

Welcome and Thank You Text

Welcome Text

Thank you for participating in this brief survey. Your feedback is essential in helping us provide the best email experience possible.

Thank You Text

Thank you for taking the survey and for helping us to serve you better.

Please note you will not receive a response from us based on your survey comments.



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.
We appreciate your input!

Cancel

Submit

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

Model Name FDA Email Enterprise
 Model ID TBD
 Partitioned No
 Date 8/1/2015

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the visual appeal of this email.</p> <p>Please rate the balance of graphics and text in this email.</p> <p>Please rate the readability of this email.</p> <p>Email Content (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the credibility of information in this email.</p> <p>Please rate the timeliness of the information in this email.</p> <p>Please rate the degree to which the information provided in this</p>		<p>Satisfaction</p> <p>What is your overall satisfaction with this email? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i></p> <p>How well does this email meet your expectations? <i>(1=Falls Short, 10=Exceeds)</i></p> <p>How does this email compare to your idea of an ideal email? <i>(1=Not Very Close, 10=Very Close)</i></p>		<p>Visit Website (1=Very Unlikely, 10=Very Likely) How likely are you to visit the FDA website as a result of receiving this email?</p> <p>Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use the FDA website as a primary resource for information related to this email?</p> <p>Forward Email (1=Very Unlikely, 10=Very Likely) How likely are you to forward this email to someone else?</p> <p>Future Email Behavior (1=Very Unlikely, 10=Very Likely) How likely are you to open future emails from FDA?</p>

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Is the frequency at which you receive this email notification appropriate?	Yes, the frequency is fine No, I would like to receive it more often. No, I would like to receive it less often.		Y	Radio button, one-up vertical		Frequency
			When would you prefer to receive emails from FDA?	During business hours only As soon as information is made available No preference		Y	Radio button, one-up vertical		Time Preference
			Which of the following roles best describes you? If you are a consultant or attorney, please select the role of the individual or organization that you represent.	Regulated industry Consumer Patient or a patient's caregiver, family member or friend Healthcare provider (includes physician, nurse, physician's assistant, nurse practitioner, or pharmacist) Public health professional Scientist, researcher Educator, professor, teacher, or student Other	A	Y	Radio button, one-up vertical	Skip Logic Group*	Role
		A	Please describe your role in visiting the site today:			N	Text area, no char limit	Skip Logic Group*	OE_Role
			Please select your level of agreement with the following statements about FDA email notifications. Subject lines are relevant and easy to understand The length of the email is appropriate There is enough information provided for me to take action (if necessary) The supplemental link(s) provided in the email are useful	Agree Somewhat Agree Somewhat Disagree Disagree Agree Somewhat Agree Somewhat Disagree Disagree Agree Somewhat Agree Somewhat Disagree Disagree Agree Somewhat Agree Somewhat Disagree Disagree		Y	Drop down, select one	Multiple Lists Group*	A/D:SubjectLines A/D:Length A/D:Action A/D:UsefulLinks
			In general, how do you use the information found in this email notification?	For my own health, my family's health or for a friend For a physician's office/hospital For a patient or client For a public health agency For a research institution For a business / workplace For an educational institution or teaching purposes For a news report or article Other	B	Y	Radio button, one-up vertical	Skip Logic Group*	Info Usage
		B	Please describe how you use the email information you receive.			N	Radio button, one-up vertical	Skip Logic Group*	OE_InfoUsage
			On average, how many individuals do you share the information with?	Zero 1-10 people 11-20 people 21-50 people 51-100 people 101-500 people More than 500 people		Y	Radio button, one-up vertical		Share Info
			On what device do you typically read FDA email notifications?	Desktop/laptop computer Tablet (iPad, etc.) Smartphone (iPhone, Android, Blackberry, etc.) Other		Y	Radio button, one-up vertical		Device
			Where are you when you typically read FDA email notifications?	Home Work On the go		Y	Radio button, one-up vertical		Location
			When you receive an FDA email, do you most often:	Read the email the same day you receive it Flag the email to read at a later date		Y	Radio button, one-up vertical		Timing

			File the email with the possibility of needing to reference it in the future						
			Other						
			Do you receive other email notifications from the FDA?	Yes	A, B	Y	Radio button, one-up vertical	Skip Logic Group*	Other:Emails
				No					
		A	How many email notifications have you subscribed to receive from the FDA (including this one)?	1-5		Y	Radio button, one-up vertical	Skip Logic Group*	Other:Number
				6-10					
				More than 10					
		B	Is the presentation of information consistent across the emails you receive from FDA?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Other:Consistency
				No					
			If you could suggest one improvement for FDA email notifications, what would it be?			N	Text area, no char limit		OE_OneImprovement

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			Why have you subscribed to receive FDA email notifications?			N	Text area, no char limit		OE_Why Subscribed
			Do the emails you receive generally meet your needs?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Meet Needs
				No	A				
		A	How can FDA emails be improved to meet your needs?			N	Text area, no char limit	Skip Logic Group*	OE_Needs
			How are you using the information provided within the FDA emails?			N	Text area, no char limit		OE_Why Subscribed
			Which of the following roles best describes you? If you are a consultant or attorney, please select the role of the individual or organization that you represent.	Regulated industry		Y	Radio button, one-up vertical	Skip Logic Group*	Role
		Consumer							
		Patient or a patient's caregiver, family member or friend							
		Healthcare provider (includes physician, nurse, physician's assistant, nurse practitioner, or pharmacist)							
		Public health professional							
			Scientist, researcher						
			Educator, professor, teacher, or student						
			Other		A				
		A	Please describe your role in visiting the site today:			N	Text area, no char limit	Skip Logic Group*	OE_Role
			On what device do you typically read FDA email notifications?	Desktop/laptop computer		Y	Radio button, one-up vertical		Device
				Tablet (iPad, etc.)					
				Smartphone (iPhone, Android, Blackberry, etc.)					
				Other					
			Where are you when you typically read FDA email notifications?	Home		Y	Radio button, one-up vertical		Location
				Work					
				On the go					
			When you receive an FDA email, do you most often:	Read the email the same day you receive it		Y	Radio button, one-up vertical		Timing
				Flag the email to read at a later date					
				File the email with the possibility of needing to reference it in the future					
				Other					
			If you could suggest one improvement for FDA email notifications, what would it be?			N	Text area, no char limit		OE_OneImprovement