Model Name HRSA V3 Model ID (MID) Partitioned 2MQ Date (6/4/20153) Model questions utilize the Foresee methodology to determine scores and impacts ELEMENTS (drivers of satisfaction) CUSTOMER SATISFACTION FUTURE BEHAVIORS Return (1=Very Unlikely, 10=Very Likely) ook and Feel (1=Poor, 10=Excellent, Don't Know) What is your **overall satisfaction** with this site? ook and Feel - Appeal lease rate the visual appeal of this site. Satisfaction - Overall How likely are you to return to this site? (1=Very Dissatisfied, 10=Very Satisfied) Look and Feel - Balance Satisfaction -How well does this site **meet your expectations**? (1=Falls Short, 10=Exceeds) Recommend (1=Very Unlikely, 10=Very Likely) Please rate the balance of graphics and text on this site. Expectations Look and Feel - Readability Please rate the readability of the pages on this site. Satisfaction - Ideal How does this site compare to your idea of an ideal How likely are you to recommend this site to someone else? (1=Not Very Close, 10=Very Close) Site Performance (1=Poor, 10=Excellent, Don't Know) Primary Resource1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for accessing Site Performance - Loading Please rate how quickly pages load on this site. Primary Resource health resources and services? Site Performance - Consistency Site Performance - Completeness Please rate the consistency of speed from page to page on this site. Please rate how completely page content loads on this site. lavigation (1=Poor, 10=Excellent, Don't Know) Navigation - Organized Please rate how well the site is organized. Navigation - Options Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you need. Navigation - Layout nformation Browsing - Sort Please rate the ability to sort information by criteria that are important to you on nformation Browsing - Narrow Please rate the ability to narrow choices to find the information you are looking for on this site nformation Browsing - Features Please rate how well the features on the site help you find the information you ite Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site. Site Information - Thoroughness Site Information - Understandable Please rate how understandable this site's information is. Site Information - Answers Please rate how well the site's information provides answers to your questions.

Model Name	HRSA V3
Model ID	(MID)
Partitioned	No
Date	(6/4/20153)

CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text
		How frequently do you visit this site?
		What source brought you to the site today?
	Α	What other source brought you to the site?
		What is your primary reason for visiting this site today?
	AA	If you selected "other" to "what was your primary reason for visiting the site", please specify:
	В	Which of the following grants related activities did you attempt?
	ВВ	What other grant related activity did you attempt?
	С	Which of the following loans & scholarships related activities did you attempt?

CC	What other loan and scholarship related activity did you
	attempt? What type of data and/or statistics were you seeking?
D	what type of data and/or statistics were you seeking?
DD	What other type of data and/or statistics were you seeking?
	Did you accomplish what you wanted to during your site visit?
	What were you not able to accomplish today?
	Please describe your experience with navigation on this site today.
AA	What other navigation experience did you have today?
В	Please tell us more about the issue you had with navigation today.
	Did you use the search/text box feature of the site today?
А	If you used the search/text box feature of the site today to find your information, what was your experience with the search functionality?

AA	What other experience did you have with the
AA	search feature today?
В	Please tell us more about the issue you had with search today.
	Which section or domain of the HRSA site did you primarily visit today?
0	What other domains or sections of the HRSA site did you visit today?
Н	Which best describes you?
К	If you selected "other" to "which best describes you", please specify:
I	How likely are you to access HRSA content from a mobile device?
Α	What is your relationship to the National Health Service Corps?
Z	Please describe your partnership:
В	What program are you affiliated with or interested in?

Х	Please describe your relationship, if other than the
	above:
С	If you are interested in or affiliated with a different program, what program is it?
D	What specifically were you looking for on the NHSC site?
E	How likely are you to access NHSC content from a mobile device? Are you likely to return to the NHSC site in the
	Are you likely to return to the NHSC site in the next 90 days?
F T	Why?
	vviiy?
V	Why not?
G	What other information would you like to see on the NHSC site?
L	Which best describes you?

	What other information would you like to see on the HRSA site?
	If you could make one improvement to the site, what would it be?

Red & Strike-Through: Delete

<u>Underlined & Italicized</u>: Re-order

Pink: Addition Blue: Reword

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
First time		Drop down,		.,
More than once a day		select one	S	Y
Daily				
About once a week				
About once a month				
Every 6 months or less				
Internet search		Radio button, one-up vertical	S	Y
Link from other website				
News article				
My school or training program				
I came directly to the site for a specific reason				
I already knew about the site				
Don't Know				
Other, please specify	A	Text field,		
		<100 char		N
Grants	В	Radio button, one-up vertical	S	Y
Loans & Scholarships	С	·		
Data & Statistics	D			
Public Health Information				
Learn about HRSA				
Get Health Care Information				
Other, please specify:	AA			
		Text field, <100 char		N
Seek open grant opportunities Seek information on grant application assistance		Checkbox, one-up vertical	М	Y
Track my application				
Seek technical assistance				
Manage my grant				
Search for an active, awarded grant				
Other, please specify:	ВВ			
		Text field, <100 char		N
		Checkbox,	М	Y
Seek loan repayment information		one-up vertical		

Seek loan information Other, please specify: CC	Seek scholarship information				
Data by topic Mapping services Health center data Customized report XML download Other, please specify: DD Text field, <100 char Other, please specify: DD Text field, <100 char Text field, <100 char Text field, <100 char Radio button, one-up vertical F Radio button, one-up vertical F Text area, no char limit M Y Checkbox, one-up vertical B B Checkbox, one-up vertical B Checkbox, one-up vertical B Checkbox, one-up vertical					
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	Returned results that were too similar/redundant	В			
Other, please specify: AA	Results were not relevant to my search	В			
	Other, please specify:	AA			

		Text area, no char limit		N
		Text area, no char limit		N
National Health Service Corps	A, D, E,F,G,L	Radio button, one-up vertical	S	Y
Loans and Scholarships	H,I,M			
Health Centers	H,I,M			
Affordable Care Act and HRSA	H,I,M			
Health Professions	H,I,M			
HIV/AIDs	H,I,M			
Other, please specify:	O,H,I,M			
euror, produce openny.	<u> </u>	Text area, no	S	N
		char limit)	14
Physician/Nurse/Health Professional		Radio button, one-up vertical	S	Υ
Student				
Employee of Fed/State/Local Gov't				
Grantee				
Grant Writer				
Researcher				
Media Professional				
General Public				
Other, please specify:	K			
, , , , , , , , , , , , , , , , , , , ,		Text field,		N
		<100 char		
1Not at All Likely		Radio button, scale, has don't know	S	Y
2 3				
4				
5				
6				
7				
8				
9				
10-Very Likely				
NA				
I am a partner		Radio button,	S	Υ
	Z	one-up		
Long a commant on formory and injury tip and in an AULICO		vertical		
I am a current or former participant in an NHSC program	В			
I am an interested applicant	В			
I am a site representative	.,			
Other, please specify:	Х			
		Text field, <100 char		N
NHSC Loan Repayment Program		Radio button,	S	Υ
		one-up vertical		

NHSC Scholarship Program				
NHSC Sites				
Other, please specify:	С			
		Text field, <100 char		N
		Text field, <100 char		N
Application Portal (where I would apply for programs/update my existing application/apply for site designation/or apply for a renewal)		Radio button, one-up vertical	S	Y
Basic program information (Application program guidance, eligibility requirements, checklists, etc.)				
Resources and Technical Assistance related to my particular program (help navigating the program, networking, or fulfilling my duties within the program for which I have been selected)				
NHSC Jobs Center (where I can look for jobs at NHSC sites) Promotional materials for the Corps (basic information about the NHSC and who we serve, materials to share with others interested in joining, stories about the impact of the NHSC)				
Other				
1Not at All Likely		Radio button, scale, has don't know	S	Y
2		don't know		
3				
5 6				
7 8				
9				
10-Very Likely				
NA Yes	Т	Radio button,	S	Υ
		one-up vertical		
No	V			
		Text field, <100 char		N
		Text field, <100 char		N
		Text field, <100 char		N
Primary Care Clinician		Radio button, one-up vertical	S	Y
Dental Care Clinician				
Mental or Behavioral Health Clinician				
Student				
Employee of Fed/State/Local Gov't				
Healthcare Site Representative				

Other		
	Text area, no char limit	N
	Text area, no char limit	N



	by Aliswers
Special Instructio ns	CQ Label
	Frequency of Visit
OPS Group	Reason for Visit
ODC	
OPS Group	
Skip Logic	Reason for Visit
Randomize	
Anchor Ans	wer Choice
Skip Logic	Other Reason for Visit
Skip Logic	Grant Activity
Randomize	
Anchor Ans	
Skip Logic	Other Grant Activity
Skip Logic	Loans & Scholarship Activity

Randomize	
Anchor Ans	wer Choice
Skip Logic	Other Loan & Scholarship Activity
Skip Logic	Data/Statistics Activity
Randomize	
Anchor Ans	
Skip Logic	Other Data/Statistics Activity
Skip Logic	Accomplish
Skip Logic	Not Able to Accomplish
Anchor Ans	Navigation Experience
Skip Logic (Group
Randomize	·
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Skip Logic	Search Use
Anchor Ans	Search Experience
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Skip Logic (Group
Randomize	
	wer Choice

Skip Logic	Other Search Experience
Skip Logic	OE_Search Experience
Skip Logic	Sections of Site Visited
Skip Logic	Other Sections of the Site Visited
	HRSA_Role2
Skip Logic (Group
	Other Best Describes2
Skip Logic	Likely to Use Mobile Device
Skip Logic	NHSC_Relationship
Skin Logic	NHSC Describe Portnership
Skip Logic	NHSC_Describe Partnership
Skip Logic	NHSC_Program

Skip Logic	NHSC_Other Relationship
Skip Logic	NHSC_Other Program
Skip Logic	NHSC_Reason for Visit
Skip Logic	NHSC_Mobile Device
Skip Logic	NHSC_Return to Site
Skip Logic	NHSC_Why Return
Skip Logic	NHSC_Why Not Return
Skip Logic	NHSC_Other Information
Skip Logic	NHSC_Role

Skip Logic Other Information on HRSA Group
Group
Improvement