

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Welcome

Thank you so much for your time. We appreciate your help evaluating recent enhancements to HHS.gov.

We have designed a series of tasks to help us determine how well we have placed information so it can be found, as well as to help us gauge your reactions to the site and its components.

We would like you to keep this form open and respond to the tasks and questions it outlines. At the same time we would like you to go to <http://www.hhs.gov/> on your smartphone, laptop, desktop or tablet computer.

We appreciate your time and anticipate these activities will take 15-20 minutes.

Your comments today are going to be very helpful to us, so thank you again for your time. Let's begin.

Background

Q1) What device will you be using to explore HHS.gov today?

- Laptop Computer
- Desktop Computer
- Tablet Computer
- iPhone
- Blackberry
- Android
- Other (please specify)

Q2) *(If a Smartphone is chosen above)* What are the model and version of the phone you are using?

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Q3) What browser will you be using?

- Firefox
- Chrome
- Opera
- Safari
- Internet Explorer
- Other please specify _____

Please select the group(s) with which you most closely identify.

Q4) Are you a regional or national journalist?

- Regional
- National

Q5) Are you a Health journalist?

- Yes
- No

Q6) Comments or additional information.

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Q7) How often do you visit HHS.gov?

- Daily
- Weekly
- Monthly
- I have not visited HHS.gov

Other (please specify)

Q8) When was your last visit to HHS.gov?

- Within the last week
- Within the last month
- 1-3 months ago
- 3-6 months ago
- 6-9 months ago
- 9-12 months ago
- Over a year ago
- Never visited
- Do not recall

Q9) How easy or difficult do you find HHS.gov to use?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Please tell us more.

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

First Impressions

Q10) Please give us your impressions of the HHS.gov site.

Q11) Just based on what you are seeing, do you feel the new site will be easier, about the same, or more difficult to use than its predecessor?

- Easier
- About the same
- More difficult
- I am not familiar with or cannot recall the previous version.

Please tell us more.

Q12) Please share any comments or suggestions you might have based on what you are seeing thus far.

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Tasks

Task 1: Locate the latest news releases.

Q13) Tell us how you got to the latest news releases. (Example: tell us what you clicked on or searched for.)

Q14) Please copy and paste the URL for the page in the field below.

Q15) How easy or difficult was it to find that information?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

Task 2 Please locate the HHS public affairs contact information.

Q16) Tell us how you got to the public affairs contact information. (Example: tell us what you clicked on or searched for.)

Q17) Please copy and paste the URL for the page in the field below.

Q18) How easy or difficult was it to find that information?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Task 3 Please locate a news release from 2010.

Q19) Tell us how you got to the public affairs contact information. (Example: tell us what you clicked on or searched for.)

Q20) Please copy and paste the URL for the page in the field below.

Q21) How easy or difficult was it to find that information?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

Task 4 Please locate a news release from 2014.

Q22) Tell us how you got to the news releases from 2014. (Example: tell us what you clicked on or searched for.)

Q23) Please copy and paste the URL for the page in the field below.

Q24) How easy or difficult was it to find that information?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Comments:

Task 5

Locate press releases about Ebola and include information on up to three of them below.

Q25) Press Release 1:

- Title: _____
- Publication Date: _____
- Publishing Agency: _____

Q26) Press Release 2:

- Title: _____
- Publication Date: _____
- Publishing Agency: _____

Q27) Press Release 3:

- Title: _____
- Publication Date: _____
- Publishing Agency: _____

Q28) How easy or difficult was it to find that information?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

Search

Q29) How easy or difficult was it to locate (and use) the Newsroom's search function?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

Q30) Please rate how helpful you found the Newsroom search functionality to be.

- Very helpful
- Helpful
- Neutral
- Not very helpful
- Not helpful at all
- N/A - I did not use search

Please tell us more.

Sharing

Q31 How likely are you to share a news release via social media?

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

Q32) How likely are you to do the following:

(row)

- Use the "share" functionality within a website in general
- Use the "share" functionality within HHS.gov
- Use a tweet created for you

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 20 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

HHS.gov Newsroom User Evaluation Survey

OMB No. 0990-0379
Exp. Date 08/31/2017

- Create your own tweet

(column)

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

Please tell us more:

Updates

Q33) Do you currently subscribe to either of the following for updates from HHS.gov?

(row)

- Email updates
- RSS feed

(column)

- Yes
- No
- Not sure

Q34) How would you sign up to receive HHS.gov news release updates? (Example: tell us what you clicked on or searched for.)

Wrap-Up Questions

Q30) What are your impressions of HHS.gov in general?

Q31) What are your general impressions of the Newsroom sections of HHS.gov?

Q32) Suggestions for change or improvement or final thoughts:

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 20 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