

ODPHP: Site-Level Survey Question Bank

OMB Control Number: 0990-0379

Survey Entry

Pop-Up Survey Invitation

Please help us improve [website]

Your answers to a quick survey will help us make the site better. Click “Yes, I’ll help” and the survey will wait until you are ready. Thank you!

<Yes, I’ll help button>

<No Thanks button>

Confirmation Page for Survey Entry via Footer

Note: Please see screenshot example in Attachment D

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Will you please take a few minutes to let us know what we can do to improve our website? Click "Next" to participate in this quick survey.

<Next Page button>

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average **5 minutes** per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

Question Bank

Overall Experience

1. Overall, how would you rate your experience on the site today?

1 - Poor	2	3	4	5 - Excellent
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2. What do you like best about this site?

- The site is up to date
- The content is accurate
- The content is well written
- The content easy to understand
- Tools and resources are helpful and easy to use
- The design has the right look and feel
- The site is easy to navigate
- None of the above

3. What can we do to make [insert site name] better?

4. How well do you think [insert site name] achieves this goal?

- “The goal of healthfinder.gov is to help you and those you care about stay healthy by providing the most reliable health information on the Internet.” <answer for healthfinder.gov>
- “The goal of health.gov is to provide ready access to disease prevention and health promotion activities.” <answer for health.gov>
- “The goal of HealthyPeople.gov is to provide up-to-date and accurate information in support of the 10-year national objectives to improve the health of all Americans.” <answer for HealthyPeople.gov>

1 - Not at all	2	3	4	5 - Very well
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User Profile

5. I am a... (Please select all that apply.)

<answers for HP>

- Student
- Public health professional
- Doctor, nurse, or other medical professional
- Teacher or educator
- Researcher
- Federal government employee

Attachment B: Site-Level Survey Question Bank

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- State or local health official or employee
- Other: _____

<answers for healthfinder.gov>

- Member of the general public
- Doctor, nurse, or other medical professional
- Public health professional
- Librarian, researcher, or educator
- Student
- Other: _____

<answers for health.gov>

- Member of the general public
- Doctor, nurse, dietitian, or other clinical practitioner
- Public health professional
- Non-governmental organization employee
- Federal government employee
- State or local government employee
- Researcher, educator, or student
- Fitness or exercise specialist
- Member of the PAG Supporter Network
- Other: _____

6. How frequently do you visit [insert site name]?

- This is my first visit
- A few times a year
- Monthly
- Weekly
- Daily/more than once a day

7. Today, I visited [insert site name] to get information for: (Please select all that apply.)

- Myself
- Friends or family
- School
- Work
- Patients or clients
- Other: _____

Technical Problem

8. Did you have any technical issues on the site today?

- Yes
- No

- I'm not sure

9. [If yes to question above] Please describe the problem (such as page display problem, broken link, slow page load, errors on page, inaccurate content).

Utility

10. What were you looking for on [insert site name] today? (Please select all that apply.)

- Information about [insert site name] or job openings
- Disease prevention information
- Health and wellness tips
- Health-related guidelines
- Latest health news and research
- Trainings, tools, or resources
- I had nothing specific in mind when I came to the website today.
- Other: _____

11. Tell us more about what you were looking for. (Please select all that apply)

<answers for HealthyPeople.gov>

- Healthy People 2020 topic areas and objectives
- National data for specific objectives
- State data for specific objectives
- State Healthy People plans
- Leading Health Indicators
- Information about events, such as webinars
- Evidence-based resources
- Ideas on how to achieve Healthy People 2020 objectives
- Opportunities to get involved
- Information for a school project or assignment
- Healthy People 2010 objectives or results
- Nothing in particular; I was just browsing
- Other: _____

<answers for healthfinder.gov>

- General health information
- Specific disease or health condition information
- National Health Observances
- Health insurance information
- Nothing in particular; I was just browsing
- Other: _____

<answers for health.gov>

- Health insurance

- Information about the Dietary Guidelines for Americans
- Information about nutrition and diet
- Information about the Physical Activity Guidelines for Americans
- Information about physical activity
- Information about health communications
- Information about patient safety
- News and updates about ODPHP
- Nothing in particular; I was just browsing
- Other: _____

12. How useful is the information you looked at today?

- Very useful
- Fairly useful
- Not so useful

13. Are there other features or information you would like to see on [website]?

Usability

14. How long did it take to find the information?

- No time at all
- A few minutes
- A long time

15. The information on this site is...

1 - Hard to understand	2	3	4	5 - Easy to understand
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16. How easy or hard is it to use this site?

1 - Very hard to use	2	3	4	5 - Very easy to use
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Look and Feel

17. I like the way this site is designed.

1 - Strongly disagree	2	3	4	5 - Strongly agree
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18. I think there is a good balance of [graphics/pictures] and text on this site.

1 - Strongly disagree	2	3	4	5 - Strongly agree
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Attachment B: Site-Level Survey Question Bank

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Navigation

19. This site's organization is:

1 - Poor	2	3	4	5 - Excellent
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20. How easy or difficult is it to find the information you are looking for?

1 - Very difficult	2	3	4	5 - Very easy
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21. If there was information you were looking for and couldn't find on [insert site name], please tell us what it was.

Accessibility

22. I had trouble viewing content on this site.

1 - Strongly disagree	2	3	4	5 - Strongly agree
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Credibility

23. The information on this site is relevant and up to date.

1 - Strongly disagree	2	3	4	5 - Strongly agree
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24. The accuracy of the information on this site is:

1 - Poor	2	3	4	5 - Excellent
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25. The quality of information on this site is:

1 - Poor	2	3	4	5 - Excellent
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