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				
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FORESEE
RESULTS

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 taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Examples

Welcome Text Example

Welcome Text

Customer Satisfaction Survey
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.

Thank You Text Example

Thank You Text

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

CMS - CIGNA J15 MAC
Model questions utilize the ACSI methodology to determine scores and impacts

FORESEE
RESULTS

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

Content
(1=Poor, 10=Excellent, Don't Know)

Please rate 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.

Functionality
(1=Poor, 10=Excellent, Don't Know)

Please rate the **usefulness of the services provided** on this site.
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 **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 the information you want.

Satisfaction
(1=Poor, 10=Excellent)

What is your **overall satisfaction** with this site?
(1=Very Dissatisfied, 10=Very Satisfied)

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)

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

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

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

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

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?

FORESEE RESULTS

CMS - CIGNA J15 MAC
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

ELEMENTS (drivers of satisfaction)

Content
(1=Poor, 10=Excellent, Don't Know)

Please rate 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.

Functionality
(1=Poor, 10=Excellent, Don't Know)

Please rate the **usefulness of the services provided** on this site.
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 **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 the information you want.

CUSTOMER SATISFACTION

Satisfaction
(1=Poor, 10=Excellent)

What is your **overall satisfaction** with this site?
How well does this site **meet your expectations**?

How does this site **compare to your idea of an ideal website**?

FUTURE BEHAVIORS

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

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

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

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

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?

Welcome and Thank You Text

Welcome Text

Customer Satisfaction Survey
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.

Thank You Text

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly 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 your feedback. All results are strictly confidential.

Thank You Text - Alternate

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.

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

Copyright 2015 - all rights reserved

ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	CMS - CGS J15 V2
Model ID	AZol5A5wt1llpYE8Fk4gdw4C
Partitioned	2MQ
Date	10/31/2016

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 - Narrow	Please rate the **ability to narrow choices to find the information you are looking for** on this site.						
Information Browsing - Features	Please rate how well the **features** on the site **help you find the information 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 - 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		Red & Strike-Through: Delete
Model ID	AZol5A5wt1llpYE8Fk4gdw4C		Underlined & Italicized: Re-order
Partitioned	2MQ		Pink: Addition
Date	10/31/2016		Blue: Reword

FORESEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	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		A	What best describes you?			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)					
				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)	B				
HDU7039Q005		B	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?	Yes		Y	Radio button, one-up vertical	Skip Logic Group	Accomplish Goal
				No	C				
HDU7039Q008	OE_Accomplish	C	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	E				
				Too many links/navigational options to choose from					
				Other	G				
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

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	Type	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

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Partitioned	2MQ
Date	10/31/2016

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	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		A	What best describes you?			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)					
				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)	B				
HDU7039Q005		B	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?	Yes		Y	Radio button, one-up vertical	Skip Logic Group	Accomplish Goal
				No	C				
HDU7039Q008	OE_Accomplish	C	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	E				
				Too many links/navigational options to choose from					
				Other	G				
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
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

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Date	10/31/2016

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

FORESEE

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	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		A	What best describes you?			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)					
				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)					
HDU7039Q005		B	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?	Yes		Y	Radio button, one-up vertical	Skip Logic Group	Accomplish Goal
				No	C				
HDU7039Q008	OE_Accomplish	C	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	E				
				Too many links/navigational options to choose from					
				Other	G				
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
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 limit		Email

Model Name	CMS - CGS J15 V2								
Model ID	AZol5A5wt1llpYE8Fk4gdw4C								
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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HDU7039Q001			Which best **describes you**?	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 Other (please specify)	A	Y	Radio button, one-up vertical	Skip Logic Group	Role
HDU7039Q002		A	Please explain your role. What best describes you?			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**?	1-5 times 6-10 times More than 10 times 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
HDU7039Q004	Primary Reason: Retail		What is your **primary reason** for visiting this site today?	Access the myCGS web portal (claim status, eligibility, etc.) Research a general or specific question on Medicare policy or billing (LCDs, fee schedules, enrollment, etc.) Read Medicare publications (newsletters, articles, etc.) 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 Other (please specify)	R B	Y	Radio button, one-up vertical	Skip Logic Group	Primary Reason
HDU7039Q005		B	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?	Yes No	C	Y	Radio button, one-up vertical	Skip Logic Group	Accomplish Goal
HDU7039Q008	**OE_Accomplish**	C	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	How would you describe your navigation experience 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 G	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
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 limit		Email

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

ELEMENTS (drivers of satisfaction)		MQ Label

Look and Feel (1=Poor, 10=Excellent, Don't Know)

Please rate the **visual appeal** of this site.	21	Satisfaction - Overall
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 you 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**.

S J15 V2

nology to determine scores and impacts

CUSTOMER SATISFACTION		MQ Label
Satisfaction		
What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	**24**	Primary Resou
How well does this site **meet your expectations?** *(1=Falls Short, 10=Exceeds)*		
How does this site **compare to your idea of an ideal web**site? *(1=Not Very Close, 10=Very Close)*	**25**	Recommend
	26	Return

FORESEE
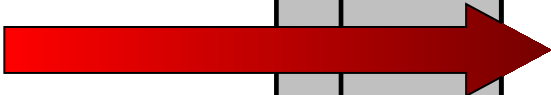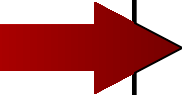
FUTURE BEHAVIORS

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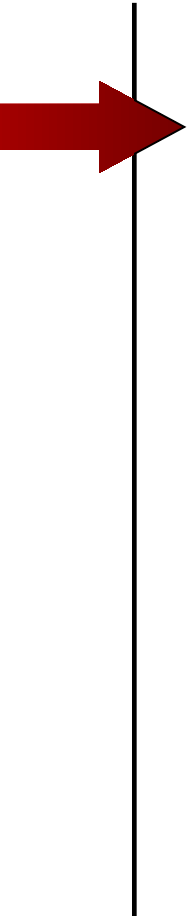
Recommend
(1=Not Very Likely, 10=Very Likely)

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**?

Model Instance Name:						
CMS - CGS J15 V2			red & strike-through: DELETE			
			underlined & italicized: RE-ORDER			
			pink: ADDITION			
Date:	11/15/2016		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