Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks_SRA
- 5 Model and Custom Question Checks_ Team LeadManager
- 6 Model and Custom Question Checks_DOT
- 7 Foreign Language Survey Instructions

Client Name:	
Measure Name:	
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/ Thank You Text?	Please Select

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				
Please Select a Language				

Model Instance Name: CMS - CGS J15 V2 MID: RESULTS Date: <u>11/15/2016</u> Welcome and Thank You Text Directions: This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are Examples taking the survey for. Feel free to modify the standard Welcome text shown in the box below. Welcome Text Example 🌮 ForeSee Results Survey Page - Windows Internet Explorer 📃 💼 🕰 http://www.foreseeresults.com/survey/display?cid=test&mid=Is0Io1EJV9ss9YwB5IBE Welcome Text FORESEE Customer Satisfaction Survey Thank you for visiting CGS. You have been randomly selected to take part in this survey that is being conducted Customer Satisfaction Survey by ForéSee Results on behalf of **CGS**. Please take a minute or two to give us your opinions. The feedback you 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. provide will help CGS enhance its site and serve you better in the future. All results are strictly confidential. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an * 1:"What is your overall satisfaction with this survey? 1=Very Dissatisfied Very Satisfied=10 1 2 3 4 5 6 7 8 9 10 © Thank You Text Example **Thank You Text** Football Please Select -Thank you for your time in completing this survey. Your input is very valuable and will be taken into -Hockey Please Select consideration. 16: What size and style of jean were you shopping for today? What size of jean were you shopping for today? What style of jean were you shopping for today? 0 1 Boot cut 03 Contraction Low rise 0 5 Flare 07 Relaxed fit 0 9 Slim cut 0 11 13 Thank you for taking our survey - and for helping us serve you better. 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. Cancel Submit Copyright 2010 - all rights reserved ForeSee Results Privacy Policy Survey Support Internet | Protected Mode: On 🖓 🕶 🔍 100% 💌

CMS - CIGNA J15 MAC Model questions utilize the ACSI methodology to determine scores and impacts ELEMENTS (drivers of satisfaction) CUSTOMER SATISFACTION FUTURE BEHANDORS Customer SATISFACTION C	tM15cBU5MIchRNxt4Ftccw== 5/16/2011		
Model questions utilize the ACSI methodology to determine scores and impacts Para ELEMENTS (drivers of satisfaction) CUSTOMER SATISFACTION FUTURE BEHAVIORS Target in the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site. Please rate the freshness of content on this site. Please rate the freshness of content on this site. Please rate the freshness of content on this site. Please rate the dreshness of content on this site. Please rate the freshness of content on this site. Please rate the freshness of content on this site. Please rate the convenience of the services provided on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the ability to find information on this site. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the clarity of site organization. </th <th>5/10/2011</th> <th>CMS - CIGNA J15 MAC</th> <th>FORESE</th>	5/10/2011	CMS - CIGNA J15 MAC	FORESE
Content (1=7007, 10=Excellent, Dort Know) Likelihood to Return (1=Nor Very Likely, 10=Very Likely) Please rate the accuracy of information on this site. Mails faction (1=Nor Very Likely, 10=Very Likely) Please rate the quality of information on this site. Mails Short, 10=Excellent, Dort Know) Please rate the freshness of content on this site. How does this site meet your expectations? Functionality (1=Nor Very Likely, 10=Very Likely) Recommend (1=Nor Very Likely, 10=Very Likely) Please rate the setuliness of the services provided on this site. Please rate the convenience of the services on this site. Please rate the ass of navigation on this site. Please rate the ease of navigation on this site. Please rate the clarity of site organization. Please rate the ease of navigation on this site. Please rate the clarity of site organization. Please rate the ease of navigation on this site. Please rate the clarity of site organization. Please rate the clarity of site mapdificetory. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the clarity of site mapdificetory. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the carity of site mapdificetory. Please rate the ease of navigation on	Model questions utilize		impacts RESU
1 = Poor, 10=Excellent, Don't Know) [1=Norw Very Likely, 10=Very Likely] Please rate the accuracy of information on this site. [1=Very Dissatisfied, 10=Very Satisfied] Please rate the quality of information on this site. [1=Very Dissatisfied, 10=Very Satisfied] Please rate the quality of information on this site. [1=Very Dissatisfied, 10=Very Satisfied] Please rate the freshness of content on this site. [1=Very Dissatisfied, 10=Very Satisfied] Functionality (1=Poor, 10=Excellent, Don't Know) [1=Nor Very Likely, 10=Very Likely] Please rate the ability to accomplish what you wanted to on this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of navigation on this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ability to accomplish what you wanted to on this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of rading this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of rading this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of rading this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of navigation on this site. [1=Nor Very Likely, 10=Very Likely] Please rate the ease of navigation on this site. [1=Nor Very Likely, 10=Very Likely] Please rate the clean layout of this site. [1=Nor Very Likely, 10=Very Likely]	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Please rate the quality of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site. Functionality (1=Fails Short, 10=Excellent, Don't Know) Please rate the convenience of the services provided on this site. Please rate the usefulness of the services on this site. Please rate the ability to accomplish what you wanted to on this site. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the ease of ravigation on this site. Please rate the ease of ravigation on this site. Please rate the ease of ravigation on this site. Please rate the ease of ravigation. Please rate the ease of ravigation on this site. Please rate the ease of ravigation on this site. Please rate the cleant yo site to granization. Please rate the cleant yo site the mumber of steps it took to get where you want is acceptable. Please rate the clairly of site mapdirectory. Please rate the clairly of site mapdirectory. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site. Please rate the clairly of site performance on this site.			
Please rate the quality of information on this site. Please rate the freshness of content on this site. Please rate the freshness of content on this site. Functionality (1=Fold Short, 10=Exceeded) How does this site compare to your expectations? (1=Fold Short, 10=Exceeded) How does this site compare to your expectations? (1=Fold Short, 10=Exceeded) How loces this site compare to your expectations? (1=Fold Short, 10=Exceeded) How loces this site compare to your expectations? (1=Fold Short, 10=Exceeded) How loces this site compare to your expectations? (1=Fold Short, 10=Exceeded) How loces this site compare to your expectations? (1=Not Very Likely, 10=Very Likely) How loces and the case of navigation on this site. Please rate the case of navigation on this site. Please rate the clean layout of this site. Please rate the clean loyout of this site. Please rate the clean layout of this site. Please rate the clean la	Please rate the accuracy of information on this site.		How likely are you to return to this site?
Please rate the freshness of content on this site. How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Functionality (1=Not Very Likely, 10=Very Likely) Please rate the usefulness of the services provided on this site. Please rate the usefulness of the services on this site. Please rate the convenience of the services on this site. Pinary Resource Please rate the ability to accomplish what you wanted to on this site. Pinary Resource Please rate the ease of navigation on this site. Pinary Resource Please rate the cleant Don't Know) Please rate the cleant point Know) Please rate the cleant layout of this site. Please rate the cleant point Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the ability of nin information you want on this site. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the cleant to of thin information you want on this site. Please rate the speed of loading the page on this site. Please rate the ease of navigation on this site. Please rate the cleant to off the performance on this site. Please rate the cleant to off the site performance on this site. Please rate the reliability of site performance on this site. Please rate the ease of	Please rate the quality of information on this site.	How well does this site meet your expectations?	
(1-Poor, 10=Excellent, Don't Know) Please rate the usefulness of the services on this site. Please rate the convenience of the services on this site. Please rate the convenience of the services on this site. Please rate the ability to accomptish what you wanted to on this site. Please rate the ease of navigation on this site. Look and Feel (1-Poor, 10=Excellent, Don't Know) Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the degree to which the number of steps it took to get where you want to acceptable. Please rate the darity of site mapdirectory. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the ease of navigation on this site. Please rate the clarity of site mapdirectory. Please rate the ease of navigation on this site. Please rate the ease of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the reliability of	Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very	
Please rate the convenience of the services on this site. Please rate the ability to accomplish what you wanted to on this site. Please rate the ability to accomplish what you wanted to on this site. Look and Feel (1=Not Xnow) Please rate the ease of navigation on this site. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the ase of navigation on this site. Please rate the ase of navigation on this site. Please rate the clarity of site imaplifiercory. Please rate the seate of navigation on this site. Please rate the seate of navigation on th	(1=Poor, 10=Excellent, Don't Know)		How likely are you to recommend this site to someone
Please rate the ability to accomplish what you wanted to on this site. Please rate the ease of navigation on this site. Look and Feel (1-Poor, 10-Excellent, Don't Know) Please rate the clarity of site organization. Please rate the clarity of site organization. Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the clarity of site map/directory. Please rate the clarity of site performance (1-Poor, 10-Excellent, Don't Know) Please rate the clarity of site page on this site. Please rate the clarity of site performance on this site. Please rate the clarity of site performance on this site. Please rate the speed of loading the page on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the clanity of site performance on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the consistency of speed on this site. Please rate the useful the speed on this site. Please rate the useful the speed on this site. Please rate the consistency of speed on this site. Please rate the consistence on this	· · ·		
Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the ease of reading this site. Please rate the clean layout of this site. Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. ClarPoor, 10=Excellent, Don't Know) Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site.	Please rate the ability to accomplish what you wanted to on this site.		How likely are you to use this site as your primary res for getting information on Medicare?
(1=Poor, 10=Excellent, Don't Know) Please rate the case of reading this site. Please rate the clean layout of this site. Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the clean layout of this site. Please rate the clean ty of site map/directory. Please rate the aspeed of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the closistency of speed on this site. Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the speelent, Don't Know) Please rate the usefulness of search results on this site. Please rate the usefulness of search results on this site.			
Please rate the clarity of site organization. Please rate the clean layout of this site. Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the ability to find information you want on this site. Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Please rate the speed of navigation on this site. Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the speed of loading the page on this site. Please rate the usefulness of search results on this site.			
Please rate the clean layout of this site. Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the ability to find information you want on this site. Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the usefulness of search results on this site.			
Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the degree to which the number of steps it took to get where you want is acceptable. Please rate the ability to find information you want on this site. Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the speed of loading the page on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the reliability of site performance on this site. Please rate the usefulness of search results on this site. Please rate the usefulness of search results on this site.			
you want is acceptable. Please rate the ability to find information you want on this site. Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site.	Navigation		
Please rate the clarity of site map/directory. Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site.			
(1=Poor, 10=Excellent, Don't Know) Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site. Image: Constant Co	Please rate the clarity of site map/directory.		
Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site. Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site.			
Search (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of search results on this site.	Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site.		
	Search		
Please rate the organization of search results on this site.	Please rate how this site provides comprehensive search results.		

5/16/2011	CMS - CIGNA J15 MAC	FORES
Model questions utilize to	he ACSI methodology to determine scores and	impacts RES
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Poor, 10=Excellent)	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
Please rate the accuracy of information on this site. Please rate the quality of information on this site.	What is your overall satisfaction with this site? How well does this site meet your expectations ?	How likely are you to return to this site ?
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website?	Recommend (1=Not Very Likely, 10=Very Likely)
Functionality (1=Poor, 10=Excellent, Don't Know)		How likely are you to recommend this site to someo
Please rate the usefulness of the services provided on this site. Please rate the convenience of the services on this site.		Primary Resource (1=Not Very Likely, 10=Very Likely)
Please rate the ability to accomplish what you wanted to on this site.		How likely are you to use this site as your primary re for getting information on Medicare?
Please rate the ease of navigation on this site.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the ease of reading this site. Please rate the clarity of site organization. Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate the degree to which the number of steps it took to get where you want is acceptable.		
Please rate the ability to find information you want on this site. Please rate the clarity of site map/directory.		
Please rate the ease of navigation on this site. Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
Please rate the usefulness of search results on this site. Please rate how this site provides comprehensive search results . Please rate the organization of search results on this site. Please rate how the search feature helps you to narrow the results to find		



Welcome and Thank You Text Welcome Text **Thank You Text** Thank you for your time in completing this survey. Your input is very Customer Satisfaction Survey valuable and will be taken into consideration. Thank you for visiting CGS. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of CGS. Please take a minute or two to give us your opinions. The feedback you provide will help CGS enhance its site and serve you better in the future. All results are strictly confidential. Welcome Text - Alternate **Thank You Text - Alternate** Thank you for visiting [Company/Site/Agency]. You have been randomly Thank you for taking our survey - and for helping us serve you better. selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us Please note you will not receive a response from us based on your survey your feedback. All results are strictly confidential. comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. Thank you for taking our survey - and for helping us serve you better. FORESTE We appreciate your input! by Answers **Customer Satisfaction Survey** Submit Cancel 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 Copyright 2015 - all rights reserved we can improve. ForeSee ForeSee Privacy Policy Survey Support Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Model Name	CMS - CGS J15 V2	Red & Strike Through: Delete	
Model ID	AZol5A5wt1llpYE8Fk4gdw4C	<u>Underlined & Italicized</u> : Re-order	FORESEE
Partitioned	2MQ	Pink: Addition	I ONE OF
Date	10/31/2016	Blue: Reword	by Answers

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Primary Resource (1=Not Very Likely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Primary Resource	How likely are you to use this site as your primary resource for getting information on Medicare?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations?		Recommend Site
Look and Feel - Legibility	Please rate the legibility of the pages on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal site? (1=Not Very Close, 10=Very Close)	Recommend Site	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Likelihood to Return (1=Not Very Likely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.			Return	How likely are you to return to 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 this 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.				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
Information Browsing -	Please rate the ability to narrow choices to find the information you are looking				
Narrow	for on this site.				
Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				
reatures	Site Information (1=Poor, 10=Excellent, Don't Know)				
Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
Site Information - Relevant	Please rate how relevant this site's information is.				
Site Information - Answers					
	Please rate how well the site's information provides answers to your questions.				

 Model Name
 CMS - CGS J15 V2

 Model ID
 AZol5A5wt1llpYE8Fk4gdw4C

 Partitioned
 2MQ

 Date
 10/31/2016



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7039Q001				Staff of a provider/supplier working primarily with billing/insurance Billing service Supplier of medical equipment or supplies Administrative staff of a provider/supplier Provider of medical services Other staff of a provider/supplier Consultant or attorney		Y	Radio button, one- up vertical	Skip Logic Group	Role
HDU7039Q002		Α	What best describes you?	Other (please specify)	A	N	Text area, no char limit	Skip Logic Group	Other_Role
HDU7039Q003			visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day	-	Y	Radio button, one- up vertical		Visit Frequency
MAD0210864			Did you log in to the myCGS Web Portal today?	Yes	_	Y	Radio button, one- up vertical		Log In
HDU7039Q004	Primary Reason: Retail		today?	Research a general or specific question on Medicare policy or billing Read Medicare publications such as newsletters, articles, etc. Find out about a Local Coverage Determination (LCD) Download forms Access claim status and/or beneficiary eligibility Find general Medicare program information Learn of, or register for, workshops, seminars or other training events Find information on fees or fee schedules Take an on-line training course Find enrollment information Find contact information Find contact information	R	Y	Radio button, one- up vertical	Skip Logic Group	Primary Reason
HDU7039Q005		В	Please explain your primary reason for visiting the site.	Other (please specify)	В	N	Text area, no char limit	Skip Logic Group	Other_Primary Reason
HDU7039Q006		R	What enhancements (if any) would you like to see added to the myCGS Web Portal?			N	Text area, no char limit	Skip Logic Group	Portal enhancements
HDU7039Q007	Accomplish		Did you accomplish your goal in coming to the site today?	Yes	с	Y	Radio button, one- up vertical	Skip Logic Group	Accomplish Goal
HDU7039Q008	OE_Accomplish	с	Why didn't you accomplish your goal?			N	Text area, no char limit	Skip Logic Group	Why not accomplish
HDU7039Q009			How did you primarily look for information on this site today?	Left navigation bar Searched using the site search feature Quick Links on the right side of the page Other	N N N	Y	Radio button, one- up vertical	Skip Logic Group	Look for Info
HDU7039Q010		N	on this site today? (Please select all that apply.)	I had no difficulty browsing on this site Some links did not take me where I expected or were broken Too many links/navigational options to choose from Other	E	Y	Checkbox, one-up vertical	Skip Logic Group	Navigation Experience
HDU7039Q011		E	What specific links did not take you where they should have?			N	Text area, no char limit	Skip Logic Group	Nav links wrong path
HDU7039Q012		G	The navigation difficulty I experienced was:			N	Text area, no char limit	Skip Logic Group	Other_Nav Experience
HDU7039Q013			If you could identify one improvement to the web site, what would that improvement be?			N	Text area, no char limit		One Improvement

ForeSee Results - Confidential and Proprietary

Model ID AZol5A5wt11lpYE8Fk4gdw4C Underlined & Italicized: Re-order Partitioned 2MQ Pink: Addition Date 10/31/2016 Blue: Reword	Model Name	CMS - CGS J15 V2	Red & Strike-Through: Delete	
	Model ID	AZol5A5wt1llpYE8Fk4gdw4C	Underlined & Italicized: Re-order	FORESEE
Date 10/31/2016 Blue: Reword	Partitioned	2MQ	Pink: Addition	FORESEE
	Date	10/31/2016	Blue: Reword	

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7039Q014			If you are over the age of 18 and would like CGS to respond to your feedback regarding this website, please provide your work email address here:			N	Text field with 100 character limit		Email

Model Name CMS - CGS J15 V2 Model ID AZol5A5wt1IlpYE8Fk4gdw4C Partitioned 2MQ Date 10/31/2016

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7039Q001			Which best describes you ?	Staff of a provider/supplier working primarily with billing/insurance		Y	Radio button, one- up vertical	Skip Logic Group	Role
				Billing service	-				
				Supplier of medical equipment or supplies	-				
				Administrative staff of a provider/supplier Provider of medical services	-				
				Other staff of a provider/supplier	-				
				Consultant or attorney					
				Other (please specify)	A				
HDU7039Q002		Α	What best descrives you?	X		N	Text area, no char limit	Skip Logic Group	Other_Role
HDU7039Q003			In the last 30 days, how many times have you visited this website?	This is my first time		Y	Radio button, one- up vertical		Visit Frequency
				Once or twice					
				Three or four times					
				More than once per week but not every day					
				Every day					
MAD0210864			Did you log in to the myCGS Web Portal today?	Yes	_	Y	Radio button, one- up vertical		Log In
				No	_				
HDU7039Q004	Primary Reason: Retail		What is your primary reason for visiting this site today?	Research a general or specific question on Medicare policy or billing	R	Y	Radio button, one- up vertical	Skip Logic Group	Primary Reason
				Read Medicare publications such as newsletters, articles, etc.					
				Find out about a Local Coverage Determination (LCD)	1				
				Download forms	-				
				Access claim status and/or beneficiary eligibility	-				
				Find general Medicare program information	-				
				Learn of, or register for, workshops, seminars or other training events					
				Find information on fees or fee schedules]				
				Take an on-line training course					
				Find enrollment information					
				Find contact information	_				
				Other (please specify)	В				
HDU7039Q005		В	Please explain your primary reason for visiting the site.			N	Text area, no char limit	Skip Logic Group	Other_Primary Reason
HDU7039Q006		R	What enhancements (if any) would you like to see added to the myCGS Web Portal?			N	Text area, no char limit	Skip Logic Group	Portal enhancements
HDU7039Q007	Accomplish		Did you accomplish your goal in coming to the site today?			Y	Radio button, one- up vertical	Skip Logic Group	Accomplish Goal
				No	С				
	OE_Accomplish	С	Why didn't you accomplish your goal?			N	Text area, no char limit	Skip Logic Group	Why not accomplish
HDU7039Q009			How did you primarily look for information on this site today?	Left navigation bar	N	Y	Radio button, one- up vertical	Skip Logic Group	Look for Info
				Searched using the site search feature	N				
				Quick Links on the right side of the page	N				
				Other					
HDU7039Q010		N	How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty browsing on this site		Y	Checkbox, one-up vertical	Skip Logic Group	Navigation Experience
				Some links did not take me where I expected or were broken Too many links/navigational options to choose from Other	E				
HDU7039Q011		E	What specific links did not take you where they should have?		3	N	Text area, no char limit	Skip Logic Group	Nav links wrong path
HDU7039Q012		G	The navigation difficulty I experienced was:			N	Text area, no char limit	Skip Logic Group	Other_Nav Experience
HDU7039Q013			If you could identify one improvement to the web site, what would that improvement be?			N	Text area, no char limit		One Improvement
HDU7039Q014			If you are over the age of 18 and would like CGS to respond to your feedback regarding this website, please			N	Text field with 100		Email
			provide your work email address here:				character limit		

Model Name CMS - CGS J15 V2 Model ID AZol5A5wt1IlpYE8Fk4gdw4C Partitioned 2MQ Date 10/31/2016

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7039Q001			Which best describes you ?	Staff of a provider/supplier working primarily with billing/insurance		Y	Radio button, one- up vertical	Skip Logic Group	Role
				Billing service	-				
				Supplier of medical equipment or supplies	-				
				Administrative staff of a provider/supplier Provider of medical services	-				
				Other staff of a provider/supplier	-				
				Consultant or attorney	-				
			2.6	Other (please specify)	Α				
HDU7039Q002		Α	What best describes you?	X		N	Text area, no char limit	Skip Logic Group	Other_Role
HDU7039Q003			In the last 30 days , how many times have you visited this website?	This is my first time		Y	Radio button, one- up vertical	-	Visit Frequency
				Once or twice					
				Three or four times	_				
				More than once per week but not every day	-				
1400000000				Every day		X	D a dia		L and a
MAD0210864			Did you log in to the myCGS Web Portal today?	Yes		Y	Radio button, one- up vertical		Log In
HDU7039Q004	Primary Reason:		What is your primary reason for visiting this site	Research a general or specific question on Medicare policy or billing	R	Y	Radio	Skip Logic Group	Primary Reason
HD07039Q004	Retail		today?	Research a general of specific question on medicate policy of bining	ĸ		button, one- up vertical		Fillinary Reason
				Read Medicare publications such as newsletters, articles, etc.					
				Find out about a Local Coverage Determination (LCD)	_				
				Download forms	-				
				Access claim status and/or beneficiary eligibility	-				
				Find general Medicare program information Learn of, or register for, workshops, seminars or other training events	-				
				Find information on fees or fee schedules	_				
				Take an on-line training course	-				
				Find enrollment information	1				
				Find contact information					
				Other (please specify)	-				
HDU7039Q005		В	Please explain your primary reason for visiting the site.			N	Text area, no char limit	Skip Logic Group	Other_Primary Reason
HDU7039Q006		R	What enhancements (if any) would you like to see added to the myCGS Web Portal?			N	Text area, no char limit	Skip Logic Group	Portal enhancements
HDU7039Q007	Accomplish		Did you accomplish your goal in coming to the site today?			Y	Radio button, one- up vertical	Skip Logic Group -	Accomplish Goal
1101170000000	05.4			No	С	NI	Toutours	Olia Lasia Ossus	Addission and an annual links
-	OE_Accomplish	с	Why didn't you accomplish your goal?			N	Text area, no char limit		Why not accomplish
HDU7039Q009			How did you primarily look for information on this site today?		N	Y	Radio button, one- up vertical	Skip Logic Group -	Look for Info
				Searched using the site search feature	N				
				Quick Links on the right side of the page	N				
HDU7039Q010		N	How would you describe your navigation experience	Other		Y	Checkbox,	Skip Logio Croup	Novigation Experience
HD01039Q010		N	on this site today? (Please select all that apply.)	r had no difficulty browsing on this site		r	one-up vertical	Skip Logic Group	Navigation Experience
				Some links did not take me where I expected or were broken Too many links/navigational options to choose from Other	E				
HDU7039Q011		E	What specific links did not take you where they should have?		0	N	Text area, no char limit	Skip Logic Group	Nav links wrong path
HDU7039Q012		G	The navigation difficulty I experienced was:			N	Text area, no char limit	Skip Logic Group	Other_Nav Experience
HDU7039Q013			If you could identify one improvement to the web site, what would that improvement be?			N	Text area, no char limit		One Improvement
HDU7039Q014			If you are over the age of 18 and would like CGS to respond to your feedback regarding this website, please provide your email address here:			N	Text field with 100		Email
			provide your email address nete.				character limit		

CMS - CGS J15 V2
AZol5A5wt1llpYE8Fk4gdw4C
2MQ
10/31/2016



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7039Q001			Which best describes you?	Staff of a provider/supplier working primarily with billing/insurance		Y	Radio button, one- up vertical	Skip Logic Group	Role
				Billing service	1				
				Supplier of medical equipment or supplies]				
				Administrative staff of a provider/supplier	4				
				Provider of medical services Other staff of a provider/supplier	-				
				Consultant or attorney	1				
				Other (please specify)	A				
HDU7039Q002		Α	Please explain our role. What best describes you?	X		N	Text area,	Skip Logic Group	Other_Role
HDU7039Q003			In the last 30 days, how many times have you visited this website?	1-5 times		Y	Radio button, one-		Visit Frequency
				6-10 times	-		up vertical		
				More than 10 times	1				
				This is my first time	1				
				Once or twice	1				
				Three or four times					
				More than once per week but not every day	-				
HDU7039Q004	Primary Reason:		What is your primary reason for visiting this site	Every day Access the myCGS web portal (claim status, eligibility, etc.)	R	Y	Radio	Skip Logic Group	Primary Reason
HD07039Q004	Retail		today?				button, one- up vertical		Fillinaly Reason
				Research a general or specific question on Medicare policy or billing					
				Read Medicare publications (newsletters, articles, etc.) such as	1				
				newsletters, articles, etc.					
				Find out about a Local Coverage Determination (LCD)]				
				Download forms	4				
				Access claim status and/or beneficiary eligibility	-				
				Learn of, or register for, workshops, seminars or other training events	1				
				Find information on fees or fee schedules					
				Take an on-line training course	-				
				Find contact information	1				
				Other (please specify)	в				
HDU7039Q005		В	Please explain your primary reason for visiting the site.			N	no char limit	Skip Logic Group	Other_Primary Reason
HDU7039Q006		R	What enhancements (if any) would you like to see added to the myCGS Web Portal?			N	Text area, no char limit	Skip Logic Group	Portal enhancements
HDU7039Q007	Accomplish		Did you accomplish your goal in coming to the site today?	Yes		Y		Skip Logic Group	Accomplish Goal
				No	С		-		
HDU7039Q008	OE_Accomplish	С	Why didn't you accomplish your goal?			N	Text area, no char limit	Skip Logic Group	Why not accomplish
HDU7039Q009			How did you primarily look for information on this site today?	Left navigation bar	N Y		Radio button, one- up vertical	Skip Logic Group	Look for Info
				Searched using the site search feature	N				
				Quick Links on the right side of the page Other	N				
HDU7039Q010		N	How would you describe your navigation experience on this site today? (Please select all that apply.)			Y	Checkbox, one-up	Skip Logic Group	Navigation Experience
			in the one today. (Frouse select an that apply.)				vertical		
				Some links did not take me where I expected or were broken	E				
				Too many links/navigational options to choose from					
HDU7039Q011		E	What specific links did not take you where they should have?	Other	G	N	Text area, no char limit	Skip Logic Group	Nav links wrong path
HDU7039Q012		G	The navigation difficulty I experienced was:			N	Text area,	Skip Logic Group	Other_Nav Experience
HDU7039Q013			If you could identify one improvement to the web			N	no char limit Text area,		One Improvement
			If you could identify one improvement to the web site, what would that improvement be?				no char limit		
HDU7039Q014			If you are over the age of 18 and would like CGS to respond to your feedback regarding this website, please provide your email address here:			N	Text field with 100 character		Email
							limit		

Model Instance Name: CMS - CGS J15 V2

Partitioned? Yes

Date:

MQ Label

1 Look and Feel - Appeal

2 Look and Feel - Balance

3 Look and Feel - Legibility

4 Site Performance - Loading 5 Site Performance - Consistency 6 Site Performance - Completeness

7 Navigation - Organized 8 Navigation - Options 9 Navigation - Layout

10 Information Browsing - Sort

11 Information Browsing - Narrow

12 Information Browsing - Features

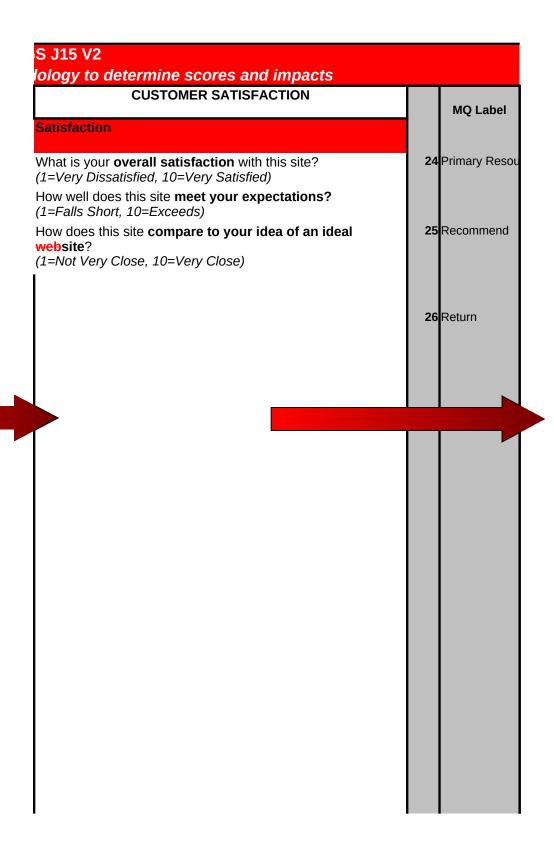
13

Site Information - Thoroughness 14 Site Information - Relevant 15 Site Information - Answers

2MQ

10/31/2016

CMS - CG Model questions utilize the ACSI method **ELEMENTS (drivers of satisfaction) MQ** Label Look and Feel (1=Poor, 10=Excellent, Don't Know) 21 Satisfaction - Overall Please rate the **visual appeal** of this site. Please rate the **balance of graphics and text** on this site. 22 Satisfaction - Expectations Please rate the legibility of the pages on this site. 23 Satisfaction - Ideal Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the **consistency of speed from page to page** on this site. Please rate how completely the page content loads on this site. Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you need. Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this site. Please rate the ability to narrow choices to find the information you are looking for on this site. Please rate how well the **features** on the site **help you find the information** vou need. Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the **thoroughness of information** provided on this site. Please rate how **relevant** this site's **information** is. Please rate how well the site's information provides answers to your questions.





FUTURE BEHAVIORS

Primary Resource (1=Not Very Likely, 10=Very Likely)

How likely are you to use this site as your primary resource for getting information on Medicare?

Recommend

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

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

Likelihood to Return

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

How likely are you to **return to this site**?

			red & strike-through: DELETE underlined & italicized: RE-ORDER					
Date:	Date: 11/15/2016		pink: ADDITION blue +>: REWORDING					
CMS - CGS J15 V2 CUSTOM QUESTION LIST								
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	