

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
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall	What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	Return How likely are you to return to this site ?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>	Recommend (1=Very Unlikely, 10=Very Likely)
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 website ? <i>(1=Not Very Close, 10=Very Close)</i>	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)
Site Performance - Loading	Please rate how quickly pages load on this site.			Primary Resource How likely are you to use this site as your primary resource for accessing health resources and services ?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.			
	Navigation (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.			
Navigation - Layout	Please rate how well the site layout helps you find what you need .			
	Information Browsing (1=Poor, 10=Excellent, Don't Know)			
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.			
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.			
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)			
Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.			
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 .			



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Partitioned	No
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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?
	A	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:
	B	Which of the following grants related activities did you attempt?
	BB	What other grant related activity did you attempt?
	C	Which of the following loans & scholarships related activities did you attempt?

	CC	What other loan and scholarship related activity did you attempt?
	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?
	B	Please tell us more about the issue you had with navigation today.
		Did you use the search/text box feature of the site today?
	A	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 search feature today?
	B	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?
	O	What other domains or sections of the HRSA site did you visit today?
	H	Which best describes you?
	K	If you selected "other" to "which best describes you", please specify:
	I	How likely are you to access HRSA content from a mobile device?
	A	What is your relationship to the National Health Service Corps?
	Z	Please describe your partnership:
	B	What program are you affiliated with or interested in?

	X	Please describe your relationship, if other than the above:
	C	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?
	F	Are you likely to return to the NHSC site in the next 90 days?
	T	Why?
	V	Why not?
	G	What other information would you like to see on the NHSC site?
	L	Which best describes you?

	M	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
Underlined & Italicized: 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, select one	S	Y
More than once a day				
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	B	Radio button, one-up vertical	S	Y
Loans & Scholarships	C			
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		Checkbox, one-up vertical	M	Y
Seek information on grant application assistance				
Track my application				
Seek technical assistance				
Manage my grant				
Search for an active, awarded grant				
Other, please specify:	BB			
		Text field, <100 char		N
Seek loan repayment information		Checkbox, one-up vertical	M	Y

Seek scholarship information	CC				
Seek loan information					
Other, please specify:					
		Text field, <100 char		N	
Data by topic	DD	Checkbox, one-up vertical		Y	
Mapping services					
Health center data					
Customized report					
XML download					
Other, please specify:					
				Text field, <100 char	
Yes	F F	Radio button, one-up vertical	S	Y	
Partially					
No					
		Text area, no char limit		N	
I had no difficulty browsing on this site.	B B B B B B AA	Checkbox, one-up vertical	M	Y	
Could not navigate back to previous information					
Would often feel lost, not know where I was					
Links did not take me where I expected					
Links/labels are difficult to understand					
Too many links or navigational choices					
Had technical difficulties (e.g. broken link)					
Other, please specify:					
		Text area, no char limit		N	
		Text area, no char limit		N	
Yes	A	Radio button, one-up vertical	S	Y	
No, I did not use it					
No, I did not know there was a search feature					
I did not encounter any difficulties	B B B B B B AA	Checkbox, one-up vertical	M	N	
Search results were not helpful					
Returned too many results					
Returned not enough results					
Returned no results					
Returned results that were too similar/redundant					
Results were not relevant to my search					
Other, please specify:					

		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			
		Text area, no char limit	S	N
Physician/Nurse/Health Professional		Radio button, one-up vertical	S	Y
Student				
Employee of Fed/State/Local Gov't				
Grantee				
Grant Writer				
Researcher				
Media Professional				
General Public				
Other, please specify:	K			
		Text field, <100 char		N
1--Not 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	Z	Radio button, one-up vertical	S	Y
I am a current or former participant in an NHSC program	B			
I am an interested applicant	B			
I am a site representative				
Other, please specify:	X			
		Text field, <100 char		N
NHSC Loan Repayment Program		Radio button, one-up vertical	S	Y

NHSC Scholarship Program				
NHSC Sites				
Other, please specify:	C			
		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				
1--Not at All Likely		Radio button, scale, has don't know	S	Y
2				
3				
4				
5				
6				
7				
8				
9				
10-Very Likely				
NA				
Yes	T	Radio button, one-up vertical	S	Y
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



Special Instructions	CQ Label
	Frequency of Visit
OPS Group	Reason for Visit
OPS Group	
Skip Logic	Reason for Visit
Randomize	
Anchor Answer Choice	
Skip Logic	Other Reason for Visit
Skip Logic	Grant Activity
Randomize	
Anchor Answer Choice	
Skip Logic	Other Grant Activity
Skip Logic	Loans & Scholarship Activity

Randomize	
Anchor Answer Choice	
Skip Logic	Other Loan & Scholarship Activity
Skip Logic	Data/Statistics Activity
Randomize	
Anchor Answer Choice	
Skip Logic	Other Data/Statistics Activity
Skip Logic	Accomplish
Skip Logic	Not Able to Accomplish
Anchor Answer Choice	Navigation Experience
Skip Logic Group	
Randomize	
Anchor Answer Choice	
Skip Logic	Other Navigation Experience
Skip Logic	OE_Navigation
Skip Logic	Search Use
Anchor Answer Choice	Search Experience
Skip Logic Group	
Randomize	
Anchor Answer 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
Skip Logic Group	HRSA_Role2
	Other Best Describes2
Skip Logic	Likely to Use Mobile Device
Skip Logic	NHSC_Relationship
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 Group	Other Information on HRSA
	Improvement