Model Name	**DHA Customer Service Community intranet**		
Model ID	**NEW MEASURE NEEDS MID**		
Partitioned	**Yes - 2MQ**		
Date		**5/17/2017**	
Model Version	**17.2.G**		

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		**Satisfaction**		**Primary Resource (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 Primary Resource	How likely are you to use this site as your **primary resource for obtaining information from DHA Customer Service Support Community**?
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 (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 an ideal website**? *(1=Not Very Close, 10=Very Close)*	20 Recommend	How likely are you to **recommend the DHA Customer Service Community intranet** to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				**Use Community Forum (1=Very Unlikely, 10=Very Likely)**
4 Site Performance - Loading	Please rate how **quickly pages load** on this site.			21 Use Community Forum	How likely are you to **participate on the DHA Customer Service Community Forum in the next 60 days**?
5 Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this site.				**Subscribe (1=Very Unlikely, 10=Very Likely)**
6 Site Performance - Completeness	Please rate how **completely the page content loads** on this site.			22 Subscribe	How likely are you to **subscribe/continue to subscribe to RSS feeds or email alerts from the DHA Customer Service Community** in the future?
	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	**DHA Customer Service Community intranet**	~~Red & Strike-Through~~: Delete
Model ID	**NEW MEASURE NEEDS MID**	_Underlined & Italicized_: Re-order
Partitioned	**Yes - 2MQ**	Pink: Addition
Date	**5/17/2017**	Blue: Reword

FORESEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	Primary Reason: Federal Government or Informational Non-Profit		What is your primary reason for visiting the site today?	Find information related to the Assistance Reporting Tool (ART)		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Find information on Training & Education					
				Access the Forum					
				Find BCAC resources					
				Find DCAO resources					
				Find priority contacts					
				Check recent news and updates					
				Manage my account (ART or Directory accounts)					
				Other (please specify)	A				
		A	Please specify the other reason for your visit.			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
	Accomplish		Did you accomplish what you wanted to do today on the Customer Service Community intranet site?	Yes	B	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No	A				
	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	Why Not Accomplish
		B	Was it easy to accomplish your task?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
				No	B1				
		B1	Please describe the difficulty you experienced.			N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
	Role		Which best describes your role in visiting the site?	BCAC (Beneficiary Counseling and Assistance Coordinator)		Y	Radio button, one-up vertical		Role
				DCAO (Debt Collection Assistance Officer)					
				Other member of the customer service community					
				None of the above					
	Visit Frequency		How often do you visit this site?	This is my first visit		Y	Radio button, one-up vertical		Visit Frequency
				Once every 6 months or less often					
				Once every few months					
				Monthly					
				Weekly					
				Daily or more often					
	OE_Improve Experience		What else would you like to share with us to help improve your online experience with the DHA Customer Service Community intranet?			N	Text area, no char limit		Improve