

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting ABMC.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and how 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. Please visit the Contact Us section of our website if you have further questions or feedback.



### 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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Model Name	ABMC v2	Red & Strike-Through: Delete	
Model ID		<u>Underlined &amp; Italicized</u> : Re-order	
Partitioned	Yes 2MQ	Pink: Addition	
Date	8/21/2015	Blue: Rework	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.	Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)	Return	How likely are you to <b>return</b> to this site?
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	Recommend Site	Recommend (1=Very Unlikely, 10=Very Likely)
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>			Recommend Site	How likely are you to <b>recommend this site</b> to someone else?
Site Performance - Loading	Please rate how <b>quickly pages load</b> on this site.			Historical Resource	Historical Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.			Historical Resource	How likely are you to use this site as a <b>historical resource</b> for information about the world wars, and the Americans buried and memorialized in ABMC's cemeteries and memorials?
Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.			Visit Cemetery	Visit Cemetery (1=Very Unlikely, 10=Very Likely)
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>			Visit Cemetery	How likely are you to <b>visit</b> one of ABMC's cemeteries or memorials?
Navigation - Organized	Please rate <b>how well the site is organized</b> .				
Navigation - Options	Please rate the <b>options available for navigating</b> this site.				
Navigation - Layout	Please rate <b>how well the site layout helps you find what you need</b> .				
	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>				
Information Browsing - Sort	Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.				
Information Browsing - Narrow	Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this site.				
Information Browsing - Features	Please rate how well the <b>features on the site help you find the information you need</b> .				
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>				
Site Information - Thoroughness	Please rate the <b>thoroughness of information provided</b> on this site.				
Site Information - Understandable	Please rate how <b>understandable</b> this site's <b>information</b> is.				
Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .				



			How would you describe your <b>navigation experience</b> on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above		Y
		A	Please specify the other navigation difficulty encountered.		A	N
	<b>Accomplish</b>		Were you <b>able to find</b> the information you wanted today?	Yes completely Only partially No	A	Y
	<b>OE_Accomplish</b>	A	What were you unable to find?			N
			What <b>other useful features or content</b> would you like to see added to the ABMC site?			N
	<b>OE_Improve Experience</b>		Please suggest <b>one improvement</b> ABMC could make to its website to improve your experience			N
			<b>What type of new communication channel</b> offered by ABMC interests you? (Select all that apply)	Email Newsletter Twitter Blog Other, please specify	A	Y
		A				N

Delete  
Re-order



Type	Special Instructions	CQ Label
Radio button, one-up vertical		Visit frequency
Checkbox, one-up vertical		Role
Radio button, one-up vertical		Area
Radio button, one-up vertical	Skip Logic Group*	Main reason
Text area, no char limit	Skip Logic Group*	Other reason
Radio button, one-up vertical	Skip Logic Group*	Use database
Checkbox, one-up vertical	Skip Logic Group*	Database experience
Text area, no char limit	Skip Logic Group*	Other database
Checkbox, one-up vertical	Skip Logic Group*	Database action
Text area, no char limit	Skip Logic Group*	Database improvement
Radio button, one-up vertical	Skip Logic Group*	Lesson plan
Checkbox, one-up vertical	Skip Logic Group*	Learning resource exp
Text area, no char limit	Skip Logic Group*	Other resource
Text area, no char limit	Skip Logic Group*	Resource improvement

Checkbox, one-up vertical	Skip Logic Group*	Navigation
Text area, no char limit	Skip Logic Group*	Other nav diff
Radio button, one-up vertical	Skip Logic Group*	Able to find
Text area, no char limit	Skip Logic Group*	Unable to find
Text area, no char limit		Other features
Text area, no char limit		Improvement
Checkbox, one-up vertical	Skip Logic Group*	New channels
Text area, no char limit	Skip Logic Group*	Other channel