

HHS.gov Website Satisfaction Survey [07/15]

Welcome

Thank you for agreeing to participate in this survey today. The survey should take 5-10 minutes.

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) Please let us know how you came to this survey.
 - Through an email from HHS.gov
 - Through a link on the HHS.gov website
 - From an HHS.gov blog post
 - Through Social Media (Facebook, Twitter, etc.)
 - Through the HHS Intranet
 - Other - please specify _____

- 2) 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 _____

Experience

- 3) Where have you or did you hear about the U.S. Department of Health & Human Services website HHS.gov? [select all that apply]
 - Internet search
 - Referred by an organization or professional contact
 - Referred by a friend or family member
 - Referred by another website
 - News story (TV, radio, newspaper)
 - Workshop, presentation or other event

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 10 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

- Television program
- Blog
- Social network (Facebook, Twitter, etc.)
- Not sure / Cannot recall
- Other – please specify

4) How often have you visited HHS.gov?

- I visited the site once
- Visited 2-3 times before
- 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 _____

5) Were you looking for anything specific on the site?

- Yes
- No
- Not sure / Cannot recall

If yes, please tell us more.

6) On your most recent visit, which of the following are true? Select all that apply.

- I was able to find exactly what I was looking for
- I was able to find a part of what I was looking for
- I was able to find something better than what I was looking for
- I had no specific agenda in mind when I visited
- I was not able to find what I was looking for
- Not sure / Cannot recall

Please tell us more.

7) 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

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

- Yes

- No
- Not sure

Please tell us about the changes you have noticed.

9) 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.

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

- Yes
- No

Comments:

11) 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.

12) Which of the following do you use to access HHS.gov: [select all that apply]

- A desktop or laptop computer
- A tablet computer
- A smartphone
- A combination
- Not sure / Cannot recall
- Other – Please specify.

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

- 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

14) 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.

15) Please rate HHS.gov on the following:

Scale:

- Excellent
- Very good
- Good
- Average
- Poor
- ~~Did not notice~~–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

16) How easy or difficult is it to find information on HHS.gov?

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

Please tell us more.

17) Please indicate how much you agree or disagree with the following phrases about the website HHS.gov.

Scale:

- Strongly Agree
- Agree
- Not sure
- Disagree
- Strongly Disagree

Categories:

- I. HHS.gov is a well-designed website.
- II. I have confidence in the information HHS.gov provides.
- III. HHS.gov is a responsible website.
- IV. The information on HHS.gov is up to date.
- V. HHS.gov makes it easy for me to access the information I need.
- VI. HHS.gov provides dependable information.
- VII. The Information on HHS.gov is difficult to understand.
- VIII. HHS.gov wastes money.
- IX. HHS.gov is a poorly designed website.
- X. Information is hard to find on HHS.gov.

18) Do you trust HHS.gov?

- Yes
- No
- Not sure

19) How did or how could HHS.gov earn your trust?

20) 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

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

Final Thoughts

22) What, if anything, do you like most about HHS.gov? (Please list up to 3 things)

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

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

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

24) 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.

25) 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.