

Model questions utilize the Foresee methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction</p>	<p>Return (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate the visual appeal of this site.</p>	<p>What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>How likely are you to return to the HRSA site?</p>
<p>Please rate the balance of graphics and text on this site.</p>	<p>How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate the readability of the pages on this site.</p>	<p>How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>How likely are you to recommend the HRSA site to someone else?</p>
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		<p>Primary Resource (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate how quickly pages load on this site.</p>		<p>How likely are you to use the HRSA site as your primary resource for accessing health resources and services?</p>
<p>Please rate the consistency of speed from page to page on this site.</p>		
<p>Please rate how completely page content loads on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate how well the site is organized.</p>		
<p>Please rate the options available for navigating this site.</p>		
<p>Please rate how well the site layout helps you find what you need.</p>		
<p>Information Browsing (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate the ability to sort information by criteria that are important to you on this site.</p>		
<p>Please rate the ability to narrow choices to find the information you are looking for on this site.</p>		
<p>Please rate how well the features on the site help you find the information you need.</p>		
<p>Site Information (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate the thoroughness of information provided on this site.</p>		
<p>Please rate how understandable this site's information is.</p>		
<p>Please rate how well the site's information provides answers to your questions.</p>		

CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text
		How frequently do you visit this 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?
	F	What were you not able to accomplish today?
		Please describe your experience with navigation on this site today.
	A	What other navigation experience did you have 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?
		Which section or domain of the HRSA site did you primarily visit today?

	A	What other domains or sections of the HRSA site did you visit today?
		Which best describes you?
	A	If you selected "other" to "which best describes you", please specify:
		If you could make one improvement to the site, what would it be?

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				
Grants	B	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			
Seek open grant opportunities	BB	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:				
		Text field, <100 char		N
Seek loan repayment information	CC	Checkbox, one-up vertical	M	Y
Seek scholarship information				
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		N
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.	A	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
Yes	A		S	Y
No, I did not use it				
No, I did not know there was a search feature				
I did not encounter any difficulties	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
National Health Service Corps	A	Radio button, one-up vertical	S	Y
Loans and Scholarships				
Health Centers				
Affordable Care Act and HRSA				
Health Professions				
HIV/AIDS				
Other, please specify:				

		Text area, no char limit	S	N
Physician/Nurse/Health Professional	A	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:				
		Text field, <100 char		N
		Text area, no char limit		N

Special Instructions	
Special Instructions	CQ Label
	Frequency of Visit
Skip Log	Reason for Visit
Randomize	
Anchor	Answer Choice
Skip Log	Other Reason for Visit
Skip Log	Grant Activity
Randomize	
Anchor	Answer Choice
Skip Log	Other Grant Activity
Skip Log	Loans & Scholarship Activity
Randomize	
Anchor	Answer Choice
Skip Log	Other Loan & Scholarship Activity
Skip Log	Data/Statistics Activity
Randomize	
Anchor	Answer Choice

Skip Logic	Other Data/Statistics Activity
Skip Logic	Accomplish
Skip Logic	Not Able to Accomplish
Skip Logic Group	Navigation Experience
Skip Logic	Navigation Experience
Skip Logic	Search Use
Skip Logic Group	Search Experience
Skip Logic	Search Experience
Skip Logic	Locations of Site Visited

Skip Log	Sections of the Site Visited
Skip Log	Role
Skip Log	Other Best Describes
	Improvement