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

Thank You Text Example

	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

CMS - NGS
Model questions utilize the ACSI method

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**.		

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 site**? *(1=Not Very Close, 10=Very Close)*	25	Recommend
	26	Return
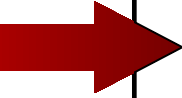
FUTURE BEHAVIORS

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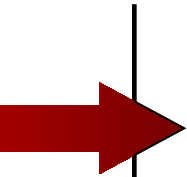
Recommend
(1=Not Very Likely, 10=Very Likely)

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**?

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

			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**
RUS0196078		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
HAJ7213Q001		Which **best describes you**?	Provider of medical services		Radio button, one-up vertical	Y	OPS Group*	Best Describes You
			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				
HAJ7213Q002	A	Other - which best describes you?			Text field, <100 char	N	OPS Group*	Other Role
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		Visit Frequency
			Once or twice					
			Three or four times					
			More than once per week but not every day					
			Every day					
HAJ7213Q004		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				
			NGSMedicare as a GUEST user	B, AA, AB, AC, AH, AI				
HAJ7213Q005	B	What is your **primary reason** for visiting this site today?	Access claim status and/or beneficiary eligibility		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)	BB				
HAJ7213Q006	BB	Please specify your other reason for visiting this site today.			Text area, no char limit	N	Skip Logic Group*	Other Reason
HAJ7213Q007	AA	While visiting the site, **did you find** what you were looking for?	Yes		Dropdown, Select One	Y	Skip Logic Group	Find
			No	E				
			Not yet	E				
RUS0200444	E	What **specific task** were you trying to accomplish today?	Create an NGSConnex account		Radio button, one-up vertical	Y	Skip Logic Group*	Specific Task
			Submit a claim				Randomize	
			View/print beneficiary eligibility information					
			Submit reopening or redetermination					
			View/print remittances					
			Respond to an ADR					
			View claim status and/or claim overlap information					
			View status of a check/EFT					
			Something Else	EA			Anchor Answer Choice	
HAJ7213Q008	EA	What were you trying to accomplish? (Please be specific)			Text area, no char limit	N	Skip Logic Group	OE_Find
HAJ7213Q009	AB	How did you navigate the website(s) today? (Select all that apply)	Top navigation menu		Checkbox, one-up vertical	Y	Skip Logic Group	Navigate
			Left navigation menu					
			Quick links on the right side of the page					
			Searched using the site search feature	AD				
			Bookmarks					
			Other	Z				
HAJ7213Q010	AD	How would you rate the helpfulness of the search results?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Search Useful
			Somewhat helpful					
			Very helpful					
HAJ7213Q011	Z	Please specify how you navigated the website(s) today.			Text area, no char limit	N	Skip Logic Group	OE_Navigate
HAJ7213Q012	AC	What features did you use during your visit today? (Select all that apply)	Self-Service Tools (calculators, education, forms, IVR, transactions, etc.)	AE, AG	Checkbox, one-up vertical	Y	Skip Logic Group	Features/tools
			Educational Content (Medicare University, policy education, training events, calendar and summaries, New Supplier Center, etc.)	AF				
			None of the above				Mutually Exclusive	
HAJ7213Q013	AE	How would you rate the helpfulness of the Self-Service tools you used today?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Tools
			Somewhat helpful					

			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	AG	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	AF	How would you rate the helpfulness of the educational content on NGSMedicare.com?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Edu Content
			Somewhat helpful					
			Very helpful					
HAJ7213Q016	AH	What one improvement would you like to see made to NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Improvement
HAJ7213Q017	AI	What do you like most about NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Like Most
HAJ7213Q018	AP	As a National Government Services **Connex** user, did you try using any of the following tools today in order to accomplish your task? (Select all that apply)	Entitlement inquiries		Checkbox, one-up vertical	Y	Skip Logic Group	Tools Used
			Same/similar inquiries					
			Reopenings					
			Redeterminations					
			Responding to additional documentation requests (ADRs)					
			Other					
			None of the above				Mutually Exclusive	
HAJ7213Q019	P	How would you **rate the helpfulness of the NGSConnex portal** in your visit today?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Portal
			Somewhat helpful					
			Very helpful					
HAJ7213Q020	AJ	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 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
RUS0196078		_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_
HAJ7213Q001		Which **best describes you**?	Provider of medical services		Radio button, one-up vertical	Y	OPS Group*	Best Describes You
			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				
HAJ7213Q002	A	Other - which best describes you?			Text field, <100 char	N	OPS Group*	Other Role
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		Visit Frequency
			Once or twice					
			Three or four times					
			More than once per week but not every day					
			Every day					
HAJ7213Q004		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
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			NGSMedicare as a GUEST user	B, AA, AB, AC, AH, AI				
HAJ7213Q005	B	What is your **primary reason** for visiting this site today?	Access claim status and/or beneficiary eligibility		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)	BB				
HAJ7213Q006	BB	Please specify your other reason for visiting this site today.			Text area, no char limit	N	Skip Logic Group*	Other Reason
HAJ7213Q007	AA	While visiting the site, **did you find** what you were looking for?	Yes		Dropdown, Select One	Y	Skip Logic Group	Find
			No	E				
			Not yet	E				
RUS0200444	E	What **specific task** were you trying to accomplish today?	Create an NGSConnex account		Radio button, one-up vertical	Y	Skip Logic Group*	Specific Task
			Submit a claim				Randomize	
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			View claim status and/or claim overlap information					
			View status of a check/EFT					
			Something Else	EA			Anchor Answer Choice	
HAJ7213Q008	EA	What were you trying to accomplish? (Please be specific)			Text area, no char limit	N	Skip Logic Group	OE_Find
HAJ7213Q009	AB	How did you navigate the website(s) today? (Select all that apply)	Top navigation menu		Checkbox, one-up vertical	Y	Skip Logic Group	Navigate
			Left navigation menu					
			Quick links on the right side of the page					
			Searched using the site search feature	AD				
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			Other	Z				
HAJ7213Q010	AD	How would you rate the helpfulness of the search results?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Search Useful
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			Educational Content (Medicare University, policy education, training events, calendar and summaries, New Supplier Center, etc.)	AF				
			None of the above				Mutually Exclusive	
HAJ7213Q013	AE	How would you rate the helpfulness of the Self-Service tools you used today?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Tools
			Somewhat helpful					

CMS - NGS J6 MAC V2 CUSTOM QUESTION LIST								
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			Very helpful					
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HAJ7213Q015	AF	How would you rate the helpfulness of the educational content on NGSMedicare.com?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Edu Content
			Somewhat helpful					
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HAJ7213Q016	AH	What one improvement would you like to see made to NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Improvement
HAJ7213Q017	AI	What do you like most about NGSMedicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Like Most
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			Responding to additional documentation requests (ADRs)					
			Other					
			None of the above				Mutually Exclusive	
HAJ7213Q019	P	How would you **rate the helpfulness of the NGSConnex portal** in your visit today?	Not helpful at all		Dropdown, Select One	Y	Skip Logic Group	Rate Portal
			Somewhat helpful					
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HAJ7213Q020	AJ	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

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
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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
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 provider/supplier				
			Other staff of a provider/supplier				
			Consultant or attorney				
			Billing service				
			Other (please specify)	A			
HAJ7213Q002	A	Other - which best describes you?			Text field, <100 char	N	OPS Group*
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				

CQ Label

Best Describes You

Other Role

Visit Frequency

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

CMS - NGS JK 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
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				
		X	Administrative staff of a provider/supplier				
			Other staff of a provider/supplier				
			Consultant or attorney				
			Billing service				
			Other (please specify)	A			
HAJ7213Q002	A	Other - which best describes you?			Text field, <100 char	N	OPS Group*
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				

CQ Label
Best Describes You

Other Role

Visit Frequency

Model Instance Name:			
CMS - NGS JK MAC V2			
MID:	**cJscBVQFAoYYkwtkNAQhcg4C**		
Date:			

CMS - NGS JK 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
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			Once or twice				

CQ Label

Best Describes You

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Model Instance Name:				red & strike-through: DELETE
CMS - NGS JK MAC V2				underlined & italicized: RE-ORDER
MID:	cJscBVQFAoYYkwtkNAQhcg4C			pink: ADDITION
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<table>
<tr><td colspan="7" align="center">CMS - NGS JK MAC V2 CUSTOM QUESTION LIST</td></tr>
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CQ Label

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Other Role

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