Welcome and Thank You Text

Welcome Text

Thank you for visiting RxNav NLM. 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 Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

FORESEE
by Answers

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.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel   Submit

Copyright 2014 - all rights reserved

ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	NLM RxNav 2015
Model ID	NtRcEkUAhQcdlRQlF0EpNQ4C
Partitioned	Yes - 2MQ
Date	12/11/2015

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

FORESEE
by Answers

	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
		Look and Feel (1=Poor, 10=Excellent, Don't Know)			**Satisfaction**			**Return (1=Very Unlikely, 10=Very Likely)**
1	Look and Feel - Appeal	Please rate the **visual appeal** of this site.	16	Satisfaction - Overall	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	19	Return	How likely are you to **return to Rxnav.nlm.nih.gov** in the future?
2	Look and Feel - Balance	Please rate the **balance of graphics and text** on this site.	17	Satisfaction - Expectations	How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*			**Recommend Company (1=Very Unlikely, 10=Very Likely)**
3	Look and Feel - Readability	Please rate the **readability of the pages** on this site.	18	Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	20	Recommend Company	How likely are you to **recommend RxNav NLM** to someone else?
		Site Performance (1=Poor, 10=Excellent, Don't Know)						**Primary Resource (1=Very Unlikely, 10=Very Likely)**
4	Site Performance - Loading	Please rate how **quickly pages load** on this site.				21	Primary Resource	How likely are you to use this site as your primary resource for drug information?
5	Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this site.						
6	Site Performance - Completeness	Please rate how **completely the page content loads** on this site.						
		Navigation (1=Poor, 10=Excellent, Don't Know)						
7	Navigation - Organized	Please rate **how well this site is organized**.						
8	Navigation - Options	Please rate the **options available for navigating** this site.						
9	Navigation - Layout	Please rate **how well the site layout helps you find what you need**.						
		Information Browsing (1=Poor, 10=Excellent, Don't Know)						
10	Information Browsing - Sort	Please rate the ability to **sort information by criteria that are important to you** on this site.						
11	Information Browsing - Narrow	Please rate the **ability to narrow choices to find the information you are looking for** on this site.						
12	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)						
13	Site Information - Thoroughness	Please rate the **thoroughness of information** provided on this site.						
14	Site Information - Understandable	Please rate how **understandable** this site's **information** is.						
15	Site Information - Answers	Please rate how well the site's **information provides answers to your questions**.						

Model Name	NLM RxNav 2015
Model ID	NtRcEkUAhQcdlRQlF0EpNQ4C
Partitioned	Yes - 2MQ
Date	12/11/2015

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

FORESEE by Answers

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
AML6396Q001	Visit Frequency		How often do you visit this site?	First time		Y	Drop down, select one		Visit Frequency
				Daily					
				Weekly					
				Monthly					
				Once every few months					
				Once every 6 months or less					
AML6396Q002	Acquisition Source		Which of the following sources primarily drove you to visit the site today?	Email from RxNav		Y	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source
				Internet blogs or discussion forums					
				Search engine results					
				Word of mouth recommendation from someone I know					
				Familiarity with RxNav					
				Presentation at a conference					
				Links from other NIH or NLM sites					
				Don't know					
				Other, please specify:	A				
AML6396Q003		A	Please indicate what source drove you to the site today.			N	Text field, <100 char	Skip Logic Group*	OE_Acquisition Source
AML6396Q004	Role		What is your primary role in visiting the site today?	Member of an educational institution		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Role
				Developer of electronic records systems					
				Developer of applications for drug information					
				National Library of Medicine Staff					
				Member of medical staff					
				Member of pharmaceutical staff					
				Other, please specify:	A				
AML6396Q005		A	What is your primary role?			N	Text field, <100 char	Skip Logic Group*	OE_Primary Role
AML6396Q006	Primary Reason - Association		What is your primary reason for visiting the site today?	Review documentation on APIs	A,B, C	Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Run API examples	D				
				Find information about RxNav applications					
				Run RxMix/RxNav/RxClass application					
				Review use cases for the drug APIs					
				Access tutorials					
				Find contact information					
				Other, please specify:	X				
AML6396Q007		X	Please describe your primary reason for visiting the site today.			N	Text field, <100 char	Skip Logic Group*	OE_Primary Reason
AML6396Q008		A	What documentation did you access today? (Please select all that apply)	RxNav		Y	Checkbox, one-up vertical	skip Logic Group*	Documentation Accessed
				RxMix Tutorial					
				RxClass Overview					
				API Documentation					
				Publications					
				Statistics					
				FAQs					
				Other					
AML6396Q009		B	Did you have any issues with the content of the drug API documentation?	Yes	B1	Y	Drop down, select one	skip Logic Group*	Documentation Issues
				No					
AML6396Q010		B1	What issues did you have with the content of the drug API documentation? (Please select all that apply)	Too technical/difficult to understand		Y	Checkbox, one-up vertical	Skip Logic Group*	Documentation Issue Types
				Too simple/insufficient information for a technical person					
				Missing examples					
				Incomplete examples					
				Other, please specify:	B2				
AML6396Q011		B2	Please describe what issues you had with the content.			N	Text area, no char limit	Skip Logic Group*	OE_Documentation Issues
AML6396Q012		C	Did the API documentation provide you the technical help you were looking for?	Yes		Y	Drop down, select one	skip Logic Group*	API Technical Help
				No	C1				

ID	Label	Code	Question	Answer Options	Code	Req	Format	Logic	Variable
AML6396Q013		C1	What technical help were you looking for that you were unable to find? (Please select all that apply)	How to communicate with the drug APIs in an application		Y	Checkbox, one-up vertical	Skip Logic Group*	API Technical Help Issues
				Getting a high-level understanding of the APIs					
				Finding information about a specific use case					
				Finding information about a specific function/resource					
				Other, please specify:	C2				
AML6396Q014		C2	What other technical help were you looking for that you were unable to find?			N	Text area, no char limit	Skip Logic Group*	OE_API Technical Help Issues
AML6396Q015		D	What API(s) documentation did you access today? (Please select all that apply)	RxNorm		Y	Checkbox, one-up vertical	skip Logic Group*	API Accessed
				RxTerms					
				NDF-RT					
				Prescribable					
				RxClass					
				Drug Interaction					
AML6396Q016	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes	B	Y	Drop down, select one	Skip Logic Group*	Accomplish
				No	A,C				
AML6396Q017	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
AML6396Q018		B	Was the information easy to find?	Yes		Y	Drop down, select one	Skip Logic Group*	Accomplish Experience
				No	B1				
AML6396Q019		B1	Why was this information not easy to find?			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish Not Easy
AML6396Q020		C	Since you were unable to accomplish your task today, what do you plan to do next?	Return to Rxnav.nlm.nih.gov at a later time		Y	Radio button, one-up vertical	Skip Logic Group*	Do Next
				Contact RxNav customer support					
				Go to another source for information					
				Try to figure it out by myself					
				Stop using the drug APIs					
				Not sure yet					
				Other, please specify:	X				
AML6396Q021		X	Please specify what you plan to do next.			N	Text area, no char limit	Skip Logic Group*	OE_Do Next
AML6396Q022			How did you look for information or navigate the site today? (Please select all that apply)	Top navigation bar	A	Y	Checkbox, one-up vertical	Skip Logic Group*	How Navigated
				Main banner feature	A				
				Search feature	B				
				Clicked on links on the page	A				
				Other, please specify:	A, C				
AML6396Q023		C	How else did you look for information or navigate the site?			N	Text area, no char limit	Skip Logic Group*	OE_How Navigated
AML6396Q024		A	How would you describe your navigation experience on the site today? (Please select all that apply)	Links often did not take me where I expected	D	Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience
				I had difficulty finding relevant information	E				
				Link labels were difficult to understand	F			Randomize	
				There were too many links or navigational options to choose from					
				I had technical difficulties (error messages, broken links, etc.)					
				I could not navigate back to previous information					
				I had no difficulty navigating the site				Mutually Exclusive Anchor Answer Choice	
				I had a navigation difficulty not listed	AA				
AML6396Q025		AA	What other navigation difficulty did you have:			N	Text area, no char limit	Skip Logic Group*	OE_Navigation Experience
AML6396Q026		D	Please describe any specific navigation links or paths that did not take you where they should have.			N	Text area, no char limit	Skip Logic Group*	Nav Links or Paths Not Working
AML6396Q027		E	Please describe the problem you had with finding relevant information.			N	Text area, no char limit	Skip Logic Group*	Difficulty Finding Relevant Info
AML6396Q028		F	What specific link labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group*	Link Labels
AML6396Q029		B	Please tell us about your experience with the site's search feature today. (Please select all that apply)	I had issues with the **basic search process** (how to use it, terms to enter)	G	Y	Checkbox, one-up vertical	Skip Logic Group*	Search Experience
				I had issues with the **visual display** of the search results (text size, images)	H			Randomize	
				I had issues with **search results** I received	I				

				I had issues with lack of **being able to sort or filter results**	J			
				I had **technical issues** with the search feature	K			
				The search feature met my needs today			Mutually Exclusive Anchor Answer Choice	
				I had an issue with the search feature not listed	BB			
AML6396Q030		BB	What other issue did you have with the search feature:			N	Text area, no char limit	Skip Logic Group*	OE_Search Experience
AML6396Q031		G	What were your issues with the basic search process? (Please select all that apply)	It was not clear to me how to use the search feature		Y	Checkbox, one-up vertical	Skip Logic Group*	Basic Search Issues
				I did not know what terms to use to get the results I wanted					
				I had a different issue with the basic search process:	GG				
AML6396Q032		GG	My basic search process issue was:			N	Text area, no char limit	Skip Logic Group*	OE_Basic Search Issues
AML6396Q033		H	What were your issues with the visual display of the search results? (Please select all that apply)	I could not see enough of the description to decide which link to choose		Y	Checkbox, one-up vertical	Skip Logic Group*	Visual Display Issues
				The text was too small					
				The page was too crowded					
				I could not see much difference between the listings/items					
				The images were too small/not clear					
				I had a different issue with the visual display of results:	HH				
AML6396Q034		HH	My visual display search issue was:			N	Text area, no char limit	Skip Logic Group*	OE_Visual Display Issues
AML6396Q035		I	What were your issues with the search results? (Please select all that apply)	Results were not relevant/not what I wanted		Y	Checkbox, one-up vertical	Skip Logic Group*	Search Results Issues
				There were not enough results					
				There were NO results					
				There was too little information in the results to decide what to choose					
				Many of the search results looked the same					
				Couldn't find item from the catalog/store					
				I had a different issue with the search results:	II				
AML6396Q036		II	My search result issue was:			N	Text area, no char limit	Skip Logic Group*	OE_Search Results Issues
AML6396Q037		J	What were your issues with sorting, filtering, or advanced search? Please select all that apply)	The results were not sorted in a helpful way		Y	Checkbox, one-up vertical	Skip Logic Group*	Search Sort Issues
				I want advanced search options					
				I want the following sorting/filtering/advanced option:	JJ1				
				I had a different sorting/filtering issue:	JJ2				
AML6396Q038		JJ1	Sorting/filtering/advanced option wanted:			N	Text area, no char limit	Skip Logic Group*	OE_Search Sort Wanted
AML6396Q039		JJ2	My sorting/filtering/advanced search issue was:			N	Text area, no char limit	Skip Logic Group*	OE_Search Sort Issues
AML6396Q040		K	What were your technical issues with the search feature? (Pleas	Error message(s)		Y	Checkbox, one-up vertical	Skip Logic Group*	Search Tech Issues
				Search speed was too slow					
				I had the following technical issue:	KK				
AML6396Q041		KK	My technical search issue was:			N	Text area, no char limit	Skip Logic Group*	OE_Search Tech Issues
AML6396Q042	OE_Improve Experience		What else would you like to share with us to help improve your online experience with Rxnav.nlm.nih.gov?			N	Text area, no char limit		OE_Improve Experience
AML6396Q043	Demographics: Gender		What is your gender?			Y	Drop down, select one		Demographics: Gender
				Male					
				Female					
				Prefer not to respond					
AML6396Q044	Demographics: Age		Which category includes your age?			Y	Drop down, select one		Demographics: Age
				Under 18					
				18 - 24					
				25 - 34					
				35 - 44					
				45 - 54					
				55 - 64					
				65 or older					
				Prefer not to respond					