

Welcome and Thank You Text

Welcome Text

Thank you for visiting www.niddk.nih.gov. You have been randomly selected to take this survey conducted by ForeSee for the **National Institute of Diabetes & Digestive & Kidney Diseases (NIDDK)**. Please take a minute or two to give us your opinions. The feedback you provide will help **NIDDK** enhance its site and serve you better in the future. All results are strictly confidential.

Thank You Text

Your survey has been submitted. Thank you for your input!

Welcome Text - Alternate

Thank You Text - Alternate



Customer Satisfaction Survey

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.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name NIDDK Browse v2
 Model ID wxcsVktwpBxkx5cZkcUxBg4C
 Partitioned Yes
 Date 3/2/2016

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend Company (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Recommend Company	How likely are you to recommend NIDDK to someone else?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>		Return (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	20 Return	How likely are you to return to www.niddk.nih.gov in the future?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			21 Primary Resource	How likely are you to use this site as your primary resource for obtaining information on topics related to the mission of NIDDK?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well this site is organized .				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Features	Please rate how well the features on the site help you find the information you need .				
11 Information Browsing - Sort	Please rate the ability to sort through information by criteria that are important to you on this site.				
12 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions .				

Model Name NIDDK Browse v2
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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
KMJ6612Q001	Role		Which of the following best describes your role in coming to the website today?	Person with health concerns Family member or friend of a patient Scientific researcher Student Physician/physician assistant Nurse/nurse practitioner Health insurer Health care administrator Diabetes educator Other health professional Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Role
KMJ6612Q002		A	What is your role?			N	Text field, <100 char	Skip Logic Group*	OE_Role
KMJ6612Q003	Visit Frequency		How frequently do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical		Visit Frequency
KMJ6612Q004			How did you hear about or find this website?	Search engine (e.g., Google, Yahoo!) Another website Doctor, nurse, or other healthcare professional Health fair or community event Family or friend Social media (e.g., Facebook, Twitter) News report Familiar with NIDDK Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*	Found Website
KMJ6612Q005		A	The other way I heard about or found this website was:			N	Text area, no char limit	Skip Logic Group*	OE_Found Website Other
KMJ6612Q006			How familiar were you with NIDDK prior to your visit today?	Not at all Not very familiar Somewhat familiar Very familiar		Y	Radio button, one-up vertical		NIDDK Awareness
KMJ6612Q007			What type of information were you primarily looking for today? Information about...	NIDDK Digestive Diseases Diabetes Kidney Disease Urologic Diseases Liver Disease Endocrine Diseases Blood Diseases Diet & Nutrition Weight Management Research Funding or Research Resources News Other, please specify:	S	Y	Radio button, one-up vertical	Skip Logic Group*	Type of Info
KMJ6612Q008		S	The other type of information I was looking for was:			N	Text area, no char limit	Skip Logic Group*	OE_Type of Info
KMJ6612Q009	Accomplish		Did you find the information you were looking for?	Yes No	ZZ A	Y	Radio button, one-up vertical	Skip Logic Group*	Find Information
KMJ6612Q010		ZZ	How satisfied are you with the amount of time it took to find the information you were looking for?	Very dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied Somewhat satisfied Very satisfied		Y	Radio button, one-up vertical	Skip Logic Group*	Find Info Time
KMJ6612Q011		A	What specific information couldn't you find?			N	Text area, no char limit	Skip Logic Group*	OE_Information Seeking
KMJ6612Q016			How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating on this site Links often did not take me where I expected Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	H H J	Y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigation Experience

KMJ6612Q017		H	What specific links did you encounter difficulties with?			N	Text area, no char limit	Skip Logic Group*	OE_Navigation Links
KMJ6612Q018		J	The navigation difficulty I experienced was:			N	Text area, no char limit	Skip Logic Group*	OE_Navigation Experience
KMJ6612Q019			How will you use the information you find on this site?	To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	How Use Info
KMJ6612Q020		A	How else will you use the information?		A	N	Text area, no char limit	Skip Logic Group*	OE_Use Info
KMJ6612Q021	Demographics: Gender		What is your gender?	Male Female Prefer not to answer		Y	Radio button, one-up vertical		Gender
KMJ6612Q022			Which category includes your age?	Younger than 18 18 to 29 30 to 49 50 to 64 65 or older Prefer not to answer		Y	Radio button, one-up vertical		Age
KMJ6612Q023			Which category includes your household income?	Less than \$30K \$30K to \$59K \$60K to \$99K \$100K to \$150K Greater than \$150K Prefer not to answer		Y	Radio button, one-up vertical		Income
KMJ6612Q024			What is your highest level of education completed?	Some high school or less High school graduate or GED Some college credit, no degree Associate's degree/technical degree Undergraduate degree Graduate degree Doctorate degree Prefer not to answer		Y	Radio button, one-up vertical		Education
KMJ6612Q025			What is your ethnicity/race?	White Hispanic or Latino Black or African American Native American or American Indian Asian/Pacific Islander Other Prefer not to answer		Y	Checkbox, one-up vertical	Mutually Exclusive	Ethnicity
KMJ6612Q026			What is your first language?	English Spanish/Español Other Prefer not to answer		Y	Radio button, one-up vertical		Language
HOP0255427			Do you live in the United States?	Yes No		Y	Radio button, one-up vertical		US_Country
KMJ6612Q027	OE_Improve Experience		If you could make one improvement to the site, what would it be?			N	Text area, no char limit		OE_Improvements

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KMJ6612Q002		A	What is your role?			N	Text field, <100 char	Skip Logic Group*	OE_Role
KMJ6612Q003	Visit Frequency		How frequently do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Radio button, one-up vertical		Visit Frequency
KMJ6612Q004			How did you hear about or find this website?	Search engine (e.g., Google, Yahoo!) Another website Doctor, nurse, or other healthcare professional Health fair or community event Family or friend Social media (e.g., Facebook, Twitter) News report Familiar with NIDDK Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Found Website
KMJ6612Q005		A	The other way I heard about or found this website was:		A	N	Text area, no char limit	Skip Logic Group*	OE_Found Website Other
KMJ6612Q006			How familiar were you with NIDDK prior to your visit today?	Not at all Not very familiar Somewhat familiar Very familiar		Y	Radio button, one-up vertical		NIDDK Awareness
KMJ6612Q007			What type of information were you primarily looking for today? Information about...	NIDDK Digestive Diseases Diabetes Kidney Disease Urologic Diseases Liver Disease Endocrine Diseases Blood Diseases Diet & Nutrition Weight Management Research Funding or Research Resources Research Resources News Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*	Type of Info
KMJ6612Q008		S	The other type of information I was looking for was:		S	N	Text area, no char limit	Skip Logic Group*	OE_Type of Info
KMJ6612Q009	Accomplish		Did you find the information you were looking for?	Yes No	ZZ	Y	Radio button, one-up vertical	Skip Logic Group*	Find Information
KMJ6612Q010		ZZ	How satisfied are you with the amount of time it took to find the information you were looking for?	Very dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied Somewhat satisfied Very satisfied	A	Y	Radio button, one-up vertical	Skip Logic Group*	Find Info Time
KMJ6612Q011		A	What specific information couldn't you find?			N	Text area, no char limit	Skip Logic Group*	OE_Information Seeking
KMJ6612Q012			Did you use the search feature during your visit today?	Yes No Don't recall	A	Y	Radio button, one-up vertical	Skip Logic Group*	Use Search
KMJ6612Q013		A	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted	B	Y	Checkbox, one-up vertical	Mutually-Exclusive	Search Experience

			<ul style="list-style-type: none"> Too many results/I needed to refine my search Not enough results Returned no results Received error message(s) Search speed was too slow I experienced a different search issue (please explain): 	B B B G			Skip Logic Group*		
KMJ6612Q014		G	The other search issue I experienced was:		N	Text area, no char limit	Skip Logic Group*	OE_Search	
KMJ6612Q015		B	What specific search term(s) did you search?-		N	Text area, no char limit	Skip Logic Group*	OE_Search-Term	
KMJ6612Q016			How would you describe your navigation experience on this site today? (Please select all that apply.)	<ul style="list-style-type: none"> I had no difficulty navigating on this site Links often did not take me where I expected Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: 	H H J	Y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigation Experience
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KMJ6612Q018		J	The navigation difficulty I experienced was:		N	Text area, no char limit	Skip Logic Group*	OE_Navigation Experience	
KMJ6612Q019			How will you use the information you find on this site?	<ul style="list-style-type: none"> To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities Other, please specify: 	A	Y	Radio button, one-up vertical	Skip Logic Group*	How Use Info
KMJ6612Q020		A	How else will you use the information?		N	Text area, no char limit	Skip Logic Group*	OE_Use Info	
KMJ6612Q021	Demographics: Gender		What is your gender?	<ul style="list-style-type: none"> Male Female Prefer not to answer 		Y	Radio button, one-up vertical		Gender
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KMJ6612Q026			What is your first language?	<ul style="list-style-type: none"> English Spanish/Español Other Prefer not to answer 		Y	Radio button, one-up vertical		Language
			Do you live in the United States?	<ul style="list-style-type: none"> Yes No 		Y	Radio button, one-up vertical		US_Country
KMJ6612Q027	OE_Improve Experience		If you could make one improvement to the site, what would it be?		N	Text area, no char limit		OE_Improvements	