

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!



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

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ForeSee ForeSee Privacy Policy Survey Support

Red & Strike-Through: Delete Underlined & Italicized: Re-order Pink: Addition NLM RxNav 2015

FORESEE

Model Name Model ID Partitioned Date NtRcEkUAhQcdlRQlF0EpNQ4C Yes - 2MQ 12/11/2015 Blue: Reword

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)
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?
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)
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)			1		Primary Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.			2:	Primary Resource	How likely are you to use this site as your primary resource for di information?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.					
Site Performance - Completeness	Please rate how completely the page content loads on this site.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
Navigation - Organized	Please rate how well this 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.					

Model Name Model ID Partitioned Date

NLM RxNav 2015 NtRcEkUAhQcdlRQlF0EpNQ4C Yes - 2MQ 12/11/2015

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
	Visit Frequency	'	How often do you visit this site?			Υ	Drop down,		Visit Frequency
ML6396Q001				First time			select one		
				Daily					
				Weekly					
				Monthly					
				Once every few months					
				Once every 6 months or less					
ML6396Q002	Acquisition Sou	irce	Which of the following sources primarily drove you to visit the site today?			Υ	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source
				Email from RxNav					
				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:	Α				
ML6396Q003		Α	Please indicate what source drove you to the site today.			N	Text field <100	Skip Logic Group*	OE Acquisition Source
							char		
ML6396Q004	Role		What is your primary role in visiting the site today?	Member of an educational institution		Υ	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					
					Λ.				
MI 6206000F			Mhat is your primary rale?	Other, please specify:	Α	N	Toyt field 4100	Ckin Logic Crave	OF Primary Dala
ML6396Q005		A	What is your primary role?			N	char	Skip Logic Group*	OE_Primary Role
ML6396Q006	Primary Reason	- Association	What is your primary reason for visiting the site today?			Y	Radio button,	Skip Logic Group*	Primary Reason
				Review documentation on APIs	A,B, C		one-up vertical		
				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:	Х				
ML6396Q007		х	Please describe your primary reason for visiting the site today.	on.o., p.easo speeny.		N	Text field, <100	Skip Logic Group*	OE_Primary Reason
ML6396Q008		A	What documentation did you access today? (Please select all			Y		skip Logic Group*	Documentation Accessed
		''	that apply)				up vertical	omp Logic Group	Documentation Accessed
				RxNav					
				RxMix Tutorial					
				RxClass Overview					
				API Documentation					
				Publications					
				Statistics					
				FAQs					
				Other					
ML6396Q009		В	Did you have any issues with the content of the drug API			Υ	Drop down,	skip Logic Group*	Documentation Issues
			documentation?	Yes	B1		select one		
ML6396Q010		B1	What issues did you have with the content of the drug API	No		Y	Chackbox and	Skip Logic Group*	Documentation Issue Types
MF0990Q010		PI	documentation? (Please select all that apply)			T		Skip Logic Group*	Documentation issue Type:
				Too technical/difficult to understand			up vertical		
				Too simple/insufficient information for a technical person					
				Missing examples					
				Incomplete examples					
				Other, please specify:	B2				
ML6396Q011		B2	Please describe what issues you had with the content.			N	Text area, no char limit	Skip Logic Group*	OE_Documentation Issues
AML6396Q012		С	Did the API documentation provide you the technical help you			Y	Drop down,	skip Logic Group*	API Technical Help
			were looking for?	Yes			select one		
				No No	C1				
				INO	CI				

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		Υ	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		Υ	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?			Υ	Drop down,	Skip Logic Group*	Accomplish
				Yes	В		select one		
				No	A,C				
AML6396Q017	OE_Accomplish	Α	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	OE_Accomplish
AML6396Q018		В	Was the information easy to find?	Yes		Υ	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		С	Since you were unable to accomplish your task today, what do			Υ	Radio button,	Skip Logic Group*	Do Next
			you plan to do next?				one-up vertical	' -	
				Return to Rxnav.nlm.nih.gov at a later time					
				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	- V				
				Other, please specify:	Х				
AML6396Q021		Х	Please specify what you plan to do next.			N	Text area, no char limit	Skip Logic Group*	
AML6396Q022			How did you look for information or navigate the site today? (Please select all that apply)	Top navigation bar	A	Υ	Checkbox, one- up vertical	Skip Logic Group*	How Navigated
				Main banner feature	A				
				Search feature	В				
				Clicked on links on the page	Α				
				Other, please specify:	A, C				
AML6396Q023		С	How else did you look for information or navigate the site?			N	Text area, no	Skip Logic Group*	OE How Navigated
AML6396Q024		A	How would you describe your navigation experience on the site			Y	char limit Checkbox, one-	Skip Logic Group*	Navigation Experience
			today? (Please select all that apply)	Links often did not take me where I expected	D		up vertical		
				I had difficulty finding relevant information	E			Randomize	
				Link labels were difficult to understand	F			Randonize	
				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	
				I had a navigation difficulty not listed	АА			Anchor Answer Choice	
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		Е	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		В	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)	н			Randomize	
				I had issues with search results I received	I				

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Miles peer your bases will be base search process? Please Search process? Please Search process? Please Search process Please Search process Please Search process Please Search process Sea	AML6396Q030		BB	What other issue did you have with the search feature:			N	Text area, no	Skip Logic Group*	OE Search Experience
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Find a different recosal with The boats central process. Gill					I did not know what terms to use to get the regults I wanted	_				
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The text uses to present The page was been concluded. The page was been co	AML6396Q033		Н	What were your issues with the visual display of the search	I could not see enough of the description to decide which link to		Y	Checkbox, one-	Skip Logic Group*	Visual Display Issues
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Miles Mile					Many of the search results looked the same					
Miles Mile					Couldn't find item from the catalog/store					
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ML6396Q037 J What were your issues with sorting, filtering, or advanced search options Learn the following sorting/filtering/advanced option wanted: Learn the following sorting/filtering/advanced option: JJ2	AML6396Q036		II	My search result issue was:			N	Text area, no	Skip Logic Group*	OE Search Results Issues
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