# **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)

# **Questionnaire Resources:**

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks\_SRA
- 5 Model and Custom Question Checks\_Team LeadManager
- 6 Model and Custom Question Checks\_DOT
- 7 Foreign Language Survey Instructions

| Client Na | ame: |
|-----------|------|
| Measure   | Name |

| Custom Qualifier Page              | Please Select |
|------------------------------------|---------------|
| Custom Invitation Text?            | Please Select |
| Custom Tracker Text?               | Please Select |
| Custom Welcome/<br>Thank You Text? | Please Select |

| Language(s)              | If other language not listed, please specify. | Website URL | MID(s)<br>(DOT FILL THIS IN) | Measure Name(s)<br>(DOT WIII FILL THIS IN) |
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Model Instance Name:

HHS OCR

MID: doQhU1ZZoUowo8lpohgEJg==

Date: 10/10/2011



### Welcome and Thank You Text

#### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

### **Welcome Text**

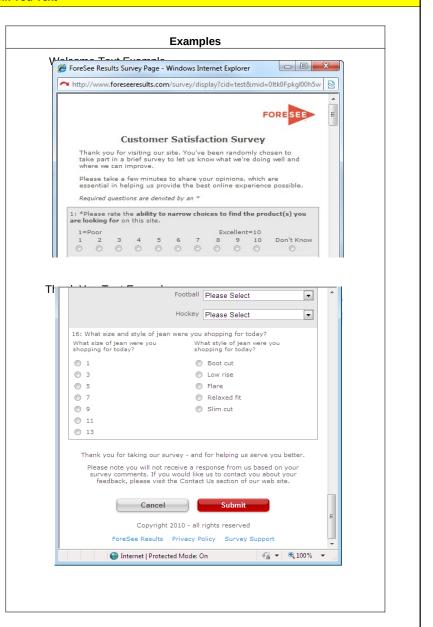
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

### Thank You Text

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

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



Model Instance Name:

HHS OCR

MID: doQhU1ZZoUowo8lpohgEJg==

Date: 9/15/2011



| ELEMENTS (drivers of satisfaction)  | CUSTOMER SATISFACTION  | FUTURE BEHAVIORS   |
|---|--|--|
| Content (1=Poor, 10=Excellent, Don't Know)  | Satisfaction   | Return (1=Very Unlikely, 10=Very Likely)   |
| Please rate your perception of the accuracy of information on this site.                  | What is your <b>overall satisfaction</b> with this site?                                       | How likely are you to return to this site?   |
| r lease rate your perception or the <b>accuracy of information</b> on this site.          | (1=Very Dissatisfied, 10=Very Satisfied)   | i low likely are you to return to this site?   |
| Please rate the <b>quality of information</b> on this site.                               | How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)                    | Recommend (1=Very Unlikely, 10=Very Likely)  |
| Please rate the <b>freshness of content</b> on this site.                                 | 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?   |
| Look and Feel (1=Poor, 10=Excellent, Don't Know)  |  | Primary Resource (1=Very Unlikely, 10=Very Likely)   |
| Please rate the <b>visual appeal</b> of this site.  |  | How likely are you to use this site as your primary resource fo obtaining information from Health and Human Services Off Civil Rights? |
| Please rate the <b>balance of graphics and text</b> on this site.                         |  | Trust (1=Strongly Disagree, 10=Strongly Agree)   |
| Please rate the <b>readability of the pages</b> on this site.                             |  | I can count on this Agency to act in my best interests.  |
| Navigation (1=Poor, 10=Excellent, Don't Know)   |  | I consider this Agency to be <b>trustworthy</b> .  |
| Please rate how well the site is organized.   |  | This Agency can be trusted to <b>do what is right.</b>   |
| Please rate the <b>options available for navigating</b> this site.                        |  | , , , , , , , , , , , , , , , , , , ,  |
| Please rate how well the site layout helps you find what you are looking for.             |  |  |
| Please rate the number of clicks to get where you want on this site.                      |  |  |
| Site Performance (1=Poor, 10=Excellent, Don't Know)                                       |  |  |
| Please rate how <b>quickly pages load</b> on this site.                                   |  |  |
| Please rate the <b>consistency of speed from page to page</b> on this site.               |  |  |
| Please rate the <b>ability to load pages without getting error messages</b> on this site. |  |  |
| Online Transparency (1=Poor, 10=Excellent, Don't Know)                                    |  |  |
| Please rate how thoroughly this site discloses information about what this Agency is      |  |  |
| doing.  |  |  |
| Please rate how quickly Agency information is made available on this site.                |  |  |
| Please rate how well information about this Agency's actions can be accessed by the       |  |  |
| public on this site.  |  |  |
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|         |                        |  | НН                         | IS OCR CUSTOM QUESTION LIST  |         |                               |                    |                 |                         |                    |
|---------|------------------------|--|----------------------------|--|---------|-------------------------------|--------------------|-----------------|-------------------------|--------------------|
| QID     | Skip<br>Logic<br>Label | Question Text  | AnswerIDs (DOT)            | Answer Choices<br>(limited to 50 characters)   | Skip to | Type (select from list)       | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label           |
| SAC4713 |                        | How frequently do you visit this site?   | SAC4713A001                | This is my first time visiting the site  |         | Radio button, one-up vertical | Single             | Y               |                         | Frequency<br>Visit |
|         |                        |  | SAC4713A002                | Daily  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4713A003                | About once a week  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4713A004                | About once a month   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4713A005                | Every few months   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4713A006                | Every 6 months or less often   |         |                               |                    |                 |                         |                    |
| AC4714  |                        | What <b>best describes</b> your <b>role</b> in visiting the site today?  | SAC4714A001                | General Public   |         | Radio button, one-up          | Single             | Υ               | Skip Logic              | Primary R          |
|         |                        | what best describes your role in visiting the site today:  | SAC4714A002                | Health Care Professional   |         | vertical                      | Olligic            |                 | Groun                   | T Times y          |
|         |                        |  | SAC4714A003                | Human Services Professional  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A004                | HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A005                | Health Care Clearinghouse  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A006                | Health Plan Provider(Health insurance companies, HMOs, Company health plans, Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs) |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A007                | HIPAA Business Associate   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A008                | Federal Government   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A009                | State/Local/Tribal Government  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A010                | Consultant/Legal   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A010<br>SAC4714A011 | HHS Employee   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A011<br>SAC4714A012 | Community Based Organization/Non Profit  |         |                               |                    |                 |                         |                    |
|         |                        |  |                            |  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A013                | Advocacy Group   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A014                | Journalist/Media   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A015                | Researcher   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4714A016                | Educator   |         |                               |                    |                 |                         |                    |
|         |                        |  |                            | Student, including research for an assignment  |         |                               |                    |                 |                         |                    |
| AC4715  |                        | What <b>best describes</b> your <b>role</b> in visiting the site today?  | SAC4714A017                | Other, please specify  | Α       | Radio button, one-up          | Single             | Y               | Skip Logic              | E_Primary          |
| SAC4716 | A                      |  | SAC4716A001                | Information on Civil Rights  |         | vertical Checkbox, one-up     | Multi              | Υ               |                         | rimary Re          |
|         |                        | (Please select all that apply).  |                            |  | Α       | vertical                      |                    |                 | Group                   |                    |
|         |                        |  | SAC4716A002                | Information on Health Information Privacy  | В       |                               |                    |                 |                         |                    |
|         |                        |  |                            | Omnibus HIPAA Rule   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A003                | File a Complaint   | C,D     |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A004                | Information on how to file a Complaint   | D       |                               |                    |                 |                         |                    |
|         |                        |  |                            | HIPAA Audit Protocol   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A005                | Press Releases/News  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A006                | Training Materials   | Е       |                               |                    |                 |                         |                    |
|         |                        |  |                            | Research   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A007                | Just Browsing  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A008                | Sign up for Listserv   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4716A009                | Other, please specify  | Z       |                               |                    |                 |                         |                    |
| AC4717  | z                      | Please describe your <i>primary reason</i> for visiting the site today.  |                            | , posses spessy  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Prim<br>Reaso   |
| AC4718  | А                      | Please tell us what <i>Civil Rights Information</i> you were looking for today?  |                            | General Civil Rights Information   |         | Checkbox, one-up vertical     | Multi              | Y               | Skip Logic<br>Group     | Civil Right        |
|         |                        |  | SAC4718A002                | Race, Color and National Origin Discrimination   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A003                | Language Access/L.E.P  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A004                | Disability Discrimination  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A005                | Olmstead   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A006                | Age Discrimination   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A007                | Enforcement Activities   |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A008                | Hill-Burton Act  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A009                | Section 1553 of the Affordable Care Act  |         |                               |                    |                 |                         |                    |
|         |                        | The state of the s |                            | Decision 2000 of the Anorthable Cale Act   |         |                               |                    |                 |                         |                    |
|         |                        |  |                            | Modicaro Part A Cortification  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A010                | Medicare Part A Certification  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A010<br>SAC4718A011 | Federal Health Care Conscience Protection Statues  |         |                               |                    |                 |                         |                    |
|         |                        |  | SAC4718A010                |  | AA      |                               |                    |                 |                         |                    |

|               |                        |  | HH              | IS OCR CUSTOM QUESTION LIST                                |         |                               |                    |                 |                         |                                  |
|---------------|------------------------|--|-----------------|--|---------|-------------------------------|--------------------|-----------------|-------------------------|----------------------------------|
| QID           | Skip<br>Logic<br>Label | Question Text  | AnswerIDs (DOT) | Answer Choices<br>(limited to 50 characters)               | Skip to | Type (select from list)       | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label                         |
| AC4719        | AA                     | Please tell us specifically what <i>Civil Rights Information</i> you were looking for today.               |                 |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other<br>Civil Rights<br>Info |
| AC4720        | В                      | Please tell us what <i>Health Information Privacy Information</i> you were looking for today?              | SAC4720A001     | General Health Information Privacy Information             |         | Checkbox, one-up vertical     | Multi              |                 | Skip Logic<br>Group     | Health Informa                   |
|               |                        |  | SAC4720A002     | HIPAA Privacy Rule   |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A003     | HIPAA Security Rule  |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A004     | Breach Notification Rule                                   |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A005     | Patient Safety and Quality Improvement Act of 2005 (PSQIA) |         |                               |                    |                 |                         |                                  |
|               |                        |  |                 | Model Business Associate Agreement                         |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A006     | Audit Program Information                                  |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A007     | Information for Covered Entities                           |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A008     | Information for Consumers/Individuals                      |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A009     | States Attorneys General                                   |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A010     | Enforcement Activities                                     |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4720A011     | Other, please specify                                      | BB      |                               |                    |                 |                         |                                  |
| SAC4721       | ВВ                     | Please tell us specifically what <i>Health Information Privacy Information</i> you were looking for today. |                 |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other<br>Health Info          |
| SAC4722       | С                      | ,, , , , , , , , , , , , , , , , , , ,   | SAC4722A001     | Civil Rights Discrimination Complaint                      |         | Checkbox, one-up vertical     | Multi              |                 | Skip Logic<br>Group     | Civil Rights Co                  |
|               |                        |  | SAC4722A002     | HIPAA Privacy Rule Complaint                               |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4722A003     | HIPAA Security Rule Complaint                              |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4722A004     | Patient Safety Confidentiality Complaint (PSQIA)           |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4722A005     | Federal Health Care Conscience Protection Statutes         |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4722A006     | Other, please specify                                      | CC      |                               |                    |                 |                         |                                  |
| 6AC4723       |                        | Please tell us what other civil rights discrimination complaint you were looking to file.                  |                 |  |         | Text area, no char limit      |                    |                 | Skip Logic<br>Group     | OE_Other CR Complaint            |
|               | CC                     |  |                 |  |         |                               |                    |                 |                         | Info                             |
| SAC4724       | D                      | Did you download information on how to file a complaint?   | SAC4724A001     | Yes  | DD      | Radio button, one-up vertical | Single             |                 | Skip Logic<br>Group     | Download how                     |
|               |                        |  | SAC4724A002     | No No  |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4724A003     | I don't know   |         |                               |                    |                 |                         |                                  |
| SAC4725       | DD                     |  | SAC4725A001     | Yes  |         | Radio button, one-up vertical | Single             | N               | Skip Logic<br>Group     | Use of How to                    |
|               |                        |  | SAC4725A002     | No No  |         |                               |                    |                 |                         |                                  |
|               |                        |  | SAC4725A003     | I don't know   |         |                               |                    |                 |                         |                                  |
| SAC4726       | _                      | Please tell us what training materials you were looking for.   |                 |  |         | Text area, no char<br>limit   |                    |                 | Skip Logic<br>Group     | OE_Other CR Complaint Info       |
| ACQinh0019336 |                        | Did you visit the Audit Program Protocol section of the site   |                 | Yes  | A,B     | Radio button, one-up          |                    |                 | Skip Logic              | Audit                            |
|               |                        | today?   |                 |  | 7,,2    | vertical                      |                    | Y               | Group                   | Protocol Use                     |
|               |                        |  |                 | No   |         |                               |                    |                 |                         |                                  |
|               |                        |  |                 | Don't know   |         |                               |                    |                 |                         |                                  |
| CQinh0019337  |                        | Did you find what you were looking for using the Audit Program Protocol?                                   |                 | Yes  |         | Radio button, one-up vertical |                    |                 | Skip Logic<br>Group     | Audit<br>Protocol Find           |
|               | A                      |  |                 | No   |         |                               |                    |                 |                         |                                  |
| CQinh0019338  |                        | Do you have any suggestions for improving the Audit Program  |                 |  |         | Text area, no char            |                    |                 | Skip Logic              | OE_Improve                       |
|               | В                      | Protocol?  |                 |  |         | limit                         |                    |                 | Group                   | Audit<br>Protocol                |
| 6AC4727       |                        | , , ,  | SAC4727A001     | Yes  |         | Radio button, one-up vertical | Single             | Υ               | Skip Logic<br>Group     | Ability to Find                  |
|               |                        |  | SAC4727A002     | No   | A,B     |                               |                    |                 |                         |                                  |
| SAC4728       | А                      | Please tell us specifically what you couldn't find on the site today:                                      |                 |  |         | Text area, no char limit      | Single             | N               | Skip Logic<br>Group     | OE_Ability to F                  |

|               | Skip           |  |                 | IS OCR CUSTOM QUESTION LIST                               |         |                                |                    |                 |                         |                  |
|---------------|----------------|--|-----------------|---|---------|--------------------------------|--------------------|-----------------|-------------------------|------------------|
| QID           | Logic<br>Label | Question Text  | AnswerIDs (DOT) | Answer Choices<br>(limited to 50 characters)              | Skip to | Type (select from list)        | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label         |
| AC4729        | В              | Please tell us why you were not able to find what you were looking for. (Please select all that apply)   | SAC4729A001     | I could not access the information on site                | Skip to | Checkbox, one-up<br>vertical   | Multi              | N               |                         | Unable to Find   |
|               | + -            | Personal and the second and the seco | SAC4729A002     | The search results did not appear relevant                |         |                                |                    |                 | Стопр                   |                  |
|               |                |  | SAC4729A003     | The links did not take me where I wanted                  |         |                                |                    |                 |                         |                  |
|               |                |  | SAC4729A004     | The labeling on lists didn't match what I was looking for |         |                                |                    |                 |                         |                  |
|               |                |  | SAC4729A005     | How the information is organized on the site wasn't clear |         |                                |                    |                 |                         |                  |
|               |                |  |                 |   |         |                                |                    |                 |                         |                  |
|               |                |  | SAC4729A006     | The navigation options were difficult to understand       |         |                                |                    |                 |                         |                  |
|               |                |  | SAC4729A007     | Other   |         |                                |                    |                 |                         |                  |
| CQinh0019339  |                | Did you use the one of Frequently Asked Questions portion of   |                 | Yes   |         | Radio button, one-up           | Single             | Y               | Skip logic              | FAQ use          |
|               |                | the site today?  |                 |   | A,B     | vertical                       |                    |                 | Group                   |                  |
|               |                |  |                 | No  |         |                                |                    |                 |                         |                  |
| CQinh0019340  | Α              | Which FAQ section did you use today?   |                 | HIPAA   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Civil Rights  |         |                                |                    |                 |                         |                  |
|               |                |  |                 | I don't know/don't remember                               |         |                                |                    |                 |                         |                  |
| ACQinh0019341 | В              | Did you find what you were looking for?  |                 | Yes   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | No  | BB      |                                |                    |                 |                         |                  |
| ACQinh0019342 |                | Please tell us what you could not find using the Frequently  |                 |   |         | Text area, no char limit       |                    | N               |                         | OE_FAQ Unable    |
|               | BB             | Asked questions today:   |                 |   |         |                                |                    |                 | Group                   |                  |
| ACQinh0023735 |                | How did arrive at this site today?   |                 | Search engine (e.g. Google, Bing, etc.)                   |         |                                |                    | Y               | Skip Logic<br>Group     | Learn about Site |
|               |                |  |                 | An online ad  |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Link from another site                                    |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Bookmark  |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Blog or other Social Media (e.g. Facebook, Twitter)       |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Email Link  |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Word of mouth   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | Other (please specify):                                   | Α       |                                |                    |                 |                         |                  |
| ACQinh0023736 | Α              | Please tell us how you learned of this site:   |                 |   |         | Text area, no char limit       |                    | N               |                         | OE_Learn about   |
| SAC4730       |                | How did you look for information on the site today? (Please select all that apply.)  | SAC4730A001     | Search feature at top of page                             | А       | Checkbox, one-up vertical      | Multi              | Y               | Skip Logic<br>Group     | Navigation Tools |
|               |                |  | SAC4730A002     | Navigation tabs across the top of the page                | С       |                                |                    |                 |                         |                  |
|               |                |  | SAC4730A003     | Navigation links along left side of page                  | С       |                                |                    |                 |                         | _                |
|               |                |  | SAC4730A004     | The links along the right side of the page                | С       |                                |                    |                 |                         |                  |
|               |                |  | SAC4730A005     | The links in the body of the page                         | С       |                                |                    |                 |                         |                  |
|               |                |  | SAC4730A006     | Other, please specify                                     | D       |                                |                    |                 |                         |                  |
| SAC4731       | D              | Other way I looked for information:  |                 |   |         | Text area, no char limit       |                    | N               | Skip Logic<br>Group     | OE_Navigation    |
| SAC4732       | A              | Please tell us about your <b>experience with the site's search feature</b> today. (Please select all that apply.)  | SAC4732A001     | Results were satisfactory (met my expectations)           |         | Checkbox, one-up vertical      | Multi              | Y               | Skip Logic<br>Group     | Search Experier  |
|               |                |  | SAC4732A002     | Results were not relevant                                 | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A003     | Too many results  | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A004     | Not enough results  | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A005     | Returned NO results                                       | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A006     | Received error message(s)                                 | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A007     | Search speed was too slow                                 | В       |                                |                    |                 |                         |                  |
|               |                |  | SAC4732A008     | I experienced a different search issue (please explain):  | AA, B   |                                |                    |                 |                         |                  |
| SAC4733       | AA             | Please tell us what your search experience was today.  |                 |   |         | Text area, no char limit       |                    |                 | Skip Logic<br>Group     | OE_Search        |
| SAC4734       | В              | How can we make the search feature more useful to you?   |                 |   |         | Text area, no char limit       |                    | NI              | -                       | earch Improvem   |
| SAC4735       | С              | What specific ways can we improve your experience navigating this site?  |                 |   |         | Text area, no char limit       |                    | N               |                         | OE_Improve Na    |
| ACQinh0023737 |                | Please rate the clarity of the wording on this site.   |                 | 1=Poor  |         | Radio button, scale, has don't | S                  | Y               |                         | Clear            |
|               |                | Lineage rate the clarity of the worthing off this site.  |                 |   |         | know                           |                    | 1               |                         | Oicai            |
|               |                |  |                 | 2   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 3   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 4   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 5   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 6   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 7   |         |                                |                    |                 |                         |                  |
|               |                |  |                 | 8   |         |                                |                    |                 |                         |                  |

Model Instance Name
HHS OCR
MID: doQhU1ZZoUowo8lpohgEJg==
Date: 9/15/2011

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

|              | 01.5                   |   | HF              | S OCR CUSTOM QUESTION LIST                   |         |  |                    |                 |                         |             |
|--------------|------------------------|---|-----------------|--|---------|--|--------------------|-----------------|-------------------------|-------------|
| QID          | Skip<br>Logic<br>Label | Question Text   | AnswerIDs (DOT) | Answer Choices<br>(limited to 50 characters) | Skip to | Type (select from list)                | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label    |
|              |                        |   |                 | 9  |         |  |                    |                 |                         |             |
|              |                        |   |                 | Excellent=10                                 |         |  |                    |                 |                         |             |
| 0: 1 0000000 |                        |   |                 | Don't know                                   |         | But have and her deal                  |                    | .,              |                         |             |
| Qinh0023738  |                        | Please rate how well you understand the wording on this site.                   |                 | 1=Poor                                       |         | Radio button, scale, has don't<br>know | S                  | Υ               |                         | Understanda |
|              |                        |   |                 | 2  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 3  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 4  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 5  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 6  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 7  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 8  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 9  |         |  |                    |                 |                         |             |
|              |                        |   |                 | Excellent=10                                 |         |  |                    |                 |                         |             |
|              |                        |   |                 | Don't know                                   |         |  |                    |                 |                         |             |
| Qinh0023739  |                        | Please rate the site on its use of short, clear sentences                       |                 | 1=Poor                                       |         | Radio button, scale, has don't<br>know | S                  | Υ               |                         | Concise     |
|              |                        |   |                 | 2  |         | KIIOW                                  |                    |                 |                         |             |
|              |                        |   |                 | 3  |         |  |                    |                 |                         |             |
|              | +                      |   |                 | 4  |         |  |                    |                 |                         |             |
|              |                        | -   |                 | 5  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 6  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 7  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 8  |         |  |                    |                 |                         |             |
|              |                        |   |                 | 9  |         |  |                    |                 |                         |             |
|              |                        |   |                 | Excellent=10                                 |         |  |                    |                 |                         |             |
|              |                        |   |                 | Don't know                                   |         |  |                    |                 |                         |             |
| AC4741       |                        | Please select the category that includes your age.                              | SAC4741A001     | Under 18                                     |         | Drop down, select one                  | Single             | N               |                         | Age         |
|              |                        |   | SAC4741A002     | 18-24  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A003     | 25-34  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A004     | 35-44  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A005     | 45-54  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A006     | 55-64  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A007     | 65-74  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A008     | 75 or older                                  |         |  |                    |                 |                         |             |
|              |                        |   | SAC4741A009     | Prefer not to answer                         |         |  |                    |                 |                         |             |
| C4742        |                        | What is your gender?  | SAC4742A001     | Male   |         | Drop down, select one                  | Single             | N               |                         | Gender      |
|              |                        |   | SAC4742A002     | Female                                       |         |  |                    |                 |                         |             |
|              |                        |   | SAC4742A003     | Prefer not to answer                         |         |  |                    |                 |                         |             |
| AC4743       |                        | If you could recommend <b>one change</b> to improve this site what would it be? |                 |  |         | Text area, no char<br>limit            |                    | N               |                         | OE_Improve  |

Type Info

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|         | _                      |   | HHS OCR CUSTOM QUESTION LIST  |         |                                  |                    |                 |                         |                    |
|---------|------------------------|---|---|---------|----------------------------------|--------------------|-----------------|-------------------------|--------------------|
| QID     | Skip<br>Logic<br>Label | Question Text   | Answer Choices<br>(limited to 50 characters)  | Skip to | Type (select from list)          | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label           |
| SAC4713 |                        | How frequently do you visit this site?  | This is my first time visiting the site   |         | Radio button, one-up<br>vertical | Single             | Y               |                         | Frequency<br>Visit |
|         |                        |   | Daily   |         |                                  |                    |                 |                         |                    |
|         |                        |   | About once a week   |         |                                  |                    |                 |                         |                    |
|         |                        |   | About once a month  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Every few months  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Every 6 months or less often  |         |                                  |                    |                 |                         |                    |
| SAC4714 |                        | What <b>best describes</b> your <b>role</b> in visiting the site today?                               | General Public  |         | Radio button, one-up             | Single             | Υ               | Skip Logic              | Primary Ro         |
|         |                        | , , ,   | Harith Core Bustonsianal  |         | vertical                         |                    |                 | Groun                   |                    |
|         |                        |   | Health Care Professional  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Human Services Professional   |         |                                  |                    |                 |                         |                    |
|         |                        |   | HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Health Care Clearinghouse   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Health Plan Provider(Health insurance companies, HMOs,<br>Company health plans, Government programs that pay for<br>health care, such as Medicare, Medicaid, and the military<br>and veterans health care programs) |         |                                  |                    |                 |                         |                    |
|         |                        |   | HIPAA Business Associate  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Federal Government  |         |                                  |                    |                 |                         |                    |
|         |                        |   | State/Local/Tribal Government   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Consultant/Legal  |         |                                  |                    |                 |                         |                    |
|         |                        |   | HHS Employee  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Community Based Organization/Non Profit   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Advocacy Group  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Journalist/Media  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Researcher  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Educator  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Student, including research for an assignment   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Other, please specify   | Α       |                                  |                    |                 |                         |                    |
| SAC4715 | A                      | What <b>best describes</b> your <b>role</b> in visiting the site today?                               | Grier, piedde specify   |         | Radio button, one-up vertical    | Single             | Y               | Skip Logic<br>Group     | E_Primary          |
| SAC4716 |                        | Please select your <i>primary reason</i> for visiting the site today? (Please select all that apply). | Information on Civil Rights   | А       | Checkbox, one-up vertical        | Multi              | Y               | Skip Logic<br>Group     | rimary Rea         |
|         |                        |   | Information on Health Information Privacy   | В       |                                  |                    |                 |                         |                    |
|         |                        |   | Omnibus HIPAA Rule  |         |                                  |                    |                 |                         |                    |
|         |                        |   | File a Complaint  | C,D     |                                  |                    |                 |                         |                    |
|         |                        |   | Information on how to file a Complaint  | D       |                                  |                    |                 |                         |                    |
|         |                        |   | HIPAA Audit Protocol  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Press Releases/News   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Training Materials  | E       |                                  |                    |                 |                         |                    |
|         |                        |   | Research  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Just Browsing   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Sign up for Listserv  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Other, please specify   | Z       |                                  |                    |                 |                         |                    |
| AC4717  | z                      | Please describe your <i>primary reason</i> for visiting the site today.                               |   |         | Text area, no char<br>limit      |                    | N               | Skip Logic<br>Group     | OE_Prima<br>Reason |
| SAC4718 | А                      | Please tell us what <i>Civil Rights Information</i> you were looking for today?                       |   |         | Checkbox, one-up vertical        | Multi              | Y               | Skip Logic<br>Group     | Civil Rights       |
|         |                        |   | Race, Color and National Origin Discrimination  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Language Access/L.E.P   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Disability Discrimination  Olmstead   |         |                                  |                    |                 |                         |                    |
|         |                        |   |   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Age Discrimination  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Enforcement Activities  |         |                                  |                    |                 |                         |                    |
|         |                        |   | Hill-Burton Act   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Section 1553 of the Affordable Care Act   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Medicare Part A Certification   |         |                                  |                    |                 |                         |                    |
|         |                        |   | Federal Health Care Conscience Protection Statues   |         |                                  |                    |                 |                         |                    |
|         |                        |   |   | _       |                                  |                    |                 |                         |                    |
|         |                        |   | Civil Rights Fact Sheet Other, please specify   | AA      |                                  |                    |                 |                         |                    |

|              |                        |  | HHS OCR CUSTOM QUESTION LIST                               |         |                               |                    |                 |                         |                                     |             |
|--------------|------------------------|--|--|---------|-------------------------------|--------------------|-----------------|-------------------------|-------------------------------------|-------------|
| QID          | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)               | Skip to | Type (select from list)       | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label                            |             |
| SAC4719      |                        | Please tell us specifically what <i>Civil Rights Information</i> you were looking for today.   |  |         | Text area, no char<br>limit   |                    | N               | Skip Logic<br>Group     | OE_Other<br>Civil Rights<br>Info    |             |
| AC4720       | AA                     | Please tell us what Health Information Privacy Information   | General Health Information Privacy Information             |         | Checkbox, one-up vertical     | Multi              | Υ               | Skip Logic<br>Group     | Health Informa                      | ation       |
|              | В                      | you were looking for today?  | LUDAA Privacy Pula   |         | vertical                      |                    |                 | Group                   |                                     | ļ           |
|              |                        |  | HIPAA Privacy Rule HIPAA Security Rule                     |         |                               |                    |                 |                         |                                     | ł           |
|              |                        |  | Breach Notification Rule                                   |         |                               |                    |                 |                         |                                     | ł           |
|              |                        |  | Patient Safety and Quality Improvement Act of 2005 (PSQIA) |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | Model Business Associate Agreement                         |         |                               |                    |                 |                         |                                     | İ           |
|              |                        |  | Audit Program Information                                  |         |                               |                    |                 |                         |                                     | İ           |
|              |                        |  | Information for Covered Entities                           |         |                               |                    |                 |                         |                                     | 1           |
|              |                        |  | Information for Consumers/Individuals                      |         |                               |                    |                 |                         |                                     | ]           |
|              |                        |  | States Attorneys General                                   |         |                               |                    |                 |                         |                                     | ]           |
|              |                        |  | Enforcement Activities                                     |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | Other, please specify                                      | BB      |                               |                    |                 |                         |                                     |             |
| AC4721       | ВВ                     | Please tell us specifically what <b>Health Information Privacy Information</b> you were looking for today.   |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other<br>Health Info             |             |
| SAC4722      | С                      | Please tell us what type of complaint you were looking to file   | Civil Rights Discrimination Complaint                      |         | Checkbox, one-up vertical     | Multi              | Υ               | Skip Logic<br>Group     | Civil Rights Co                     | mplaint Ty  |
|              |                        |  | HIPAA Privacy Rule Complaint                               |         |                               |                    |                 |                         |                                     | ]           |
|              |                        |  | HIPAA Security Rule Complaint                              |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | Patient Safety Confidentiality Complaint (PSQIA)           |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | Federal Health Care Conscience Protection Statutes         |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | Other, please specify                                      | CC      |                               |                    |                 |                         |                                     | 1           |
| SAC4723      |                        | Please tell us what other civil rights discrimination complaint you were looking to file.  |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other CR Complaint Info          |             |
| SAC4724      | CC                     | Did and developed information on board file a constitute   | Y  |         | Dadia buttana ana una         | Circula            | N.              | Obia I ania             |                                     |             |
| SAC4724      | D                      | Did you download information on how to file a complaint?   | Yes  | DD      | Radio button, one-up vertical | Single             | N               | Skip Logic<br>Group     | Download hov                        | v to File   |
|              |                        |  | No<br>L don't know   |         |                               |                    |                 |                         |                                     | -           |
| SAC4725      |                        | N/ 4hi- information  | I don't know   |         | Dadia buttana ana una         | Circula            | N.              | Obia I ania             | 11                                  | £11         |
| AC4725       | DD                     | Was this information useful?   | Yes  |         | Radio button, one-up vertical | Single             | N               | Skip Logic<br>Group     | Use of How to                       | file compla |
|              |                        |  | No   |         |                               |                    |                 |                         |                                     | -           |
|              |                        |  | I don't know   |         |                               |                    |                 |                         |                                     | ļ           |
| SAC4726      | E                      | Please tell us what training materials you were looking for.   |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other<br>CR<br>Complaint<br>Info |             |
| CQinh0019336 | _                      | Did you visit the Audit Program Protocol section of the site   | Yes  | A,B     | Radio button, one-up          |                    |                 | Skip Logic              | Audit                               | 1           |
|              |                        | today?   |  | 1,,2    | vertical                      |                    | Υ               | Group                   | Protocol Use                        |             |
|              |                        |  | No   |         |                               |                    |                 |                         |                                     | İ           |
|              |                        |  | Don't know   |         |                               |                    |                 |                         |                                     | 1           |
| CQinh0019337 |                        | Did you find what you were looking for using the Audit Program Protocol?   | Yes  |         | Radio button, one-up vertical |                    | Υ               | Skip Logic<br>Group     | Audit<br>Protocol Find              |             |
|              | Α                      |  |  |         |                               |                    |                 |                         |                                     |             |
|              |                        |  | No   |         |                               |                    |                 |                         |                                     |             |
| CQinh0019338 |                        | Do you have any suggestions for improving the Audit Program Protocol?  |  |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Improve<br>Audit<br>Protocol     |             |
| AC4727       | В                      | Did not find what we want landing for anyther it is a  | V  |         | Dadia buttan an               | Circ ed            |                 | Obin La i               |                                     | ļ           |
| SAC4727      |                        | Did you find what you were looking for on the site today?  | Yes  |         | Radio button, one-up vertical | Single             | Υ               | Skip Logic<br>Group     | Ability to Find                     |             |
| AC4720       |                        | Discretellus asseifes liverbate and the first liverbat | No   | A,B     | T                             | 0: 1               |                 | Oldin 1                 | 05 47 33                            | L           |
| AC4728       | А                      | Please tell us specifically what you couldn't find on the site today:  |  |         | Text area, no char<br>limit   | Single             | N               | Skip Logic<br>Group     | OE_Ability to                       | rınd        |

|              |                        |  | HHS OCR CUSTOM QUESTION LIST                              |         |                                     |                    |                 |                         |                |
|--------------|------------------------|--|---|---------|-------------------------------------|--------------------|-----------------|-------------------------|----------------|
| QID          | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)              | Skip to | Type (select from list)             | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label       |
| AC4729       | В                      | Please tell us why you were not able to find what you were looking for. (Please select all that apply)   | I could not access the information on site                |         | Checkbox, one-up vertical           | Multi              | N               | Skip Logic<br>Group     | Unable to Find |
|              |                        |  | The search results did not appear relevant                |         |                                     |                    |                 |                         |                |
|              |                        |  | The links did not take me where I wanted                  |         |                                     |                    |                 |                         |                |
|              |                        |  | The labeling on lists didn't match what I was looking for |         |                                     |                    |                 |                         |                |
|              |                        |  | How the information is organized on the site wasn't clear |         |                                     |                    |                 |                         |                |
|              |                        |  | The navigation options were difficult to understand Other |         |                                     |                    |                 |                         |                |
| Qinh0019339  |                        | Did you use the one of Frequently Asked Questions portion of the site today?   | Yes   | A.B     | Radio button, one-up vertical       | Single             | Υ               | Skip logic<br>Group     | FAQ use        |
|              |                        | and once today.  | No  | Α,Β     | V G T T G G G                       |                    |                 | Отопр                   |                |
| Qinh0019340  | Α                      | Which FAQ section did you use today?   | HIPAA   |         |                                     |                    |                 |                         |                |
| QIIII0013340 | <u> </u>               | William AQ Section and you ase today:  | Civil Rights  |         |                                     |                    |                 |                         |                |
|              | _                      |  | I don't know/don't remember                               |         |                                     |                    |                 |                         |                |
| Qinh0019341  | <del>-</del>           | Did you find what you were looking for?  | Yes   |         |                                     |                    |                 |                         |                |
| 211110019341 | В                      | Did you find what you were looking for?  |   | DD.     |                                     |                    |                 |                         |                |
| CQinh0019342 |                        | Diagon tell up what you could not find uping the Fragressition   | No<br>I   | BB      | Toyt area no shor limit             |                    | N.              | Ckin Logic              | OF FACILITY    |
| ұпшоот9342   | ВВ                     | Please tell us what you could not find using the Frequently<br>Asked questions today:  |   |         | Text area, no char limit            |                    | N               | Group                   | OE_FAQ Una     |
|              |                        | How did arrive at this site today?   | Search engine (e.g. Google, Bing, etc.)                   |         |                                     |                    | Υ               | Skip Logic<br>Group     | Learn about S  |
|              |                        |  | An online ad  |         |                                     |                    |                 |                         |                |
|              |                        |  | Link from another site                                    |         |                                     |                    |                 |                         |                |
|              |                        |  | Bookmark  |         |                                     |                    |                 |                         |                |
|              |                        |  | Blog or other Social Media (e.g. Facebook, Twitter)       |         |                                     |                    |                 |                         |                |
|              |                        |  | Email Link  |         |                                     |                    |                 |                         |                |
|              |                        |  | Word of mouth   |         |                                     |                    |                 |                         |                |
|              |                        |  |   |         |                                     |                    |                 |                         |                |
|              |                        |  |   |         |                                     |                    |                 |                         |                |
|              |                        |  | Other (please specify):                                   | Α       |                                     |                    |                 |                         |                |
|              | Α                      | Please tell us how you learned of this site:   |   |         | Text area, no char limit            |                    | N               |                         | OE_Learn abo   |
| 4730         |                        | How did you look for information on the site today? (Please select all that apply.)  | Search feature at top of page                             | Α       | Checkbox, one-up vertical           | Multi              | Y               | Skip Logic<br>Group     | Navigation To  |
|              |                        |  | Navigation tabs across the top of the page                | С       |                                     |                    |                 |                         |                |
|              |                        |  | Navigation links along left side of page                  | С       |                                     |                    |                 |                         | -              |
|              |                        |  | The links along the right side of the page                | С       |                                     |                    |                 |                         |                |
|              |                        |  | The links in the body of the page                         | С       |                                     |                    |                 |                         |                |
|              |                        |  | Other, please specify                                     | D       |                                     |                    |                 |                         |                |
| C4731        | D                      | Other way I looked for information:  |   |         | Text area, no char<br>limit         |                    | N               | Skip Logic<br>Group     | OE_Navigatio   |
| AC4732       | A                      | Please tell us about your experience with the site's search feature today. (Please select all that apply.)   | Results were satisfactory (met my expectations)           |         | Checkbox, one-up vertical           | Multi              | Υ               |                         | Search Experi  |
|              | A                      | Today (Floude delete all that apply.)  | Doculto ware not relevant                                 | В       | · ooui                              |                    |                 | Огоир                   |                |
|              |                        |  | Results were not relevant Too many results                |         |                                     |                    |                 |                         |                |
|              |                        |  |   | B       |                                     |                    |                 |                         |                |
|              |                        |  | Not enough results Returned NO results                    | В       |                                     |                    |                 |                         |                |
|              |                        |  |   |         |                                     |                    |                 |                         |                |
|              |                        |  | Received error message(s)                                 | B       |                                     |                    |                 |                         |                |
|              | +                      |  | Search speed was too slow                                 |         |                                     |                    |                 |                         |                |
| C4733        | +                      | Diamatallia and the transfer and the control of the | l experienced a different search issue (please explain):  | AA, B   | T4                                  |                    |                 | Chia Lasia              | 05.0           |
|              | AA                     | Please tell us what your search experience was today.  |   |         | Text area, no char limit            |                    | IN              | Skip Logic<br>Group     | OE_Search      |
| C4734        | В                      | How can we make the search feature more useful to you?   |   |         | Text area, no char limit            |                    | N               | Skip Logic<br>Group     | earch Improve  |
| AC4735       | С                      | What specific ways can we improve your experience<br>navigating this site?   |   |         | Text area, no char limit            |                    | N               |                         | OE_Improve N   |
|              |                        | Please rate the clarity of the wording on this site.   | 1=Poor  |         | Radio button, scale, has don't know | S                  | Υ               |                         | Clear          |
|              | _                      |  |   |         | 1                                   |                    | 1               |                         |                |
|              |                        |  | 2   |         |                                     |                    |                 |                         |                |
|              |                        |  | 3   |         |                                     |                    |                 |                         |                |
|              |                        |  | 2<br>3<br>4   |         |                                     |                    |                 |                         |                |
|              |                        |  | 2<br>3<br>4<br>5  |         |                                     |                    |                 |                         |                |
|              |                        |  | 2<br>3<br>4<br>5<br>6                                     |         |                                     |                    |                 |                         |                |

 Model Instance Name
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 pink: ADDITION

 Date:
 9/15/2011

 blue + -->: REWORDING

|         | Chin                   |   | HHS OCR CUSTOM QUESTION LIST              |         |                                     |                    |                 |                         |             |
|---------|------------------------|---|---|---------|-------------------------------------|--------------------|-----------------|-------------------------|-------------|
| QID     | Skip<br>Logic<br>Label | Question Text   | Answer Choices (limited to 50 characters) | Skip to | Type (select from list)             | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label    |
|         |                        |   | 8   |         |                                     |                    |                 |                         |             |
|         |                        |   | 9   |         | -                                   |                    |                 |                         |             |
|         |                        |   | Excellent=10                              |         |                                     |                    |                 |                         |             |
|         |                        |   | Don't know                                |         |                                     |                    |                 |                         |             |
|         | _                      | Please rate how well you understand the wording on this site.                   | 1=Poor                                    |         | Radio button, scale, has don't      | S                  | Y               |                         | Understanda |
|         |                        | i lease rate now well you understand the wording on this site.                  |   |         | know                                |                    |                 |                         | Onderstanda |
|         |                        |   | 2   |         |                                     |                    |                 |                         |             |
|         |                        | -   | 3   |         |                                     |                    |                 |                         |             |
|         |                        |   | 4   |         |                                     |                    |                 |                         |             |
|         |                        |   | 5   |         |                                     |                    |                 |                         |             |
|         |                        |   | 6   |         |                                     |                    |                 |                         |             |
|         |                        |   | 7   |         |                                     |                    |                 |                         |             |
|         |                        |   | 8   |         |                                     |                    |                 |                         |             |
|         |                        |   | 9   |         |                                     |                    |                 |                         |             |
|         |                        |   | Excellent=10                              |         |                                     |                    |                 |                         |             |
|         |                        |   | Don't know                                |         |                                     |                    |                 |                         |             |
|         |                        | Please rate the site on its use of short, clear sentences                       | 1=Poor                                    |         | Radio button, scale, has don't know | S                  | Y               |                         | Concise     |
|         |                        |   | 2   |         |                                     |                    |                 |                         |             |
|         |                        |   | 3   |         |                                     |                    |                 |                         |             |
|         |                        |   | 4   |         |                                     |                    |                 |                         |             |
|         |                        |   | 5   |         |                                     |                    |                 |                         |             |
|         |                        |   | 6   |         |                                     |                    |                 |                         |             |
|         |                        |   | 7   |         |                                     |                    |                 |                         |             |
|         |                        |   | 8   |         |                                     |                    |                 |                         |             |
|         |                        |   | 9   |         |                                     |                    |                 |                         |             |
|         |                        |   | Excellent=10                              |         |                                     |                    |                 |                         |             |
|         |                        |   | Don't know                                |         |                                     |                    |                 |                         |             |
| AC4741  |                        | Please select the category that includes your age.                              | Under 18                                  |         | Drop down, select one               | Single             | N               |                         | Age         |
|         |                        |   | 18-24                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 25-34                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 35-44                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 45-54                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 55-64                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 65-74                                     |         |                                     |                    |                 |                         |             |
|         |                        |   | 75 or older                               |         |                                     |                    |                 |                         |             |
|         |                        |   | Prefer not to answer                      |         |                                     |                    |                 |                         |             |
| AC4742  |                        |   | Male                                      |         | Drop down, select one               | Single             | N               |                         | Gender      |
|         |                        |   | Female                                    |         |                                     |                    |                 |                         |             |
|         |                        |   | Prefer not to answer                      |         |                                     |                    |                 |                         |             |
| SAC4743 |                        | If you could recommend <b>one change</b> to improve this site what would it be? |   |         | Text area, no char limit            |                    | N               |                         | OE_Improve  |

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|                  |                        |  | HHS OCR CUSTOM QUESTION LIST  |               |  |                    |                 |                                   |   |
|------------------|------------------------|--|---|---------------|--|--------------------|-----------------|-----------------------------------|---|
| QID              | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)  | Skip to       | Type (select from list)  | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions           | CQ Label                                |
| SAC4713          |                        | How frequently do you visit this site?   | This is my first time visiting the site   |               | Radio button, one-up<br>vertical   | Single             | Y               |                                   | Frequency of Visit                      |
|                  |                        |  | Daily   |               |  |                    |                 |                                   |   |
|                  |                        |  | About once a week   |               |  |                    |                 |                                   |   |
|                  |                        |  | About once a month  |               |  |                    |                 |                                   |   |
|                  |                        |  | Every few months  |               |  |                    |                 |                                   |   |
|                  |                        |  | Every 6 months or less often  |               |  |                    |                 |                                   |   |
| AC4714           |                        | What <b>best describes</b> your <b>role</b> in visiting the site today?  | General Public  |               | Radio button, one-up vertical  | Single             | Y               | Skip Logic<br>Group               | Primary Role                            |
|                  |                        |  | Health Care Professional  |               |  |                    |                 |                                   |   |
|                  |                        |  | Human Services Professional   |               |  |                    |                 |                                   |   |
|                  |                        |  | HIPAA Covered Health Care Provider (health care provider that conducts certain transactions electronically)   |               |  |                    |                 |                                   |   |
|                  |                        |  | Health Care Clearinghouse   |               |  |                    |                 |                                   |   |
|                  |                        |  | Health Plan Provider(Health insurance companies, HMOs,  |               |  |                    |                 |                                   |   |
|                  |                        |  | Company health plans, Government programs that pay for health care, such as Medicare, Medicaid, and the military and veterans health care programs)   |               |  |                    |                 |                                   |   |
|                  |                        |  | HIPAA Business Associate  |               |  |                    |                 |                                   |   |
|                  |                        |  | Federal Government  |               |  |                    |                 |                                   |   |
|                  |                        |  | State/Local/Tribal Government   |               |  |                    |                 |                                   |   |
|                  |                        |  | Consultant/Legal  |               |  |                    |                 |                                   |   |
|                  |                        |  | HHS Employee  |               |  |                    |                 |                                   |   |
|                  |                        |  | Community Based Organization/Non Profit   |               |  |                    |                 |                                   |   |
| _                |                        |  | Advocacy Group  |               |  |                    |                 |                                   |   |
|                  |                        |  |   |               |  |                    |                 |                                   |   |
|                  |                        |  | Journalist/Media<br>Researcher  |               |  |                    |                 |                                   |   |
|                  |                        |  |   |               |  |                    |                 |                                   |   |
|                  |                        |  | Educator  |               |  |                    |                 |                                   |   |
|                  |                        |  | Student, including research for an assignment   |               |  |                    |                 |                                   |   |
| AC4715           | A                      | What <b>best describes</b> your <b>role</b> in visiting the site today?  | Other, please specify   | A             | Radio button, one-up vertical  | Single             | Y               | Skip Logic<br>Group               | E_Primary R                             |
| AC4716           |                        | Please select your <i>primary reason</i> for visiting the site today? (Please select all that apply).  | Information on Civil Rights   | Α             | Checkbox, one-up<br>vertical   | Multi              | Y               | Skip Logic                        | rimary Reas                             |
|                  |                        | 11.27  |   |               |  |                    |                 | Group                             |   |
|                  |                        |  | Information on Health Information Privacy   |               | Volume.  |                    |                 | Group                             |   |
|                  |                        |  | Information on Health Information Privacy   | В             | Vortical   |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint  | B<br>C,D      |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint<br>Information on how to file a Complaint  | В             |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol  | B<br>C,D      | To de de la constante de la co |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News  | B<br>C,D<br>D |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol  | B<br>C,D      |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research  | B<br>C,D<br>D |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing  | B<br>C,D<br>D |  |                    |                 | Group                             |   |
|                  |                        |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv   | B<br>C,D<br>D |  |                    |                 | Group                             |   |
| AC4717           | Z                      |  | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing  | B<br>C,D<br>D | Text area, no char   |                    | N               | Group  Skip Logic Group           | OE_Primary<br>Reason                    |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information   | B<br>C,D<br>D | Text area, no char   | Multi              | N<br>Y          | Skip Logic                        | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify   | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information   | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P  | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information  Race, Color and National Origin Discrimination   | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HHPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P Disability Discrimination Olmstead   | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P Disability Discrimination Olmstead Age Discrimination  | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P Disability Discrimination Olmstead Age Discrimination Enforcement Activities                 | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
|                  | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P Disability Discrimination Olmstead Age Discrimination Enforcement Activities Hill-Burton Act | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | Reason                                  |
| AC4717<br>AC4718 | Z                      | Please describe your <i>primary reason</i> for visiting the site today.  Please tell us what <i>Civil Rights Information</i> you were looking for today? | File a Complaint Information on how to file a Complaint HIPAA Audit Protocol Press Releases/News Training Materials Research Just Browsing Sign up for Listserv Other, please specify  General Civil Rights Information Race, Color and National Origin Discrimination Language Access/L.E.P Disability Discrimination Olmstead Age Discrimination Enforcement Activities                 | B<br>C,D<br>D | Text area, no char limit   | Multi              |                 | Skip Logic<br>Group<br>Skip Logic | OE_Primary<br>Reason<br>Civil Rights In |

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|        |                        |  | HHS OCR CUSTOM QUESTION LIST                               |         |                               |                    |  |                         |                                     | i            |
|--------|------------------------|--|--|---------|-------------------------------|--------------------|--|-------------------------|-------------------------------------|--------------|
| QID    | Skip<br>Logic<br>Label | Question Text  | Answer Choices<br>(limited to 50 characters)               | Skip to | Type (select from list)       | Single or<br>Multi | Required<br>Y/N                                  | Special<br>Instructions | CQ Label                            | l            |
|        |                        |  | Civil Rights Fact Sheet                                    |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Other, please specify                                      | AA      |                               |                    |  |                         |                                     | i            |
| C4719  |                        | Please tell us specifically what <i>Civil Rights Information</i> you were looking for today.               |  |         | Text area, no char limit      |                    | N  | Skip Logic<br>Group     | OE_Other<br>Civil Rights<br>Info    |              |
| C4720  | AA                     | Please tell us what Health Information Privacy Information   | General Health Information Privacy Information             |         | Checkbox, one-up vertical     | Multi              | Y  | Skip Logic<br>Group     | Health Informa                      | ition        |
|        | В                      | you were looking for today?  |  |         | vertical                      |                    |  | Group                   |                                     | i            |
|        |                        |  | HIPAA Privacy Rule   |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | HIPAA Security Rule Breach Notification Rule               |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Patient Safety and Quality Improvement Act of 2005 (PSQIA) |         |                               |                    |  |                         |                                     |              |
|        |                        |  | Audit Program Information                                  |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Information for Covered Entities                           |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Information for Consumers/Individuals                      |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | States Attorneys General                                   |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Enforcement Activities                                     |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Other, please specify                                      | BB      |                               |                    |  |                         |                                     | i            |
| 24721  | ВВ                     | Please tell us specifically what <i>Health Information Privacy Information</i> you were looking for today. |  |         | Text area, no char limit      |                    |  | Skip Logic<br>Group     | OE_Other<br>Health Info             |              |
| C4722  | С                      | Please tell us what type of complaint you were looking to file   | Civil Rights Discrimination Complaint                      |         | Checkbox, one-up vertical     | Multi              |  | Skip Logic<br>Group     | Civil Rights Co                     | mplaint Typ  |
|        |                        |  | HIPAA Privacy Rule Complaint                               |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | HIPAA Security Rule Complaint                              |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Patient Safety Confidentiality Complaint (PSQIA)           |         |                               |                    |  |                         |                                     | i            |
|        |                        |  | Federal Health Care Conscience Protection Statutes         |         |                               |                    |  |                         |                                     |              |
|        |                        |  | Other, please specify                                      | CC      |                               |                    |  |                         |                                     | i            |
| 04723  |                        | Please tell us what other civil rights discrimination complaint you were looking to file.                  |  |         | Text area, no char limit      |                    | N  | Skip Logic<br>Group     | OE_Other<br>CR<br>Complaint<br>Info |              |
| C4724  | CC                     | Did you download information on how to file a complaint?   | Yes  |         | Radio button, one-up          | Single             | N  | Skip Logic              | Download hov                        | to File      |
| 4724   | D                      | Did you download information on now to line a complaint?   |  | DD      | vertical                      | Single             |  | Group                   | Download nov                        | lo File      |
|        |                        |  | No<br>Lidop't Iroqui                                       |         |                               |                    |  |                         |                                     | i            |
| 4725   |                        | Was this information useful?   | I don't know   |         | Dadia huttan ana un           | Cinala             | N.   | Skip Logic              | Use of How to                       | file complei |
|        | DD                     | was this illiornation useful?  | Yes  |         | Radio button, one-up vertical | Single             |  | Group                   | Ose of How to                       | lile compian |
|        |                        |  | No<br>I don't know   |         |                               |                    |  |                         |                                     | i            |
| C4726  |                        | Please tell us what training materials you were looking for.   | I don't know   |         | Text area, no char limit      |                    | N  | Skip Logic<br>Group     | OE_Other<br>CR<br>Complaint         |              |
|        | Е                      |  |  |         |                               |                    |  |                         | Info                                | i            |
|        |                        | Did you visit the Audit Program Protocol section of the site today?  | Yes  | A,B     | Radio button, one-up vertical |                    | Υ  |                         | Audit<br>Protocol Use               |              |
|        |                        |  | No   | +       |                               |                    |  |                         |                                     | i            |
|        |                        |  | Don't know   | +       |                               |                    | 1  |                         |                                     | i            |
| -      |                        | Did you find what you were looking for using the Audit Program   | Yes  |         | Radio button, one-up          |                    | <del>                                     </del> |                         | Audit                               | i            |
|        | Α                      | Protocol?  | 103  |         | vertical                      |                    | Υ  |                         | Protocol Find                       |              |
|        |                        |  | No   | +       |                               |                    |  |                         |                                     | i            |
|        | В                      | Do you have any suggestions for improving the Audit Program Protocol?                                      |  |         | Text area, no char limit      |                    | N  |                         | OE_Improve<br>Audit<br>Protocol     |              |
| AC4727 |                        | Did you find what you were looking for on the site today?  | Yes  |         | Radio button, one-up vertical | Single             | Υ  | Skip Logic<br>Group     | Ability to Find                     |              |
|        |                        |  | No   | A,B     |                               |                    |  |                         |                                     | i            |
| C4728  |                        | Please tell us specifically what you couldn't find on the site   |  |         | Text area, no char            | Single             | N  | Skip Logic              | OE_Ability to I                     | ind          |
|        | Α                      | today:   |  |         | limit                         |                    |  | Group                   |                                     | ı            |

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|                  |                        |   | HHS OCR CUSTOM QUESTION LIST  |         |                               |                    |                 |                         |               |
|------------------|------------------------|---|---|---------|-------------------------------|--------------------|-----------------|-------------------------|---------------|
| QID              | Skip<br>Logic<br>Label | Question Text   | Answer Choices<br>(limited to 50 characters)  | Skip to | Type (select from list)       | Single or<br>Multi | Required<br>Y/N | Special<br>Instructions | CQ Label      |
| AC4729           | В                      | Please tell us why you were not able to find what you were looking for. (Please select all that apply)          | I could not access the information on site  |         | Checkbox, one-up vertical     | Multi              | N               | Skip Logic<br>Group     | Unable to Fin |
|                  |                        |   | The search results did not appear relevant  |         |                               |                    |                 |                         |               |
|                  |                        |   | The links did not take me where I wanted  |         |                               |                    |                 |                         |               |
|                  |                        |   | The labeling on lists didn't match what I was looking for                           |         |                               |                    |                 |                         |               |
|                  |                        |   | How the information is organized on the site wasn't clear                           |         |                               |                    |                 |                         |               |
|                  |                        |   | The navigation options were difficult to understand                                 |         |                               |                    |                 |                         |               |
|                  |                        |   | Other   |         |                               |                    |                 |                         |               |
|                  |                        | Did you use the one of Frequently Asked Questions portion of the site today?                                    | Yes   | A.B     | Radio button, one-up vertical | Single             | Y               | Skip logic<br>Group     | FAQ use       |
|                  |                        |   | No  |         |                               |                    |                 |                         |               |
|                  | Α                      | Which FAQ section did you use today?  | HIPAA   |         |                               |                    |                 |                         |               |
|                  |                        |   | Civil Rights  |         |                               |                    |                 |                         |               |
|                  |                        |   | I don't know/don't remember   |         |                               |                    |                 |                         |               |
|                  | В                      | Did you find what you were looking for?   | Yes   |         |                               |                    |                 |                         |               |
|                  |                        |   | No  | BB      |                               |                    |                 |                         |               |
|                  | ВВ                     | Please tell us what you could not find using the Frequently Asked questions today:                              |   |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_FAQ Una    |
| C4730            |                        | How did you look for information on the site today? (Please select all that apply.)                             | Search feature at top of page   | Δ.      | Checkbox, one-up vertical     | Multi              | Υ               |                         | Navigation To |
|                  |                        | ocioci an anat appry.)  | Navigation tabs across the top of the page  | A<br>C  | vertical                      |                    |                 | Croup                   |               |
|                  |                        |   | Navigation links along left side of page  | С       |                               |                    |                 |                         |               |
|                  |                        |   | The links along the right side of the page  | С       |                               |                    |                 |                         |               |
|                  |                        |   | The links in the body of the page   | С       |                               |                    |                 |                         |               |
|                  |                        |   | Other, please specify   | D       |                               |                    |                 |                         |               |
| 731              |                        | Other way I looked for information:   | , , ,   |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Navigatio  |
| 4732             | D                      | Please tell us about your experience with the site's search   | Results were satisfactory (met my expectations)                                     |         | Checkbox, one-up              | Multi              | Y               | Skip Logic              | Search Exper  |
|                  | Α                      | feature today. (Please select all that apply.)  |   |         | vertical                      |                    |                 | Group                   |               |
|                  |                        |   | Results were not relevant   |         |                               |                    |                 |                         |               |
|                  |                        |   | Too many results  |         |                               |                    |                 |                         |               |
|                  |                        |   | Not enough results  |         |                               |                    |                 |                         |               |
|                  |                        |   | Returned NO results   |         |                               |                    |                 |                         |               |
|                  |                        |   | Received error message(s)   |         |                               |                    |                 |                         |               |
|                  |                        |   | Search speed was too slow  I experienced a different search issue (please explain): | AA, B   |                               |                    |                 |                         |               |
| 1733             |                        | Please tell us what your search experience was today.   | е ехрененсей а интеген зеани взие (рівазе ехріант).                                 | AA, D   | Text area, no char            |                    | N               | Skip Logic              | OE_Search     |
| 24734            | AA                     | How can we make the search feature more useful to you?  |   |         | limit Text area, no char      |                    |                 | Group<br>Skip Logic     | earch Improv  |
| C4735            | В                      |   |   |         | limit                         |                    | N<br>N          | Group                   |               |
|                  |                        | What specific ways can we improve your experience<br>navigating this site?                                      |   |         | Text area, no char limit      |                    |                 |                         | OE_Improve    |
| C4736            |                        | Do you use social media regularly (at least once a month)?  | <del>Yes</del>  | A,B     | Radio button, one up vertical | Single             | N               | Skip Logic<br>Group     | Social Media  |
|                  |                        |   | No  | -,,5    |                               |                    |                 |                         |               |
| C4737            |                        | Which of the following social media do you use regularly (at  | Facebook  |         |                               |                    |                 | Skip Logic              | SM UseRegu    |
|                  |                        | least once a month)? (please select all that apply).  |   |         |                               |                    |                 | Group                   |               |
|                  | A                      |   | Twitter   |         |                               |                    |                 |                         |               |
|                  |                        |   | <del>LinkedIn</del>   |         |                               |                    |                 |                         |               |
|                  |                        |   | <del>Blogs</del>  |         |                               |                    |                 |                         |               |
|                  |                        |   | YouTube   |         |                               |                    |                 |                         |               |
|                  |                        |   | Other, please specify   | AA      |                               |                    |                 |                         |               |
| 1738             | AA                     | Other social media used regularly:  |   |         | Text area, no char limit      |                    | N               | Skip Logic<br>Group     | OE_Other SN   |
| 24739            |                        | How would you <i>like</i> to use <i>social media to interact</i> with this site? (please select all that apply) | Bookmark or tag-pages   |         | Checkbox, two-up              | Multi              | N               | Skip Logic<br>Group     | SM_Interact   |
| <del>54105</del> | -                      |   |   |         | vortical                      |                    |                 | Oroup                   |               |
| 4100             | В                      | process sorost an anat apply)   | In cocial notworks  |         |                               |                    |                 |                         |               |
|                  | B                      | one. (produce conset an anat appry)   | In social networks By adding comments, ratings, or reviews                          |         |                               |                    |                 |                         |               |

Model Instance Name
HHS OCR
MID: doQhU1ZZoUowo8lpohgEJg==
Date: 9/15/2011

SAC4743

If you could recommend one change to improve this site what

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

HHS OCR CUSTOM QUESTION LIST Skip Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Special Instructions Type (select from list) QID Question Text Skip to CQ Label ubscribing to RSS feeds Adding a widget or gadget to my personalized page Following a microblog (Twitter, Facebook, etc)
I'd prefer not to interact with this site through social media Other, please specify BB Skip Logic OE\_SM Group SAC4740 Please tell us another way you would like to use social media Text area, no char to interact with us: SAC4741 Please select the category that includes your age. Under 18 Drop down, select one Single Ν Age 18-24 25-34 35-44 45-54 55-64 65-74 75 or older Prefer not to answer SAC4742 What is your gender? Male Drop down, select one Single Gender N Female Prefer not to answer

Text area, no char

Ν

OE\_Improvement