

HHS.gov Feedback Survey – 07/15 for MTurk

Welcome

Thank you for agreeing to participate in this survey today. The survey should take 10-15 minutes.

If you have not previously visited or would like to refresh your memory about the HHS.gov website, please open the site in another browser window.

One note, please do not visit the website simply for the purpose of answering survey questions. If you cannot recall the details of your last visit to HHS.gov, please select 'Not sure/Cannot recall'.

Background

1) With which of the following groups do you most closely identify? [Select all that apply.]

- Consumer (member of the general public)
- Health Care Professional (e.g., doctor, nurse)
- Human Services Professional (e.g., social worker)
- HHS Grantee
- Public Policy Professional
- HHS Employee or Contractor
- Academic/Researcher
- Journalist
- Non-HHS Government Employee
- Student
- Other - please specify _____

2) Which of the following are you or have you used to access HHS.gov: [select all that apply]

Rows:

- A desktop or laptop computer
- A tablet computer
- A smartphone
- Other
- Not sure / Cannot recall

Columns:

- Today
- On your most recent visit

If you selected other, please tell us more.

3) How often have you visited HHS.gov?

- I am seeing it now for the first time
- I visited the site once before today
- Visited 2-3 times before
- I visit the site Daily
- Regularly (at least once a week)
- Monthly (1-2 times a month)
- Quarterly (3-4 times a year)
- Annually (1-2 times a year)
- Not sure / Cannot recall
- I have not visited HHS.gov
- Other - please specify _____

4) When was your last visit to HHS.gov?

- Today
- This week
- This month

- Within the last 3 months
- Within the last 6 months
- Within the last year
- Longer than a year ago
- Not sure / Cannot recall

5) Have you noticed any recent changes to HHS.gov?

- Yes
- No
- Not sure

Please tell us about the changes you have noticed.

6) Based on what you have seen, do you feel the site will be easier, about the same, or more difficult to use?

- Easier
- About the same
- More difficult

Please tell us more.

7) Do you have any comments or suggestions based on what you have seen on the website recently?

- Yes
- No

Comments:

8) What is the primary reason you visited HHS.gov?

- For work
- For personal reasons
- For school
- Not sure / Cannot recall
- Other - please specify

Please tell us more.

9) What is the primary reason you visited HHS.gov?

- For work
- For personal reasons
- For school
- Not sure / Cannot recall
- Other - please specify

Please tell us more.

10) How have you interacted with the U.S. Department of Health & Human Services using HHS.gov?
[select all that apply]

- I have not interacted previously with HHS.gov
- Signed up for Medicare/ Medicaid
- Researched health information
- Researched insurance
- Signed up for insurance
- Looked for grant information
- Looked for job openings
- Looked for business opportunities
- Looked for announcements and press materials
- Signed up for their emails (Gov. Delivery)
- Follow them on social media (Facebook, Twitter, etc.)
- Looked for contact information (phone number(s) or email addresses)
- Not sure / Cannot recall
- Other - please specify

Impressions

11) In general, which of the following describes your overall impression of the U.S. Department of Health & Human Services website (HHS.gov)?

- Positive
- Neutral
- Negative
- No experience or impression

Please tell us more.

12) Please rate HHS.gov on the following:

Scale:

- Excellent
- Very good
- Good
- Average
- Poor
- Not sure / Cannot recall

Categories:

- Layout/Design [Look and Feel]
- Accuracy of the information
- Ease of moving around the site (the navigation)
- Quality of the information
- Quality of the writing
- Quality of the images on the site
- The amount of information
- Search functionality
- The ability to help you answer your question or solve your problem

13) How easy or difficult is it or do you believe it would be to find information on HHS.gov?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Not sure / Cannot recall

Please tell us more.

Final Thoughts

14) What do you like most about HHS.gov? (Please list up to 3 things)

1. [Text Box]
2. [Text Box]
3. [Text Box]

15) How could HHS.gov improve? (Please list up to 3 ways)

1. [Text Box]
2. [Text Box]
3. [Text Box]

16) How likely are you to revisit HHS.gov on your own?

- Very Likely
- Likely
- Not sure
- Not very likely
- Not likely at all

Please tell us more.

17) How likely are you to recommend HHS.gov to a friend or colleague?

- Very Likely
- Likely
- Not sure
- Not very likely
- Not likely at all

Please tell us more.

18) Select three words below that you feel best describe HHS.gov:

- I. Accessible
- II. Authoritative
- III. Busy
- IV. Confusing
- V. Consistent
- VI. Difficult
- VII. Disorganized
- VIII. Easy
- IX. Helpful
- X. Informative
- XI. Irrelevant
- XII. Negligent
- XIII. Out of Touch
- XIV. Professional
- XV. Relevant

- XVI. Secure
- XVII. Unethical
- XVIII. Unreliable
- XIX. Unstable
- XX. Useful

19) What other words might you use to describe HHS.gov?

20) Final comments about HHS.gov:

[Thank you](#)

Thank you for taking time out to participate in our survey. We truly value the information and recommendations you have provided.