

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 All **CQ change requests** have to be submitted using this document

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implements change(s)

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Instance Name:

NIAMS Survey

MID: pNdwFkVhvx9dMQUowQBvVw==

Date: 8/8/2008

NIAMS Survey MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Content (1=Poor, 10=Excellent, Don't Know)</p> | <p>Satisfaction (1=Poor, 10=Excellent)</p> | <p>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</p> |
| <p>1 Please rate the accuracy of information on this site. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.</p> | <p>23 What is your overall satisfaction with this site? 24 How well does this site meet your expectations? 25 How does this site compare to your idea of an ideal website?</p> | <p>26 How likely are you to return to this site? Recommend (1=Not Very Likely, 10=Very Likely) 27 How likely are you to recommend this site to someone else?</p> |
| <p>Functionality (1=Poor, 10=Excellent, Don't Know)</p> | | <p>Primary Resource (1=Not Very Likely, 10=Very Likely)</p> |
| <p>4 Please rate the usefulness of the services provided on this site. 5 Please rate the convenience of the services on this site. 6 Please rate the ability to accomplish what you wanted to on this site.</p> | | <p>28 How likely are you to use this site as your primary resource for obtaining information from this organization?</p> |
| <p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> | | |
| <p>7 Please rate the ease of reading this site. 8 Please rate the clarity of site organization. 9 Please rate the clean layout of this site.</p> | | |
| <p>Navigation (1=Poor, 10=Excellent, Don't Know)</p> | | |
| <p>10 Please rate the degree to which the number of steps it took to get where you want is acceptable. 11 Please rate the ability to find the information you want on this site. 12 Please rate the clarity of site map/directory. 13 Please rate the ease of navigation on this site.</p> | | |
| <p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p> | | |
| <p>14 Please rate the speed of loading the page on this site. 15 Please rate the consistency of speed on this site. 16 Please rate the reliability of site performance on this site.</p> | | |
| <p>Search (1=Poor, 10=Excellent, Don't Know)</p> | | |
| <p>23 Please rate the usefulness of search results on this site. 24 Please rate how this site provides comprehensive search results. 25 Please rate the organization of search results for this site. 26 Please rate how the search feature helps you to narrow the results to find the</p> | | |

Model Instance Name:
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 Date: 3/1/2008

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

NIAMS Survey CUSTOM QUESTION LIST

| QID | Skip Logic Label / question order | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions |
|---------------|-----------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------|-----------------|--------------|----------------------|
| 6139 | | How frequently do you visit this website? | First time More than once a day Daily About once a week About once a month Every 6 months or less | | Radio button, one-up vertical | Single | Y | |
| 6143 | | Which of the following best describes your role in coming to the website today? | General public Patient Family member of a patient Scientist/Researcher Student Teacher Health professional/primary care Government staff/ policy professional Non-Profit/ Professional organization staff Insurance services/ health system infrastructure staff Other | F | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| ACQCol0010235 | F | What other role describes you? | | | Text field, <100 char | Open | N | Skip Logic Group |
| 6140 | | Which of the following best describes what you are looking for visiting the website today? | Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other | B | Radio button, one-up vertical | Single | Y | |
| 6141 | B | What other information were you looking for today? | | | Text field, <100 char | Open | N | |
| 51948 | | Were you able to find what you were looking for? | Yes No Still looking | A | Dropdown (Select-one) | Single | Y | |
| 6142 | A | What information could you not find? | | | Text field, <100 char | Open | N | |
| JDV00081 | | How do you plan to use the information you find on this site today? | To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other | | Radio button, one-up vertical | Single | Y | |
| 6144 | | How could we improve our information to best meet your needs? | | | Text area, no char limit | Single | N | |

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| 6139 | | How frequently do you visit this website? | First time More than once a day Daily About once a week About once a month Every 6 months or less | | Radio button, one-up vertical | Single | Y | |
| 6143 | | Which of the following best describes your role in coming to the website today? | General public Representative from voluntary organization Representative from professional organization Patient Family member of a patient Scientist/Researcher Student Teacher Retired Health professional/primary care Media Government staff/ policy professional Non-Profit/ Professional organization staff Insurance services/ health system infrastructure staff Other | | Radio button, one-up vertical | Single | Y | Skip Logic Group Randomize |
| ACQCol0010235 | F | What other role describes you? | | F | Text field, <100 char | Open | N | Skip Logic Group Anchor Answer Ch |
| 6140 | | Which of the following best describes what you are looking for visiting the website today? | Health related information Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other | A | Radio button, one-up vertical | Single | Y | |
| 6141 | B | What other information were you looking for today? | | B | Text field, <100 char | Open | N | |
| ACQCol0002004 | A | What type of health-related information were you primarily looking for today? | Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other | | Radio button, one-up vertical | Single | Y | |
| ACQCol0002005 | C | What other type of health-related information were you looking for? | | C | Text field, <100 char | Open | N | |
| 51948 | | Did you find what you were looking for? Were you able to find what you were looking for? | Yes No Still looking | A | Dropdown (Select-one) | Single | Y | |
| 6142 | A | What information could you not find? | | | Text field, <100 char | Open | N | |
| JDV00081 | | How do you plan to use the information you find on this site today? | To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other | | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| ACQCol0010236 | Z | How else do you plan to use the information you found on the site? | | Z | Text area, no char limit | Single | N | Skip Logic Group |
| 51949 | | How did you look for the information today? | I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing | | Radio button, one-up vertical | Single | Y | |
| SAC6668 | | Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (required) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums | | Drop down, select one | Single | Y | Rank Group Adjust Template |

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| | | | Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | | | | Randomize Anchor-Answer Anchor-Answer |
| SAC669 | | Rank 2 (Optional) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | Drop-down, select one | Single | N | Rank-Group Adjust-Template Randomize Anchor-Answer Anchor-Answer |
| SAC670 | | Rank 3 (Optional) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | Drop-down, select one | Single | N | Rank-Group Adjust-Template Randomize Anchor-Answer Anchor-Answer |
| SAC6671 | | If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter) | | | | | N | |
| 6144 | | How could we improve our information to best meet your needs? | | | Text area, no char limit | Single | N | |

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| C6139 | | How frequently do you visit this website? | First time More than once a day Daily About once a week About once a month Every 6 months or less | | Radio button, one-up vertical | Single | Y | |
| C6143 | | Which of the following best describes your role in coming to the website today? | General public Representative from voluntary organization Representative from professional organization Patient Family member of a patient Scientist/Researcher Student Teacher Retired Health professional Media Other | | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | F | What other role describes you? | | F | Text field, <100 char | Open | N | Skip Logic Group |
| C6140 | | Which of the following best describes what you are looking for visiting the website today? | Health related information Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other | A | Radio button, one-up vertical | Single | Y | |
| C6141 | B | What other information were you looking for today? | | B | Text field, <100 char | Open | N | |
| ACQOsI0002004 | A | What type of health related information were you primarily looking for today? | Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other | | Radio button, one-up vertical | Single | Y | |
| ACQOsI0002005 | C | What other type of health related information were you looking for? | | C | Text field, <100 char | Open | N | |
| C51948 | | Did you find what you were looking for? | Yes No Still looking | A | Dropdown (Select-one) | Single | Y | |
| C6142 | A | What information could you not find? | | | Text field, <100 char | Open | N | |
| C3DV00081 | | How do you plan to use the information you find on this site today? | To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other | | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | Z | How else do you plan to use the information you found on the site? | | Z | Text area, no char limit | Single | N | Skip Logic Group |
| C51949 | | How did you look for the information today? | I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing | | Radio button, one-up vertical | Single | Y | |
| | | Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know | | Drop down, select one | Single | Y | Rank Group Adjust Template Randomize |

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| | | | TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | | | | Anchor Answer Anchor Answer |
| | | Rank 2 (Optional) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional emails) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | Drop down, select one | Single | N | Anchor Answer Anchor Answer Rank Group Adjust Template Randomize |
| | | Rank 3 (Optional) | Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional emails) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other | | Drop down, select one | Single | N | Anchor Answer Anchor Answer Rank Group Adjust Template Randomize |
| | | If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter) | | | | | N | Anchor Answer Anchor Answer |
| | | How could we improve our information to best meet your needs? | | | Text area, no char limit | Single | N | |
| C6144 | | | | | Text area, no char limit | Single | N | |

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| C6141 | B | If you answered Other to the information you were looking for, please specify: What other information were you looking for today? | | B | Text field, <100 char | Open | N | |
| ACQOsl0002004 | A | What type of health related information were you primarily looking for today? | Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other | | Radio button, one-up vertical | Single | Y | |
| ACQOsl0002005 | C | What other type of health related information were you looking for? | | | Text field, <100 char | Open | N | |
| C51948 | | Did you find what you were looking for? | Yes No Still looking | A | Dropdown (Select-one) | Single | Y | |
| C6142 | A | If you could not find what you were looking for, what was it? What information could you not find? | | | Text field, <100 char | Open | N | |
| CJDV00081 | | How do you plan to use the information you find on this site today? | To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other | | Radio button, one-up vertical | Single | Y | |
| C51949 | | How did you look for the information today? | I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing | | Radio button, one-up vertical | Single | Y | |
| C6144 | | How could we improve our information to best meet your needs? | | | Text area, no char limit | Single | N | |