MID:

Date: 12/1/2016



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 and Thank you text shown in the boxes below. Please read comments

Welcome Text

Thank you for visiting **National Government Services**. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of **National Government Services**. Please take a minute or two to give us your opinions. The feedback you provide will help **National Government Services** enhance its site and serve you better in the future. All results are strictly confidential.

DEFAULT Thank You Text

ALTERNATE WEB Thank You Text

Thank you for your time in completing this survey. Your input is very valuable to us and we will take it into consideration.

Examples Welcome Text Example ForeSee Results Survey Page - Windows Internet Explorer http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkgl00h5w **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. Required questions are denoted by an * 1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site. Excellent=10 8 9 10 Don't Know

Thank You Text Example



Model Instance Name: CMS - NGS JK MAC V2

MID: cJscBVQFAoYYkwtkNAQhc

Partitioned? Yes

Date:

	MQ Label
1	Look and Feel - Appeal
2	Look and Feel - Balance
3	Look and Feel - Legibility
5	Site Performance - Loading Site Performance - Consistency Site Performance - Completeness
8	Navigation - Organized Navigation - Options Navigation - Layout
10	Information Browsing - Sort
11	Information Browsing - Narrow
12	Information Browsing - Features
	Site Information - Thoroughness Site Information - Relevant Site Information - Answers

Market a contra		CMS - NG
Model questio	ns u	tilize the ACSI metho
ELEMENTS (drivers of satisfaction)		Modulati
ook and Feel (1=Poor, 10=Excellent, Don't Know)		MQ Label
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.		
lavigation (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.		
nformation Browsing (1=Poor, 10=Excellent, Don't Know)		
Please rate the ability to sort information by criteria that are important to rou on this site.		'
Please rate the ability to narrow choices to find the information you are booking 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 juestions.		

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



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 - NGS J6 MAC V2

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Date:

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	Clair							
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
50196078		We're here to help. If you would like assistance with your website experience, please leave your email address and/or phone number and we will reach out to you as soon as possible.				N		Email Follow Up
7213Q001		Which best describes you?	Provider of medical services		Radio button, one-up vertical	Y	OPS Group*	Best Describes Yo
·		X	Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/sup lier Consultant or attorney				·	
			Billing service					
			Other (please specify)	А				
J7213Q002	Α	Other - which best describes you?			Text field, <100 char	N	OPS Group*	Other Role
J7213Q003		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up vertical	Y		Visit Frequency
			Once or twice					
			Three or four times					
			More than once per week but not every day					
172120004		Which website(s) did you visit to do 2 (Coloct all that a val.)	Every day	D AA AD A3 AK D	Chack how are resting!	V	Ckin Logio C	Mahaitaa
J7213Q004		Which website(s) did you visit today? (Select all that apply)	NGSConnex	B, AA, AP, AJ, AK, P	Check box, one-up vertical	Y	Skip Logic Group	Websites
			NGSMedicare as a REGISTERED user	B, AA, AB, AC, AH, AI B, AA, AB, AC, AH, AI				
J7213Q005	В	What is your primary reason for visiting this site today?	NGSMedicare as a GUEST user Access claim status and/or beneficiary eligibility	B, AA, AB, AC, AH, AI	Radio button, one-up vertical	Y	Skip Logic Group*	Visit Reason
			Research a specific question on Medicare policy or billing					
			Find information on fees or fee schedules					
			Find out about a Local Coverage Determination (LCD)					
			Read Medicare publications such as newsletters, articles, etc. Find enrollment information					
			Download forms					
			Learn of, or register for, workshops, seminars or other training events					
			Find contact information	-				
			Find general Medicare program information					
			Take an on-line training course					
			Other (please specify)	ВВ				
7213Q006	BB	Please specify your other reason for visiting this site today.			Text area, no char limit	N	Skip Logic Group*	Other Reason
7213Q007	AA	While visiting the site, did you find what you were looking	Yes		Dropdown, Select One	Y	Skip Logic Group	Find
		for?	No	E				
50200444	E	What are siffer to all more many to insert a consequent to be done.	Not yet Create an NGSConnex account	E	Dadia huttan ana un untical	Y	Chin I ania Casumt	Specific Task
50200444	_ =	What specific task were you trying to accomplish today?	Submit a claim		Radio button, one-up vertical	, ř	Skip Logic Group* Randomize	Specific rask
							Randonnize	
			View/print beneficiary eligibility information Submit reopening or redetermination					
			La Contraction Con	1				
			View/print remittances					
			View/print remittances Respond to an ADR					
			Respond to an ADR View claim status and/or claim overlap information					
			Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT					
			Respond to an ADR View claim status and/or claim overlap information	EA			Anchor Answer Choice	
	EA	What were you trying to accomplish? (Please be specific)	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else	EA	Text area, no char limit	N	Skip Logic Group	OE_Find
	EA AB	How did you navigate the website(s) today? (Select all that	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu	EA	Text area, no char limit Checkbox, one-up vertical	N Y		OE_Find Navigate
		What were you trying to accomplish? (Please be specific) How did you navigate the website(s) today? (Select all that apply)	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu	EA			Skip Logic Group	
		How did you navigate the website(s) today? (Select all that	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page				Skip Logic Group	
		How did you navigate the website(s) today? (Select all that	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks	EA AD			Skip Logic Group	
J7213Q009	AB	How did you navigate the website(s) today? (Select all that apply)	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other		Checkbox, one-up vertical	Y	Skip Logic Group Skip Logic Group	Navigate
J7213Q009		How did you navigate the website(s) today? (Select all that	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other				Skip Logic Group	
J7213Q009	AB	How did you navigate the website(s) today? (Select all that apply)	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other Not helpful at all Somewhat helpful		Checkbox, one-up vertical	Y	Skip Logic Group Skip Logic Group	Navigate
J7213Q008 J7213Q009 J7213Q010	AB	How did you navigate the website(s) today? (Select all that apply) How would you rate the helpfulness of the search results?	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other		Checkbox, one-up vertical Dropdown, Select One	Y	Skip Logic Group Skip Logic Group Skip Logic Group	Navigate Search Useful
J7213Q009	AB	How did you navigate the website(s) today? (Select all that apply) How would you rate the helpfulness of the search results? Please specify how you navigated the website(s) today. What features did you use during your visit today? (Select all	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other Not helpful at all Somewhat helpful		Checkbox, one-up vertical	Y	Skip Logic Group Skip Logic Group	Navigate
07213Q009 07213Q010 07213Q011	AB AD Z	How did you navigate the website(s) today? (Select all that apply) How would you rate the helpfulness of the search results? Please specify how you navigated the website(s) today.	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other Not helpful at all Somewhat helpful Very helpful Self-Service Tools (calculators, education, forms, IVR, transactions, etc.) Educational Content (Medicare University, policy education, training events, calendar and summaries, New Supplier Center, etc.)	AD Z	Checkbox, one-up vertical Dropdown, Select One Text area, no char limit	Y	Skip Logic Group	Navigate Search Useful OE_Navigate
J7213Q009 J7213Q010 J7213Q011	AB AD Z	How did you navigate the website(s) today? (Select all that apply) How would you rate the helpfulness of the search results? Please specify how you navigated the website(s) today. What features did you use during your visit today? (Select all	Respond to an ADR View claim status and/or claim overlap information View status of a check/EFT Something Else Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other Not helpful at all Somewhat helpful Very helpful Self-Service Tools (calculators, education, forms, IVR, transactions, etc.) Educational Content (Medicare University, policy education, training events,	AD Z	Checkbox, one-up vertical Dropdown, Select One Text area, no char limit	Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group	Navigate Search Useful OE_Navigate

Model Instance Name: CMS - NGS J6 MAC V2 MID: SIVJU59E Date:

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	CMS - NGS J6 MAC 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	CQ Label	
			Very helpful						
HAJ7213Q014		What one thing would you improve or add to the Self-Service tools?			Text area, no char limit	N	Skip Logic Group	OE_improve tools	
HAJ7213Q015			Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Edu Content	
HAJ7213Q016		What one improvement would you like to see made to NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Improvement	
HAJ7213Q017	Al	What do you like most about NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Like Most	
HAJ7213Q018		using any of the following tools today in order to accomplish your task? (Select all that apply)	Same/similar inquiries Reopenings Redeterminations Responding to additional documentation requests (ADRs) Other None of the above		Checkbox, one-up vertical	Y	Mutually Exclusive	Tools Used	
HAJ7213Q019		portal in your visit today?	Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Portal	
HAJ7213Q020		What one improvement would you like to see made to NGSConnex?			Text area, no char limit	N	Skip Logic Group	OE_Connex_Improvement	
HAJ7213Q021	AK	What do you like most about NGSConnex?			Text area, no char limit	N	Skip Logic Group	OE_Connex_Like Most	

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			CMS - NGS J6 MAC V2 CUSTOM QU			T		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions	CQ Label
0196078		We're here to help. If you would like assistance with your website experience, please leave your email address and/or phone number and we will reach out to you as soon as possible.				N		Email Follow Up
7213Q001		Which best describes you?	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/sup (er Consultant or attorney Billing service Other (Jease specify)	A	Radio button, one-up vertical	Y	OPS Group*	Best Describes You
7213Q002	Α	Other - which best describes you?			Text field, <100 char	N	OPS Group*	Other Role
J7213Q003		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up vertical	Y		Visit Frequency
			Once or twice Three or four times More than once per week but not every day					
			Every day					
J7213Q004		Which website(s) did you visit today? (Select all that apply)	NGSConnex NGSMedicare as a REGISTERED user	B, AA, AP, AJ, AK, P B, AA, AB, AC, AH, AI	Check box, one-up vertical	Y	Skip Logic Group	Websites
			NGSMedicare as a GUEST user	B, AA, AB, AC, AH, AI				
J7213Q005 J7213Q006 J7213Q007 S0200444	BB AA	What is your primary reason for visiting this site today? Please specify your other reason for visiting this site today. While visiting the site, did you find what you were looking for? What specific task were you trying to accomplish today?	Access claim status and/or beneficiary eligibility Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Take an on-line training course Other (please specify) Yes No Not yet Create an NGSConnex account Submit a claim View/print beneficiary eligibility information Submit reopening or redetermination View/print remittances Respond to an ADR Respond to an ADR View claim status and/or claim overlap information	BB	Radio button, one-up vertical Text area, no char limit Dropdown, Select One Radio button, one-up vertical	N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group Skip Logic Group* Randomize	Other Reason Other Reason Find Specific Task
			View status of a check/EFT Something Else	EA			Anchor Answer Choice	
7213Q008	EA	What were you trying to accomplish? (Please be specific)	To a state of the		Text area, no char limit	N	Skip Logic Group	OE_Find
7213Q009	AB	How did you navigate the website(s) today? (Select all that apply)	Top navigation menu Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks	AD	Checkbox, one-up vertical	Y	Skip Logic Group	Navigate
7213Q010	AD	How would you rate the helpfulness of the search results?	Other Not helpful at all Somewhat helpful Very helpful	L	Dropdown, Select One	Y	Skip Logic Group	Search Useful
7213Q011	Z	Please specify how you navigated the website(s) today.	vory noipiui		Text area, no char limit	N	Skip Logic Group	OE_Navigate
77213Q011 17213Q012	AC	What features did you use during your visit today? (Select all that apply)	Self-Service Tools (calculators, education, forms, IVR, transactions, etc.) Educational Content (Medicare University, policy education, training events, calendar and summaries, New Supplier Center, etc.)	AE, AG AF	Checkbox, one-up vertical		Skip Logic Group	Features/tools
77213Q013	AE	How would you rate the helpfulness of the Self-Service tools you used today?	None of the above Not helpful at all Somewhat helpful		Dropdown, Select One	Y	Mutually Exclusive Skip Logic Group	Rate Tools

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	CMS - NGS J6 MAC 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	CQ Label	
			Very helpful						
HAJ7213Q014		What one thing would you improve or add to the Self-Service tools?			Text area, no char limit	N	Skip Logic Group	OE_improve tools	
HAJ7213Q015			Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Edu Content	
HAJ7213Q016		What one improvement would you like to see made to NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Improvement	
HAJ7213Q017	Al	What do you like most about NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Like Most	
HAJ7213Q018		using any of the following tools today in order to accomplish your task? (Select all that apply)	Same/similar inquiries Reopenings Redeterminations Responding to additional documentation requests (ADRs) Other None of the above		Checkbox, one-up vertical	Y	Mutually Exclusive	Tools Used	
HAJ7213Q019		portal in your visit today?	Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Portal	
HAJ7213Q020		What one improvement would you like to see made to NGSConnex?			Text area, no char limit	N	Skip Logic Group	OE_Connex_Improvement	
HAJ7213Q021	AK	What do you like most about NGSConnex?			Text area, no char limit	N	Skip Logic Group	OE_Connex_Like Most	

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Date:

				CMS - NGS J6 MAC V2 CUSTOM QUI	ESTION LIST			
	QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions
H	AJ7213Q001			Provider of medical services		Radio button, one-up vertical	Y	OPS Group*
				Supplier of medical equipment or supplies				
				Staff of provider/supplier working primarily with billing/insurance				
				Administrative staff of a provider/supplier				
				Other staff of a provider/sup er				
				Consultant or attorney				
				Billing service				
				Other (please specify)	Α			
H	AJ7213Q002	Α	Other - which best describes you?			Text field, <100 char	N	OPS Group*
F	AJ7213Q003		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up vertical	Y	
				Once or twice				

Other Role

Model Instance Name:

CMS - NGS JK MAC V2

MID: cJscBVQFAoYYkwtkNAQhcg4C

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				CMS - NGS JK MAC V2 CUSTOM QU	ESTION LIST			
_	QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions
H	AJ7213Q001		Which best describes you?	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	A	Radio button, one-up vertical	YIN	OPS Group*
Н	AJ7213Q002	Α	Other - which best describes you?	Carlot (process speedily)		Text field, <100 char	N	OPS Group*
Н	AJ7213Q003		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up vertical	Y	
				Once or twice				

Other Role

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CMS - NGS JK MAC V2

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ı				CMS - NGS JK MAC V2 CUSTOM QU	ESTION LIST			
	QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions
	HAJ7213Q001		Which best describes you?	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	A	Radio button, one-up vertical	Y	OPS Group*
Ī	HAJ7213Q002	Α	Other - which best describes you?			Text field, <100 char	N	OPS Group*
Ī	HAJ7213Q003		In the last 30 days, how many times have you visited this website?	This is my first time		Radio button, one-up vertical	Y	
				Once or twice				

Other Role

Model Instance Name: CMS - NGS JK MAC V2

MID: cJscBVQFAoYYkwtkNAQhcg4C

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blue + -->: REWORDING

Date:

QID HAJ7213Q001

HAJ7213Q002

HAJ7213Q003

CMS - NGS JK MAC V2 CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Required Y/N Question Text (limited to 50 characters) Skip to Type (select from list) Special Instructions Which best describes you? Provider of medical services Radio button, one-up vertical OPS Group* Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/si Consultant or attorney Billing service Other (please specify) Text field, <100 char N OPS Group* Other - which best describes you? In the last 30 days, how many times have you visited this This is my first time Radio button, one-up vertical Skip Logic Group Once or twice

Other Role

Model Instance Name: CMS - NGS JK MAC V2 MID: cJscBVQF

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Date:

			CMS - NGS JK MAC V2 CUSTOM QUI	ESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Required Y/N	Special Instructions
HAJ7213Q001		Which best describes you?	Provider of medical services		Radio button, one-up vertical	Y	OPS Group*
			Supplier of medical equipment or supplies				
			Staff of provider/supplier working primarily with billing/insurance				
			Administrative staff of a previder/supplier				
		X	Other staff of a provider/sup er				
		/	Consultant or attorney				
			Billing service				
			Other (please specify)	Α			
HAJ7213Q002	Α	Other - which best describes you?			Text field, <100 char	N	OPS Group*
HAJ7213Q003			This is my first time		Radio button, one-up vertical	Y	Skip Logic Group
		website?	Once or twice	A			

Other Role
Visit Frequency