation or
		pension claim status? (Check all that apply)
ACQinh0011675	B-2A	What is the other reason that you could not check your claim
		status?
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?
ACQinh0011673	B-3	What difficulty did you have checking your education claim status?
		(Check all that apply)
A CO:	D 04	NA/leatistic attended to the control of the control
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?
MAD0049973	B-7	Which type of benefit were you unable to apply for today? (Check
IVIAD0049913	B-7	all that apply)
CAS0042254	BB	Why were you unable to complete your online application today?
		, , , , , , , , , , , , , , , , , , , ,
CAS0042255	BB1	Please explain why you were unable to complete your online
		application today.

MAD0050002	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)
MAD0050003	B-6A	What other reason were you unable to find the employment support you were looking for?
CAS0042256	С	Do you have any suggestions for improving your online application experience?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	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	Α	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	В	Checkbox, one-up vertical
Active duty	В	-
Wounded, injured, or ill service member	В	-
Family of a service member or veteran	В	-
Caregiver or delegate of a service member or veteran		1
Health Care team member for a service member or veteran		1
riediti Care team member for a service member of veteral		
Other (please specify)	A	
- Lance opening	,	Text area, no char limit
World War II		Checkbox, one-up vertical
Korean Conflict		- Checkbox, one ap vertical
Vietnam Era		1
Persian Gulf War		
Operation Enduring Freedom		1
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	Α	
To check the status of a claim for benefits	Α	
To check the status of an appeal for a claim for benefits	Α	
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 recourses (including	Δ.	
Looking for available benefits and resources (including	Α	
employment and/or employment support)		-
Just browsing/Curious what site offered		-
Other (please specify)	В	
		Text area, no char limit
Disability benefits and compensation		Checkbox, one-up vertical
Pension		
Education and training		
Employment	D	
Family and caregiver support		
Health		
Homeless assistance		
Housing		
Transportation and travel		
Volunteer opportunities		
Other (please specify)	С	
Carot (picaco oposity)		Text area, no char limit
Job training		Checkbox, one-up vertical
Job training		Checkbox, one-up vertical
Look for job openings	G	
	G	-
Apply for job(s)	G	-
Tips for interviewing		-
Create or improve resume		-
Other (please specify)	F	
		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	Α	Radio button, one-up vertical
Partially	A, B	
I wasn't planning to accomplish anything in particular		
No	B, C	
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-4	
I changed my profile or direct deposit information		-
I looked for employment support or jobs		
Other (please specify)	A-1	
Other (piease specify)		Toyt area no char limit
Life insurance		Text area, no char limit Checkbox, one-up vertical
Life insurance		Checkbox, one-up vertical
O-man amouting		
Compensation		
Pension		
Education, employment or training		
Other		
Register	B-1, B1-B	Checkbox, one-up vertical
Log in	B-1, B1-C	

Check claim status for compensation or pension	B-2	
Check education claim status	B-3	
Apply for a benefit	B-7, BB	
Manage my profile or direct deposit	D-1, DD	
Find employment support or jobs	B-6	
Other (please specify)	B-5	
Other (piecase specify)	D-3	Text area, no char limit
The site was down		Checkbox, one-up vertical
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-1A	
(produce openny)		Text area, no char limit
		Total direct, 110 chair in the
		Text area, no char limit
		Total direct, 110 chair in the
		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-2B	
Other (please specify)	B-2A	
1 2/		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-3A	
		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)	BB1	
		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-6A	
		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)	C-1	
		Text area, no char limit
Yes		Drop down, select one
No	Α	
		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	Υ	Skip Logic Group	Other Jobs
Single	Y	Skip Logic Group	Task Accomplishment
Multi	Υ	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
William		Skip Logic Group	NOT ACC-TASK

	ı		
Multi	N Y	Skip Logic Group	OE_Not Acc-Other Task 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	
	Υ	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
Life insurance
Compensation
Pension

Education, employment or training

Other

Answer value Statement

1 Life insurance | 1 | true | false 2 Compensation | 2 | true | false

3 Pension | 3 | true | false

4 Education, employment or training | 4 | true

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: YdllhdA4VstB05QNd8wgAA==

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	Α	Other Please Specify: Please tell us who you are.
AKR4147	В	Please check the conflict(s) in which you served. (Check all that apply)
AKR4150		How frequently do you visit this site?
ACQOsl0002983		Did you register for this site today?
CAS0042289		What was your primary For what reason(s) did you for visiting the eBenefits site today? (Check all that apply)
CAS0042290	В	Why else were you visiting the eBenefits site today?

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

ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?	
	<u>A</u> B-1B	Is there any additional information that would be helpful in the registration process?	
ACQOsl0002985	<u>B</u>	Did you try to log in on this site today?	
ACQOsl0002986	<u>e</u>	Were you able to log in successfully?	
ACQOsl0002987	<u>ee</u>	Why were you unable to log in?	
ACQOsl0002988	<u>₽</u> В1-С	What, if anything, would you like improved about the log in process?	
ACQinh0011672	B-2	What difficulty did you have checking your compensation or pension claim status? (Check all that apply)	
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?	
ACQhar0015092	B-2B	Have you been able to see a status view in previous visits?	
ACQinh0011673	B-3	What difficulty did you have checking your education claim status? (Check all that apply)	
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?	
ACQinh0011674	B-4	What type of benefit did you try to apply for?	
<u>CAS0042328</u>	<u>B</u> -B-4	Which type of benefit were you applying for today?	
<u>CAS0042254</u>	<u>BB</u>	Why were you unable to complete your online application today?	
CAS0042255	<u>BB1</u>	Please explain why you were unable to complete your online application today.	
CAS0042256	C	Do you have any suggestions for improving your online application experience?	
	B-6	Why were you unable to find the employment support you were looking for? (Check all that apply)	

	B-6A	What other reason were you unable to find the employment support you were looking for?
	К	Do you have any comments about improving the benefit or resource support (including employment support) in eBenefits?
ACQOsl0002979	С	What will you do next? (Check all that apply)
ACQOsl0002980	C-1	What else would you do next?
CAS0042292		Thinking about the eBenefits homepage, did it make was it clear where you needed to go to find what you were looking for today?
CAS0042293	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?
CAS0042294		Did you try to log in on this site today?
CAS0042295	A	Were you able to log in successfully today?
CAS0042325	е	Why were you unable to log in today?
CAS0042326	В	What, if anything, would you like improved about the log in process?
CAS0042327		Did you attempt to complete an online application for benefits today?
CAS0042329	В	Were you able to complete your application today?
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	В	Checkbox, one-up vertical
	В	-
Active duty Wounded, injured, or ill service member	В	
Family of a service member or veteran	В	
Caregiver or delegate of a service member or veteran		
Health Care team member for a service member or veteran		
Other (please specify)	Α	
(1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1		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		1
About once a week		1
About once a month		1
About once or twice a year		1
Less frequently than once a year		1
Yes	A, B	Radio button, one-up vertical
No, I have already registered	В	
No, I tried to but was not successful		1
No, I am not registered for this site-		1
Register for eBenefits		Checkbox, one-up vertical
Apply for benefits	Α	
To check the status of a claim for benefits	Α	
To check the status of an appeal for a claim for benefits	Α	
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	Α	
Looking for employment and/or employment support	D	
Just browsing/Curious what site offered		
Other, (please specify)	В	
		Text area, no char limit

		a
<u>Disability benefits and Ccompensation</u>	H	Checkbox, one-up vertical
Pension	н	
Education and training	H	
Employment	D	
Family and caregiver support	H	
Health	H	
Homeless assistance	H	
Housing	H	
Transportation and travel	H	
Volunteer opportunities	H	
Other (please specify)	С	
		Text area, no char limit
Job training	н	Checkbox, one-up vertical
Look for job openings	G, H	
Apply for job(s)	G, H	
Tips for interviewing	H	
Create or improve resume	H	
Other (please specify)	F, H	
Carior (pictase specify)	7,17	Text area, no char limit
Federal or government jobs only		Radio button, one-up vertical
Private sector jobs only		radio battori, orio ap verticar
Both government and private sector jobs		
Yes	K	Radio button, one-up vertical
163	TX .	rtadio buttori, orie-up verticai
No	I , K	
Yes	A	Radio button, one-up vertical
Partially	A, B	Tradio battori, orie ap vertical
I wasn't planning to accomplish anything in particular	Α, Β	
	B C	
No	B, C	Padio hutton one un vertical
	B, C	Radio button, one-up vertical
No Register	B, C	Radio button, one-up vertical
No Register Log in	B, C	Radio button, one-up vertical
No Register Log in I checked my claim status for compensation or pension	B, C	Radio button, one-up vertical
No Register Log in I checked my claim status for compensation or pension I checked my education claim status	B, C	Radio button, one-up vertical
No Register Log in I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits		Radio button, one-up vertical
No Register 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, C	Radio button, one-up vertical
No Register 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 I changed my profile or direct deposit information		Radio button, one-up vertical
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs	B-4	Radio button, one-up vertical
No Register 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 I changed my profile or direct deposit information		
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify)	B-4 A-1	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs	B-4	
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login-	B-4 A-1 B-1, B1-B	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Log in	B-4 A-1 B-1, B1-B B-1, B1-C	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Log in Check claim status for compensation or pension	B-4 A-1 B-1, B1-B B-1, B1-C B-2	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit	B-4 A-1 B-1, B1-B B-1, B1-C B-2	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs Other; (please specify)	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs Other; (please specify) The site was down	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs Other; (please specify) The site was down My password expired	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical Text area, no char limit
No Register 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 I changed my profile or direct deposit information I looked for employment support or jobs Other (please specify) Register or Login Check claim status for compensation or pension Check education claim status Apply for a benefit Manage my profile or direct deposit Find employment support or jobs Other; (please specify) The site was down	B-4 A-1 B-1, B1-B B-1, B1-C B-2 B-3 B-4, BB	Text area, no char limit Checkbox, one-up vertical Text area, no char limit

The information to register that I received in the mail did not		
work		
Other, (please specify)	B-1A	
		Text area, no char limit
		Text area, no char limit
Yes	<u>E</u>	Radio button, one-up vertical
No		
Yes, the first time I tried	<u>Ð</u>	Radio button, one-up vertical
Yes, after more than one try	Ð	
No, I was unable to log in	<u>CC,D</u>	
		<u>Text area, no char limit</u>
		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-2B	
Other, (please specify)	B-2A	
		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-3A	Tarak anna anna alban Bark
		Text area, no char limit
		Text area, no char limit
<u>Life insurance</u>		<u>Drop down, select one</u>
<u>Compensation</u>		
<u>Pension</u>		
Education, employment or training		_
Other		Charles and an arrival
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		
<u>application</u>		
System failure		
<u>Other, (please specify)</u>	<u>BB1</u>	
		Text area, no char limit
		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-6A	
Other (piedae apecity)	D-0H	

		Text area, no char limit
		rext area, no onar mine
		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)	C-1	
		Text area, no char limit
Yes		Drop down, select one
No	Α	
		Text area, no char limit
Yes	A,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	E	
		Text area, no char limit
		Text area, no char limit
Yes	A, B,C	Drop down, select one
No		
Yes		Drop down, select one
No	BB	
		Text area, no char limit
17 or under		Radio button, one-up vertical
18-24		
<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>		7

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
<u>Single</u>	Y	Skip Logic Group	<u>Register</u>
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	Υ	Skip Logic Group	
	N	Skip Logic Group	
Single	Υ	Skip Logic Group	
Single	· ·	Chip Logic Croup	
Single	¥	Skip Logic Group	
Origic		Skip Logic Group	
Single	Υ	Skip Logic Group	Task Accomplishment
Sirigic	•	Skip Logic Group	rask Accomplishment
Multi	V	Skip Logic Group	Acc Primary Tack
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi	Y	Skip Logic Group	Acc- Primary- Task
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi	Y	Skip Logic Group	Acc- <mark>Primary-</mark> Task
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi	Y	Skip Logic Group	Acc- Primary- Task
Multi	Y	Skip Logic Group	Acc- Primary -Task
Multi			
	N	Skip Logic Group	OE_Acc- Primary Task
Multi			
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N	Skip Logic Group	OE_Acc- Primary Task
	N Y	Skip Logic Group Skip Logic Group	OE_Acc- Primary Task Not Acc- Primary Task
Multi	N Y	Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task OE_Not Acc-Other Task
	N	Skip Logic Group Skip Logic Group	OE_Acc- Primary Task Not Acc- Primary Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task OE_Not Acc-Other Task
Multi	N Y	Skip Logic Group Skip Logic Group	OE_Acc-Primary Task Not Acc-Primary Task OE_Not Acc-Other Task

		Skip Logic Group	OE_Not Acc-Reg/Login
	<u>N</u>	Skip Logic Group	<u>OE Reg Info</u>
<u>Single</u>	¥	Skip Logic Group	
<u>Single</u>	¥	Skip Logic Group	
	¥	Skip Logic Group	
	<u>¥</u> <u>N</u>	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
		Skip Logic Group	OE_Not Acc-Ben Type
<u>Single</u>	Y	Skip Logic Group	Type Benefit
<u>Multi</u>	Y	Skip Logic Group	Why Not Complete
	<u>N</u>	Skip Logic Group	OE unable to complete
	<u>N</u>	Skip Logic Group	OE App Improvement
Multi	Y	Skip Logic Group	Not Acc_Empl Support

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

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

VA eBenefits CUSTOM QUESTION LIST Skip Logic **Answer Choices** Single or Special QID Required Type (select from list) **Question Text** Skip to (Group ID) Label (limited to 50 characters) Multi Ϋ́/N Instructions Which of the following best describes your role in visiting this site today? (Check all that apply) AKR4145 Checkbox, one-up vertical Multi Skip Logic Group В Veteran (AKR4145G5) Active duty В Wounded, injured, or ill service member В 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) Α AKR4146 Α Other Please Specify: Please tell us who you are. Text area, no char limit Single N Skip Logic Group Please check the conflict(s) in which you served. (Check all that World War II Skip Logic Group AKR4147 В Checkbox, one-up vertical Multi Ν Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom old War Era or Other Period of Service AKR4148 Please select your age range. Radio button, one-up vertical 17 or under <u>Single</u> Ν 18-24 25-34 35-44 <u>45-54</u> <u>55-64</u> AKR4149 Please select your gender: <u>Male</u> Radio button, one-up vertical <u>Single</u> N Female AKR4150 First time How frequently do you visit this site? Radio button, one-up vertical Single Daily About once a week

About once a month
About once or twice a year

ACQinh0011649 A-1 What other task(s) did you primarily accomplish?

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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
			Less frequently than once a year					
AS0042289		What was your primary For what reason(s) did you for visiting the	Register for eBenefits		Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
		eBenefits site today? (Check all that apply)						
			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		1			
			Change my profile (i.e. change contact or dependent					
			information)					
			Looking for available benefits and resources	Α				
			Looking for employment and/or employment support	D				
			Just browsing/Curious what site offered		_			
100040000		NAMES TO THE STATE OF THE STATE	Other, (please specify)	В	T			Chia Lasia Co
AS0042290 AS0042291	B A	Why else were you visiting the eBenefits site today? What type of benefit status or resource were you looking for, applying for, or checking on today? (Check all that apply)	Benefits and Gcompensation	н	Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Gr Skip Logic Gr
			Pension	H				
			Education and training	H				
			Employment	D				
			Family and caregiver support	H				
			Health	H				
			Homeless assistance	H	_			
			Housing	H				
			Transportation and travel	H	-			
			Other (please specify)	H	-			
	С	What other type of benefit or resource?	Other (piease specify)		Text area, no char limit	+	N	Skin Logic Gr
	D	What type of employment support were you primarily looking for today?	Job training	Н	Checkbox, one-up vertical	Single	Y	Skip Logic G
			Look for job openings	G, H				
			Apply for job(s)	G, -H				
			Tips for interviewing	H				
			Create or improve resume	H				
	_	18/1	Other (please specify)	F, H	Total control of the collection		NI.	Chin I ania C
	G	What type of inho were you looking for?	Fodoral or government jobs only		Dedic button, one un vertical	Single	IN V	Skip Logic G
		What type of jobs were you looking for?	Private sector jobs only		Radio button, one-up vertical	Single		Skip Logic G
			Both government and private sector jobs		-			
	H	Were you able to find the benefit or resource you were looking	Yes	К	Radio button, one-up vertical	Single	¥	Skip Logic G
		for?						
			No	I , K				
S0042292		Thinking about the eBenefits homepage, did it make was it clear where you needed to go to find what you were looking for today?	Yes		Drop down, select one	Single	Y	Skip Logic G
			No	A				
NS01722	A	What could have improved your ability to find what you were looking for from the eBenefits homepage? Did you accomplish what you wanted to on the site today?	Yes	A	Text area, no char limit Radio button, one-up vertical	Single	N	Skip Logic Gi Skip Logic Gi
V 301122		John you accomplish what you wanted to on the site today?	I wasn't planning to accomplish anything in particular		Tadio button, one-up vertical	Sirigle		Skip Logic Gi
			No	B, C				
Qinh0011648	А	What primary task-did you accomplish today? (Check all that apply)	I checked my claim status for compensation or pension		Radio button, one-up vertical	Multi	Y	Skip Logic G
			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	+			
		What other task(s) did you primarily accomplish?	Other (piease specify)	W-1	Text area, no char limit		N	Skip Logic Gr

N Skip Logic Group

VA eBenefits CUSTOM QUESTION LIST

					T			
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	В	What primary task were you unable to accomplish today? (Check all that apply)	Register or Login	B-1	Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			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 or jobs	B-6	_			
			Other, (please specify)	B-5				
ACQinh0011651 ACQinh0011652	B-5 B-1	What other task(s) were you trying to accomplish? What difficulty did you have registering or logging into your account? (Check all that apply)	The site was down		Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Grou
			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					
00:	F	Nathara in the mathematical and a second sec	Other, (please specify)	B-1A	T			Chin I
ACQinh0011671	B-1A	What is the other issue you had registering or logging into your account?			Text area, no char limit		.,	Skip Logic Grou
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 Grou
			I could not get status because I do not have a Premium (Level 2) account	B-2B				
			I could login, but my page did not display	B-2B	-			
ACQinh0011675	B-2A	What is the other reason that you could not check your claim status?	Other; (please specify)	D-ZA	Text area, no char limit			Skip Logic Grou
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.		Radio button, one-up vertical	Single	Y	Skip Logic Grou
1CQ110110013032	B-25	riave you been able to see a status view in previous visits:	Sometimes I get a status view. Sometimes I don't. This is the first time I've had this problem.		Tradio batton, one-up vertical	Sirigie		Skip Logic Groc
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 Grou
			I needed certificate of eligibility					
ACQinh0011676	B-3A	What is the other reason you could not check your education claim status?	Other; (please specify)	B-3A	Text area, no char limit			Skip Logic Grou
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit			Skip Logic Grou
	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	Υ	Skip Logic Grou
			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	С	What will you do next? (Check all that apply)	Nothing, although I did not find/complete what I wanted Call the eBenefits call center		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			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		Υ	Skip Logic Grou
ACQOsl0002983		Did you register for this site today?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Grou
			No, I have already registered	В				
			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 Grou
ACQOsl0002985	В	Did you try to log in on this site today?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip Logic Grou
ACQOsl0002986	С	Were you able to log in successfully?	Yes, the first time I tried	D	Radio button, one-up vertical	Single	Y	Skip Logic Grou

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

VA eBenefits CUSTOM QUESTION LIST Skip Logic **Answer Choices** QID Single or Required Special Type (select from list) **Ouestion Text** Skip to (Group ID) Label (limited to 50 characters) Multi ÝΝ Instructions Yes, after more than one try No, I was unable to log in CC,D ACQOsl0002987 Why were you unable to log in? Text area, no char limit Skip Logic Group ACQOsl0002988 What, if anything, would you like improved about the log in N D Text area, no char limit Skip Logic Group process? CAS0042294 oid you try to log in on this site today? A,B rop down, select one Single Skip Logic Group CAS0042295 ere you able to log in successfully today? Skip Logic Group CAS0042325 CAS0042326 hy were you unable to log in today? CAS0042327 Did you attempt to complete an online application for benefits Yes A, B,C Drop down, select one Single Υ Skip Logic Group No CAS0042328 Which type of benefit were you applying for today? Life insurance Drop down, select one Skip Logic Group Single Compensation Pension Education, employment or training Other CAS0042329 Were you able to complete your application today? В Drop down, select one Single Υ Skip Logic Group Yes BB CAS0042254 Why were you unable to complete your online application today? I did not have enough time to complete it today Checkbox, one-up vertical Multi Skip Logic Group I did not have enough information or evidence to complete the System failure BB1 Other; (please specify) CAS0042255 BB1 Please explain why you were unable to complete your online Text area, no char limit N Skip Logic Group application today. CAS0042256 С Do you have any suggestions for improving your online application experience? Skip Logic Group Text area, no char limit N CWS01724 If you could identify one improvement to this site, what improvement would you suggest? Text area. no char limit Single N

CQ Label
CQ Label
Role
OE_Role
Conflicts Served
<u>Age</u>
<u>Gender</u>
Frequency of Visit
l





CQ Label
Log-In-
Log in Success
OE_Unalbe to Log in
OE_Reg Improvement
Apply for benefit
Type Benefit
Complete App
Why Not Complete
OE_unable to complete
OE_App Improvement

			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)			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	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
AKR4146 AKR4147	В		World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom		Text area, no char limit Checkbox, one-up vertical	Single Multi		Skip Logic Group 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			Male Female		Radio button, one-up vertical	Single	N		
AKR4150			First time Daily About once a week About once a month About once or twice a year		Radio button, one-up vertical	Single	Y		

			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
CAS0042289		What was your primary reason for visiting the eBenefits site today?	Less frequently than once a year Register for eBenefits		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary reason
			Apply for benefits	Α					
			To check the status of a claim for benefits	Α					
			To check the status of an appeal for a claim for benefits To check the status of a benefit payment	Α					
			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	В					
CAS0042290	В	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 Pension						Benefit type
			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?			Drop down, select one	Single	Y	Skip Logic Group	Homepage clarity
			No	Α					
CAS0042293	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?			Text area, no char limit		N		Homepage Improveme
CWS01722		Did you accomplish what you wanted to on the site today?	Yes I wasn't planning to accomplish anything in particular No	B, C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
ACQinh0011648	A	What primary task did you accomplish today?	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		Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
			I looked for employment support						
ACQinh0011649	A-1	What other task did you primarily accomplish?	Other (please specify)	A-1	Text area, no char limit		N	Skin Logic Group	OE Acc-Primary Task
ACQinh0011650	B	What primary task were you unable to accomplish today?	Register or Login Check claim status for compensation or pension Check education claim status	B-1 B-2 B-3	Radio button, one-up vertical	Single	Y		Not Acc-Primary Task
			Apply for a benefit Manage my profile or direct deposit Find employment support	B-4					
A C O in b 001 1 6 E 1	D.F.	What other task were you trying to accomplish?	Other, please specify	B-5	Tayt area, no shar limit		N	Ckin Logio Croup	OF Not Ass Other To
ACQinh0011651 ACQinh0011652		What difficulty did you have registering or logging into your account?	The site was down		Text area, no char limit Radio button, one-up vertical		IN	Skip Logic Group	OE_Not Acc-Other Ta 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?	Carton product apoons	DIA	Text area, no char limit				OE_Not Acc-Reg/Logi
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	D 00					
			I could login, but my page did not display Other, please specify	B-2B B-2A					
	B-2A	What is the other reason that you could not check your claim	,		Text area, no char limit				OE Not Acc-C/P Clair

			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
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?	Cartain product opposity	2 0.1	Text area, no char limit				OE_Not Acc-Edu. Cla
ACQinh0011674	B-4	What type of benefit did you try to apply for?			Text area, no char limit				OE Not Acc-Ben Typ
ACQOsl0002979	С	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	
ACQOsl0002980	C-1	What else would you do next?	Carot (process openny)	<u> </u>	Text area, no char limit		Y	Skip Logic Group	
ACQOsl0002983		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		Skip Logic Group	
	Α	Is there any additional information that would be helpful in the registration process?			Text area, no char limit		N		OE_Reg Info
ACQOsl0002985	В	Did you try to log in on this site today?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsl0002986	С	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 CC,D	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsl0002987	СС	Why were you unable to log in?	•		Text area, no char limit		Y	Skip Logic Group	
ACQOsl0002988		What, if anything, would you like improved about the log in process?			Text area, no char limit			Skip Logic Group	
CAS0042294		Did you try to log in on this site today?	Yes	A,B	Drop down, select one	Single	Υ	Skip Logic Group	Log In
			No .						
CAS0042295	Α	Were you able to log in successfully today?	Yes, the first time I tried		Drop down, select one	single	Y		Log in Success
			Yes, after more than one try						
CAS0042325	С	M/by were you unable to log in today?	No, I was unable to log in	С	Text area, no char limit		N		OF UnalbataLagin
CAS0042326		Why were you unable to log in today? What, if anything, would you like improved about the log in process?			Text area, no char limit	single	N		OE_Unalbe to Log in OE_Reg Improvemen
CAS0042327		Did you attempt to complete an online application for benefits today?	Yes	A, B,C	Drop down, select one	single	Y	Skip Logic Group	Apply for benefit
0.4.000.40000			No					01: 1 : 0	T D "
CAS0042328	A	Which type of benefit were you applying for today?	Life insurance		Drop down, select one	single	Y	Skip Logic Group	Type Benefit
			Compensation						
			Pension Education, employment or training						
			Other						
CAS0042329	В	Were you able to complete your application today?	Yes No	ВВ	Drop down, select one	single	Y	Skip Logic Group	Complete App
CAS0042254	ВВ	Why were you unable to complete your online application today?	I did not have enough time to complete it today		Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Why Not Complete
			I did not have enough information or evidence to complete the application						
			System failure						
			Other, please specify	BB1					
CAS0042255	BB1	Please explain why you were unable to complete your online application today.			Text area, no char limit				OE_unable to comple
CAS0042256	С	Do you have any suggestions for improving your online application experience?			Text area, no char limit			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		

			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		Which of the following best describes your role in visiting this site			Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
		today? (Check all that apply)	Veteran	В					
AKR4145G5)			Active duty	В					
•			Wounded, injured, or ill service member	В					
			Family of a service member or veteran	1					
			Caregiver or delegate of a service member or veteran	1					
			Health Care team member for a service member or veteran	1					
			Other	Α					
AKR4146	Α	Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group	
KR4147	В	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi	N	Skip Logic Group	
			Korean Conflict						
			Vietnam Era						
			Persian Gulf War						
			Operation Enduring Freedom						
			Operation Iraqi Freedom						
			No conflict/war service						
			Other						
AKR4148			17 or under		Radio button, one-up vertical	Single	N		
			18-24						
			25-34						
			35-44						
			45-54						
			55-64						
			65+						
KR4149	1		Male	1	Radio button, one-up vertical	Single	N		
			Female						
KR4150			First time	1	Radio button, one-up vertical	Single	Y		
			Daily	1					
			About once a week	1					
	1		About once a month	1					
			About once or twice a year						

			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
		What was your primary reason for visiting the aRanafits site	Less frequently than once a year		Checkbox, one-up vertical	Multi	V	Skin Logic Group	Drimany reason
		What was your primary reason for visiting the eBenefits site today?	Register for edeficits		Checkbox, one-up vertical	Ividiti	'	Skip Logic Group	Primary reason
			Apply for benefits	Α					
			To check the status of a claim for benefits	Α					
			To check the status of an appeal for a claim for benefits	Α					
			To view my benefit nayment history						
			Obtain a benefit verification letter						
			Change my direct deposit information						
			Change my profile (i.e. change contact or dependent						
			Just browsing/Curious what site offered						
			Other, please specify	В					
	В	Why else were you visiting the eBenefits site today?			Text area, no char limit		N		OE Primary reason
	Α	What type of benefit status were you applying for or checking on	Compensation						Benefit type
		today?	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	Α					
	Α	What could have improved your ability to find what you were looking for from the eBenefits homepage?			Text area, no char limit		N		Homepage Improve
WS01722		Did you accomplish what you wanted to on the site today?	Yes	Α				Skip Logic Group	Task Accomplishme
			I wasn't planning to accomplish anything in particular No	В, С	Radio button, one-up vertical	Single	Y		
CQinh0011648	A	What primary task did you accomplish today?	I checked my claim status for compensation or pension I checked my education claim status I registered for eBenefits		Radio button, one-up vertical	Single	Y	Skip Logic Group	Acc-Primary Task
			l applied for a benefit I changed my profile or direct deposit information I looked for employment support						
			Other (please specify)	A-1					
CQinh0011649	A-1	What other task did you primarily accomplish?			Text area, no char limit				OE_Acc-Primary Ta
CQinh0011650	В	What primary task were you unable to accomplish today?	Register or Login Check claim status for compensation or pension	B-1 B-2	Radio button, one-up vertical	Single	Y	Skip Logic Group	Not Acc-Primary Tas
			Check education claim status	B-3					
			Apply for a benefit	B-4					
			Manage my profile or direct deposit						
			Find employment support						
CQinh0011651	B-5	What other task were you trying to accomplish?	Other, please specify	B-5	Text area, no char limit		N	Ckin Logio Croup	OE_Not Acc-Other
Qinh0011651 CQinh0011652	B-1	What difficulty did you have registering or logging into your	The site was down		Radio button, one-up vertical		IN	Skip Logic Group	Not Acc-Reg/Login
		account?	My password expired	1					
			I could not register for a Premium (Level 2) Account because I	1					
			need to get approved in-person						
			The information to register that I received in the mail did not	1					
			work						
20: 1004:			Other, please specify	B-1A					05 N . / 5
CQinh0011671	B-1A	What is the other issue you had registering or logging into your account?			Text area, no char limit				OE_Not Acc-Reg/Lo
CQinh0011672	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
			l 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					
CQinh0011675	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 Cla

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
CQhar0015092	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.		Radio button, one-up vertical	Single	Y		Status View
			Sometimes I get a status view. Sometimes I don't. This is the first time I've had this problem.						
CQinh0011673	B-3	What difficulty did you have checking your education claim status?			Radio button, one-up vertical				Not Acc-Edu. Claim
•		, ,			· ·				
			I needed certificate of eligibility Other, please specify	B-3A					
ACQinh0011676	B-3A	What is the other reason you could not check your education	Other, please specify	D-3A	Text area, no char limit				OE_Not Acc-Edu. C
		claim status?							
ACQinh0011674 ACQOsl0002979		What type of benefit did you try to apply for? What will you do next?	Nothing, although I did not find/complete what I wanted		Text area, no char limit Radio button, one-up vertical	Single	Y	Skip Logic Group	OE_Not Acc-Ben Ty
CQ0310002979		What will you do next:	Call the eBenefits call center	-	radio battori, orie-up vertical	Sirigie	'	Skip Logic Group	
			Return to the eBenefits site later and try again						
			Send an email	0.1					
ACQOsl0002980	C-1	What else would you do next?	Other (please specify)	C-1	Text area, no char limit		Y	Skip Logic Group	
ACQOsl0002983			Yes	A, B	Radio button, one-up vertical	Single		Skip Logic Group	
			No, I have already registered	В	·	-			
	Α	Is there any additional information that would be helpful in the	No, I am not registered for this site.		Text area, no char limit		N		OE Reg Info
	_ ^	registration process?			rext area, no char illilli		l N		OE_Reg IIII0
ACQOsl0002985	В	Did you try to log in on this site today?	Yes	С	Radio button, one-up vertical	Single	Y	Skip Logic Group	
ACQOsl0002986	С	Were you able to log in successfully?	No Yes, the first time I tried	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	
(CQC310002300		Were you able to log in successiony.	Yes, after more than one try	D	reado battori, one up vertical	Olligic		Okip Logic Group	
			No, I was unable to log in	CC,D					
ACQOsl0002987		Why were you unable to log in?			Text area, no char limit		Y N	Skip Logic Group	
ACQOsl0002988		What, if anything, would you like improved about the log in process?			Text area, no char limit		l N	Skip Logic Group	
		Did you try to log in on this site today?	Yes	A,B	Drop down, select one	Single	Υ	Skip Logic Group	Log In
	-		NI-						
	Α	Were you able to log in successfully today?	NO Ves the first time I tried		Dron down select one	single	Υ		Log in Success
		interest of the last to log in educationally today.	Yes, after more than one try		Brop down, coloct one	ungio			Log III Cacces
			No, I was unable to log in	С					
	С	Why were you unable to log in today?			Text area, no char limit	-11-	N		OE_Unalbe to Log i
	В	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	Yes	A, B,C	Drop down, select one	single	Υ	Skip Logic Group	Apply for benefit
		today?	NI-						
	A	Which type of benefit were you applying for today?	Life insurance		Drop down, select one	single	Υ	Skin Logic Group	Type Benefit
			Compensation						71
			Pension						
	-		Education, employment or training						
	В	Were you able to complete your application today?	Yes		Drop down, select one	sinale	Y	Skip Logic Group	Complete App
			No	BB					
	BB	Why were you unable to complete your online application today?	I did not have enough time to complete it today		Checkbox, one-up vertical	Multiple	Υ	Skip Logic Group	Why Not Complete
			I did not have enough information or evidence to complete the application						
			System failure						
	BB1	Please explain why you were unable to complete your online application today.	Oner, please specify	BB1	Text area, no char limit		n	Skip Logic Group	OE_unable to comp
	С	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	Access your eBenefits Message Center		Checkbox, one-up vertical	Multi	¥	Skip Logic Group	
		use on a mobile device? (Select all that apply.)							
			Request documents from your Official Military Personnel file						
			Request documents from your Official Military Personnel file (such as your DD-214) Share your health records with private health care providers,						

	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	
			Update your contact information for Compensation & Pension and Post-9/11 GI Bill Education benefits							
			Browse and apply for state benefits							
			Find an attorney, Claims Agent, or VSO to represent you for VA benefits claims							
			View your Federal Individual Recovery Plan (FIRP)							
			Other, please specify	A						
			None, I would not access eBenefits features through a mobile device							
ACQDom0007606	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			

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		Which of the following best describes your role in visiting this site			Checkbox, one-up vertical	Multi	Y	Skip Logic Group
		today? (Check all that apply)	Veteran	В				
(AKR4145G5)			Active duty	В				
			Wounded, injured, or ill service member	В				
			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	Α				
AKR4146		Other Please Specify: Please tell us who you are.			Text area, no char limit	Single	N	Skip Logic Group
AKR4147	В	Please check the conflict(s) in which you served.	World War II		Checkbox, one-up vertical	Multi	N	Skip Logic Grou
			Korean Conflict					
			Vietnam Era					
			Persian Gulf War					
			Operation Enduring Freedom					
			Operation Iraqi Freedom					
			No conflict/war service					
AKR4148		Please select your age range.	17 or under		Radio button, one-up vertical	Single	N	
			18-24					
			25-34					
			35-44					
			45-54					
			55-64					
			65+					
AKR4149		Please select your gender:	Male		Radio button, one-up vertical	Single	N	
			Female					
AKR4150		How frequently do you visit this site?	First time	_	Radio button, one-up vertical	Single	Y	
			Daily					
			About once a week	4				
			About once a month	1				
			About once or twice a year	1				
	1		Less frequently than once a year	1				

ooking for today?

eBenefits Custom Questions

VA eBenefits CUSTOM QUESTION LIST QID Special Skip Logic **Answer Choices** Single or Required (Group ID) Label (limited to 50 characters) Type (select from list) Multi Ϋ́/N Instructions **Question Text** Skip to AKR4145 Which of the following best describes your role in visiting this Checkbox, one-up vertical Multi Skip Logic Group site today? (Check all that apply) Veteran В Active duty (AKR4145G5) В Wounded, injured, or ill service member В 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 AKR4146 Α Other Please Specify: Please tell us who you are. Text area, no char limit Single Ν Skip Logic Group AKR4147 Please check the conflict(s) in which you served. World War II Checkbox, one-up vertical Multi Ν Skip Logic Group Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service AKR4148 Please select your age range. 17 or under Radio button, one-up vertical Single Ν 18-24 25-34 35-44 45-54 55-64 65+ AKR4149 Male N Please select your gender: Radio button, one-up vertical Single Female AKR4150 How frequently do you visit this site? First time Radio button, one-up vertical Single Daily About once a week About once a month About once or twice a year Less frequently than once a year AKR4151 OPS Group What information were you primarily looking for today? Financial Radio button, one-up vertical Single (AKR4151G1) Education Employmen lousing lealth Burial enefits Compensation Other, please specify Text area, no char limit AKR4152 Other, please specify: What information were you primarily Single OPS Group

eBenefits Custom Questions

VA eBenefits CUSTOM QUESTION LIST QID Special Skip Logic **Answer Choices** Single or Required (Group ID) Label (limited to 50 characters) Type (select from list) Multi Ϋ́/N Instructions **Question Text** Skip to AKR4145 Which of the following best describes your role in visiting this Checkbox, one-up vertical Multi Skip Logic Group site today? (Check all that apply) Veteran В Active duty (AKR4145G5) В Wounded, injured, or ill service member В 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 AKR4146 Α Other Please Specify: Please tell us who you are. Text area, no char limit Single Ν Skip Logic Group AKR4147 Please check the conflict(s) in which you served. World War II Checkbox, one-up vertical Multi Ν Skip Logic Group Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service AKR4148 Please select your age range. 17 or under Radio button, one-up vertical Single Ν 18-24 25-34 35-44 45-54 55-64 65+ AKR4149 Please select your gender: Male Radio button, one-up vertical N Single Female AKR4150 How frequently do you visit this site? First time Radio button, one-up vertical Single Daily About once a week About once a month About once or twice a year Less frequently than once a year AKR4151 What information were you primarily looking for today? OPS Group Financial Radio button, one-up vertical Single (AKR4151G1) Education Employment Housing Health Burial Benefits Compensation Other, please specify AKR4152 Other, please specify: What information were you primarily Text area, no char limit Single Ν OPS Group looking for today?

eBenefits Custom Questions

VA eBenefits CUSTOM QUESTION LIST QID Special Skip Logic **Answer Choices** Single or Required (Group ID) Label (limited to 50 characters) Type (select from list) Multi Ϋ́/N Instructions **Question Text** Skip to AKR4145 Which of the following best describes your role in visiting this Checkbox, one-up vertical Multi Skip Logic Group site today? (Check all that apply) Veteran В Active duty (AKR4145G5) В Wounded, injured, or ill service member В 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 AKR4146 Α Other Please Specify: Please tell us who you are. Text area, no char limit Single Ν Skip Logic Group AKR4147 Please check the conflict(s) in which you served. World War II Checkbox, one-up vertical Multi Ν Skip Logic Group Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom No conflict/war service AKR4148 Please select your age range. 17 or under Radio button, one-up vertical Single Ν 18-24 25-34 35-44 45-54 55-64 65+ AKR4149 Please select your gender: Male Radio button, one-up vertical N Single Female AKR4150 How frequently do you visit this site? First time Radio button, one-up vertical Single Daily About once a week About once a month About once or twice a year Less frequently than once a year AKR4151 What information were you primarily looking for today? OPS Group Financial Radio button, one-up vertical Single (AKR4151G1) Education Employment Housing Health Burial Benefits Compensation Other, please specify AKR4152 Other, please specify: What information were you primarily Text area, no char limit Single Ν OPS Group looking for today?

Model Instance Name: VA eBenefits

MID: YdllhdA4VstB05QNd8wgAA==

Date:

eBenefits Custom Questions

			VA eBenefits CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
AKR4145	Laber	Which of the following best describes your role in visiting this	(illilited to 30 characters)	Skip to	Checkbox, one-up vertical	Multi		Skip Logic Group
AKKATAO		site today? (Check all that apply)	Veteran	В	Checkbox, one-up vertical	ividiti	'	Skip Logic Group
(AKR4145G5	6)	11.57	Active duty	В				
(AKK414363)	,,		Wounded, injured, or ill service member	В				
			Family of a service member or veteran	٦ -				
			Caregiver or delegate of a service member or veteran					
			Health Care team member for a service member or veteran					
			Other	A				
AKR4146	Α	Other Please Specify: Please tell us who you are.	O. H. O.		Text area, no char limit	Single	N	Skip Logic Group
AKR4147	В		World War II		Checkbox, one-up vertical	Multi		Skip Logic Group
		(2)	Korean Conflict		Silver of the second			
			Vietnam Era					
			Persian Gulf War					
			Operation Enduring Freedom					
			Operation Iraqi Freedom					
			No conflict/war service					
AKR4148		Please select your age range.	17 or under		Radio button, one-up vertical	Single	N	
			18-24			J. J		
			25-34					
			35-44					
			45-54					
			55-64					
			65+					
AKR4149		Please select your gender:	Male		Radio button, one-up vertical	Single	N	
			Female					
AKR4150			First time		Radio button, one-up vertical	Single	Y	
			Daily					
			About once a week					
			About once a month					
			About once or twice a year					
			Less frequently than once a year					
AKR4151 (AKR4151G1)			Financial		Radio button, one-up vertical	Single	Y	OPS Group
	.)		Education					
			Employment					
			Housing					
			Health					
			Burial					
			Benefits					
			Compensation					
			Other, please specify	Α				
AKR4152	Α	Other, please specify: What information were you primarily looking for today?			Text area, no char limit	Single	N	OPS Group