

Welcome and Thank You Text

Welcome Text

Thank you for visiting Genetics Home Reference. You have been randomly selected to participate in a brief customer survey to let us know how we can improve your website experience.

The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.

Thank You Text

Thank you for agreeing to share your opinions with us.

Your comments will help us improve our website.

NLM Main/MedlinePlus

We'd like your feedback!

Thank you for visiting our site. You have been randomly selected to participate in a customer satisfaction survey to let us know how we can improve your website experience.

The survey is designed to measure your entire site experience and so will/may appear at the end of your visit.

NLM Main/MedlinePlus

Thank you for agreeing to share your opinions with us.

Your comments will help us improve our website. Please continue browsing the site and when finished, simply return here and click on "Start Survey" when you wish to begin the survey.



Customer Satisfaction Survey

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

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

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

Mo(Model Name)



Element Questions	Satisfaction Questions	Future Behaviors
Look and Feel (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this site.	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	How likely are you to return to this site ?
Please rate the balance of graphics and text on this site.	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	
Please rate the readability of the pages on this site.		Recommend (1=Very Unlikely, 10=Very Likely)
	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	How likely are you to recommend this site to someone else ?
Site Performance (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate how quickly pages load on this site.		How likely are you to use this site as your primary resource for genetic information ?
Please rate the consistency of speed from page to page on this site.		
Please rate how completely the page content loads .		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized .		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for .		
Information Browsing (1=Poor, 10=Excellent, Don't Know)		
Please rate the ability to sort information by criteria that are important to you on this site.		
Please rate the ability to narrow choices to find the information you are looking for on this site.		
Please rate how well the features on the site help you find the information you need .		
Site Information (1=Poor, 10=Excellent, Don't Know)		
Please rate the thoroughness of information provided on this site.		
Please rate how understandable this site's information is.		
Please rate how well the site's information provides answers to your questions .		

Model(Model Name)

Model(MID)
Partit (Yes/No)
Date (1/2/2013)

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

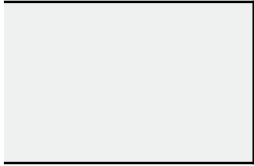
Blue: Reword



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
		How frequently do you visit Genetics Home Reference?	First time Daily Several times a week About once a week Several times a month About once a month Every few months	A	Y	Radio button, one-up vertical	
	A	How did you first learn about Genetics Home Reference? (Choose one)	From a search engine (e.g. Google) From a friend or family member From social media (e.g. Twitter, Facebook) From a physician From a genetic counselor From another healthcare provider (e.g. nurse, physician assistant, pharmacist) From a newspaper, magazine, or press release From a government website, please specify: From a non-government website, please specify: I don't remember Other, please specify:		Y	Radio button, one-up vertical	Randomize Skip Logic Group* Anchor Answer Choice Anchor Answer Choice Anchor Answer Choice Anchor Answer Choice
	B	Please specify which government website:			N	Text area, no char limit	Skip Logic Group*
	C	Please specify which non-government website:			N	Text area, no char limit	Skip Logic Group*
	D	Please specify where you first learned about Genetics Home Reference:			N	Text area, no char limit	Skip Logic Group*
		Which of the following best describes your role in visiting Genetics Home Reference today?	Patient Family member or friend of patient Genetic counselor Physician Other healthcare provider (e.g. nurse, physician assistant, pharmacist) Scientist/researcher Student Educator Librarian or other information professional Journalist or other science writer Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
	A	Please describe your role in visiting the site today:			N	Text area, no char limit	Skip Logic Group*
		What is your primary reason for visiting Genetics Home Reference today?	To learn more about a specific disease or condition To learn more about a particular gene To learn more about one of the chromosomes To learn more about genetics research (e.g. clinical trials, laboratory studies) To learn more about genetics in general To find information for a school project or report To find information for a professional presentation or journal article To find links to other resources Just exploring Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
	A	Please describe your primary reason for visiting the site today:			N	Text area, no char limit	Skip Logic Group*
		Did you find the information you were looking for?	Yes No	A B		Radio button, one-up vertical	Skip Logic Group*

	A	Please specify what information you were seeking:			N	Text area, no char limit	Skip Logic Group*
	B	Please specify what information you were unable to find			N	Text area, no char limit	Skip Logic Group*
		What do you plan to do with the information you found? (Check all that apply)	Discuss or share with family or friends Discuss with a physician, genetic counselor, or other healthcare provider Seek more information from other websites Use information for a school project, report, or presentation Use information for a professional presentation or journal article Didn't find what I wanted Not sure yet		Y	Checkbox, one-up vertical	
		Which of the following resources and tools on the Genetics Home Reference website have been helpful to you? (Check all that apply)	Page(s) about a specific genetic condition Page(s) about a particular gene Page(s) about one of the chromosomes The Help Me Understand Genetics Handbook I did not use any of these resources.	A B C D	Y	Checkbox, one-up vertical	Skip Logic Group*
	A	What information on the genetic condition page(s) has been most helpful to you? (Check all that apply)	The condition's major signs and symptoms Incidence/prevalence of the condition Genetic cause of the condition Inheritance of the condition Other names for the condition Links to outside resources Glossary terms		Y	Checkbox, one-up vertical	Skip Logic Group*
	B	What information on the gene page(s) has been most helpful to you? (Check all that apply)	The gene's normal function How mutations are related to particular genetic conditions Other names for the gene Links to outside resources Image of the gene's location on a chromosome Glossary terms		Y	Checkbox, one-up vertical	Skip Logic Group*
	C	What information on the chromosome page(s) has been most helpful to you? (Check all that apply)	General description of the chromosome How chromosomal changes are related to particular genetic conditions Illustration of the chromosome Glossary terms Links to outside resources		Y	Checkbox, one-up vertical	Skip Logic Group*
	D	What information in the Help Me Understand Genetics Handbook has been most helpful to you? (Check all that apply)	Descriptions of basic genetics concepts Illustrations related to content Links to outside resources		Y	Checkbox, one-up vertical	Skip Logic Group*
		Please describe your experience with navigating the Genetics Home Reference website. (Check all that apply)	I did not have any problems navigating the site. I could not navigate back to previous information. I often felt lost, not knowing where I was. There were too many links or navigational choices. Links did not take me where I expected. The site had technical difficulties (e.g. broken links or error messages) I wasn't sure when links were taking me to websites outside Genetics Home Reference. Links/labels were difficult to understand. Other, please specify:		Y	Checkbox, one-up vertical	Skip Logic Group*
	A	Please describe <u>your</u> navigation experience:		A	N	Text area, no char limit	Skip Logic Group*

		How could we improve Genetics Home Reference?			N	Text area, no char limit	
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CQ Label

Frequency of Visit

First Learn About

First Learn About_Govt Site

First Learn About_Non-Govt Site

First Learn About_Other

Role

Role_Other

Reason for Visit

Reason for Visit_Other

Found Information

Found Information_Yes

Found Information_No

Information Use

Useful Resources or Tools

Useful Resources_Genetic Condition

Useful Resources_Genes

Useful Resources_Chromosomes

Useful Resources_Genetics Handbook

Navigation Experience

Other Navigation Experience

Improvements