

Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. 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. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

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



Customer Satisfaction Survey

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

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

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

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

Cancel

Submit

Copyright 2014 - all rights reserved

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

Model Name
 Model ID (MID)
 Partitioned Yes
 Date (1/2/2013)

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to return to this site?
2 Look and Feel	Please rate the balance of graphics and text on this site.	17 Satisfaction -	How well does this site meet your expectations?		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			21 Primary Resource	How likely are you to use this site as your primary resource for obtaining information from this organization?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
6 Site Performance - Organized	Please rate how completely the page content loads on this site.				
7 Navigation - Organized	Please rate how well the site is organized.				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need.				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions.				

Model Name 0
 Model ID (MID)
 Partitioned Yes
 Date (1/2/2013)

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		How often do you visit our site?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Y	Drop down, select one		Visit Frequency
		Did you Answer Three Questions (Who are you, Where do you live and What plan are you using) to get your plan info?	Yes No		Y	Radio button, one-up vertical		Three Questions
		Which best describes you?	Active Duty Service Member (includes all Uniformed Services) Retired Service Member National Guard or Reserve Member (Active, Reserve or Retired) Family of Active Duty Service Member Family of Retired Service Member Family of National Guard or Reserve Member Other (Provider, Staff, Government, Media, etc.)	N P Q R S T M	Y	Radio button, one-up vertical	Skip Logic Group*	Status
	M	Please specify.	Provider (Staff included) Government Government Contractor Media Other		Y	Radio button, one-up vertical	Skip Logic Group*	Other Status
	N	Which plan are you using?	TRICARE Prime TRICARE Prime Remote TRICARE Prime Overseas TRICARE Prime Remote Overseas Other/Don't Know		Y	Radio button, one-up vertical	Skip Logic Group*	Active Duty Plan
	P	Which plan are you using?	TRICARE Prime TRICARE Standard and Extra TRICARE Standard Overseas TRICARE For Life US Family Health Plan Other/Don't Know		Y	Radio button, one-up vertical	Skip Logic Group*	Retired Plan
	Q	Which plan are you using?	TRICARE Prime TRICARE Prime Remote TRICARE Prime Overseas TRICARE Prime Remote Overseas TRICARE Standard and Extra TRICARE Standard Overseas TRICARE For Life TRICARE Reserve Select TRICARE Retired Reserve US Family Health Plan Other/Don't Know		Y	Radio button, one-up vertical	Skip Logic Group*	Guard or Reserve Plan
	R	Which plan are you using?	TRICARE Prime TRICARE Prime Remote TRICARE Prime Overseas TRICARE Prime Remote Overseas TRICARE Standard and Extra TRICARE Standard Overseas TRICARE Young Adult US Family Health Plan Other/Don't Know		Y	Radio button, one-up vertical	Skip Logic Group*	Family of Active Duty Plan
	S	Which plan are you using?	TRICARE Prime TRICARE Standard and Extra		Y	Radio button, one-up vertical	Skip Logic Group*	Family of Retired Plan

			TRICARE Standard Overseas					
			TRICARE For Life					
			TRICARE Young Adult					
			US Family Health Plan					
			Other/Don't Know					
	T	Which plan are you using?	TRICARE Prime		Y	Radio button, one-up vertical	Skip Logic Group*	Family of Guard or Reserve Plan
			TRICARE Prime Remote					
			TRICARE Prime Overseas					
			TRICARE Prime Remote Overseas					
			TRICARE Standard and Extra					
			TRICARE Standard Overseas					
			TRICARE For Life					
			TRICARE Reserve Select					
			TRICARE Retired Reserve					
			TRICARE Young Adult					
			US Family Health Plan					
			Other/Don't Know					
		Did you use an interactive tool on our site today?	Yes	A, C	Y	Radio button, one-up vertical	Skip Logic Group*	Tool Interaction
			No					
	A	Which tool(s) did you use? Select all that apply.	Covered Services Search Tool		Y	Checkbox, one-up vertical	Skip Logic Group*	Tools Used
			Plan Finder				Randomize	
			Compare Plans					
			Pharmacy Savings Calculator					
			Military Hospital and Clinic Locator					
			Prime Service Area ZIP Code Tool					
			TRICARE Prime Remote ZIP Code Tool					
			Frequently Asked Question Database					
			Other, please specify	B			Anchor Answer Choice	
	B	Please specify which tool(s) you used on the site today.			N	Text area, no char limit	Skip Logic Group*	OE_Tools Used
	C	Did you find the tool(s) helpful?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Tools Helpful
			No	G				
	G	Please specify why you found the tool(s) unhelpful.			N	Text area, no char limit	Skip Logic Group*	OE_Why Unhelpful
		What were you looking for today?	Plans		Y	Drop down, select one	Skip Logic Group*	Looking For
			What's Covered?					
			Find a Doctor					
			Costs/Pay a Bill					
			Login					
			Appointments					
			Dental					
			Prescriptions					
			Claims					
			Update Info/ID Cards					
			Contact Info					
			Other, please specify	E				
	E	Please specify what you were looking for today.			N	Text area, no char limit	Skip Logic Group*	OE_Looking For
	F	Did you find what you were looking for?	Yes		Y	Radio button, one-up vertical		Did You Find
			No					