





The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
<p>Welcome Text</p> <p>Thank you for visiting . You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p>	<p>Welcome Text - Tablet / Phone</p> <p>Thank you for visiting . You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p>
<p>Thank You Text</p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.</p>	<p>Thank You Text - Tablet / Phone</p> <p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p>
<p>Example Desktop</p> <div><p>Customer Satisfaction Survey</p><p>Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.</p><p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p>Example Mobile</p> <div><p>Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p><p>Required questions are denoted by an *</p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p>ForeSee ForeSee Privacy Policy</p></div>

Model Name	VA - My HealthVet Mobile
Model ID	
Partitioned	Yes (2MQ)
Date	

Label	Element Questions	Label
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction - Ideal
	Site Performance (1=Poor, 10=Excellent, Don't Know)	
Site Performance - Loading	Please rate how quickly pages load on this site.	
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.	
Site Performance - Completeness	Please rate how completely the page content loads on this site.	
	Navigation (1=Poor, 10=Excellent, Don't Know)	
Navigation - Organized	Please rate how well the site is organized .	
Navigation - Options	Please rate the options available for navigating this site.	
Navigation - Layout	Please rate how well the site layout helps you find what you need .	
	Site Information (1=Poor, 10=Excellent, Don't Know)	
Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.	
Site Information - Understandable	Please rate how understandable this site's information is.	
Site Information - Answers	Please rate how well the site's information provides answers to your questions .	
IF Applicable	Task Process (1=Poor, 10=Excellent, Don't Know)	
Task Process - Time	Please rate the time it takes to complete task(s) on this site.	
Task Process - Procedures	Please rate the procedures to accomplish tasks on this site.	
Task Process - Efficiency	Please rate the number of steps needed to complete task(s) on this site.	

~~Red & Strike-Through~~

Underlined & Italicized

Pink: Addition

Blue: Reword

Satisfaction Questions	Label
Satisfaction	
What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return
How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	
How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	Recommend
	Trust - Level MHV
	Trust - Level VA
	Use Web Channel Over Others

h: Delete
ed: Re-order



Future Behaviors

Likelihood to Return (1=Not Very Likely, 10=Very Likely)

How likely are you to **return to this site** in the next 12 months?

Recommend (1=Not Very Likely, 10=Very Likely)

How likely are you to **recommend this site** to someone else?

Trust (1=Not at all Trustworthy, 10=Very Trustworthy)

Please rate your level of **trust in My HealtheVet.**

Trust (1=Not at all Trustworthy, 10=Very Trustworthy)

Please rate your level of **trust in the VA.**

Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)

How likely are you to **use this site rather than seeking information from other sources?**

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
			For which of the following reasons did you visit the site today? (Please select all that apply)	Use Secure Messaging to communicate with my VA health care team View my VA Notes (written by my health care team) Use the Veterans Health Library View my medication information Track the status of my prescription refill delivery Access my VA health records/Use the Blue Button or VA Health Summary View my lab or other test results Request a prescription refill View my VA Appointments Other			Y	Checkbox, one-up vertical		Visit Reason
			Which of the following best describes you?	Active duty National Guard/Reserve Veteran Family member of a Veteran or Servicemember Caregiver of a Veteran or Servicemember (other than family) Veteran Service Organization member VA employee Non-VA federal government employee State/local government employee General public Other role			Y	Radio button, one-up vertical		Role
			How frequently do you visit the My HealtheVet web site?	First time Daily or more than once a day About once a week About once a month About every 6 months Less than every 6 months Not sure/Do not recall			Y	Radio button, one-up vertical		Visit Frequency
			Are you a registered user on the My HealtheVet web site?	Yes No Not sure/Do not recall			Y	Radio button, one-up vertical		Registered User
			How long have you been using My HealtheVet?	Less than 6 months 6 months - less than 1 year 1-2 years More than 2 years Not sure/Do not recall			Y	Radio button, one-up vertical		Time using
			In the last 12 months, have you used My HealtheVet to access your VA medical record information (lab results, medication lists, visit notes, etc.)?	Yes No Not sure/Do not recall			Y	Radio button, one-up vertical		Access records
			My use of the My HealtheVet personal health record has improved my ability to manage my health.	Strongly disagree Disagree Not sure Agree Strongly agree Not applicable			Y	Radio button, one-up vertical		Improved health
			The My HealtheVet website provides articles on topics of interest to Veterans. What topics are you most interested in for upcoming articles?				N	Text area, no char limit		Topics of interest
			Please indicate your military period(s) of service:	Global War on Terror (OEF/OIF/OND) Desert Shield/Desert Storm Vietnam War Korean War World War II Peacetime Service Other Not Applicable Prefer not to respond			Y	Radio button, one-up vertical		Period of service
			What is your age?	18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35			N	Drop down, select one		Age

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			Prefer not to respond				
		What is your gender?	Male		N	Radio button, one-up vertical	Gender
			Female				
			Prefer not to respond				
		Which of the following best describes the highest level of education you have completed?	Did not complete high school		N	Radio button, one-up vertical	Education
			High school graduate				
			Some college or vocational school				
			College graduate				
			Some postgraduate school				
			Graduate or professional degree				
			Prefer not to respond				
		How much time does it take for you to travel to the VA location where you receive care?	Less than 30 minutes		N	Radio button, one-up vertical	Distance
			30-60 minutes				
			61-90 minutes				
			91 minutes to 2 hours				
			Over 2 hours				
			Prefer not to respond				
		How would you describe the area where you live?	Urban (50,000 or more people)		N	Radio button, one-up vertical	Area
			Mid-size (between 10,000 – 49,999 people)				
			Small Town (between 2500-9999 people)				
			Rural and/or Frontier (2499 or fewer people)				
			Prefer not to respond				