

Model Instance Name:
CMS - NGS J6 MAC V2

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

The screenshot shows a web browser window with the URL <http://www.foreseeresults.com/survey/display?cid=test&mid=0tk0Fpkgl00h5w>. The page features the ForeSee logo and the title "Customer Satisfaction Survey". The main text reads: "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 *". Below this is a question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The response options are a scale from 1 to 10, with "1=Poor" and "Excellent=10" labels, and a "Don't Know" option.

Thank You Text Example

The screenshot shows a web browser window displaying a survey question: "16: What size and style of jean were you shopping for today?". There are two dropdown menus for "Football" and "Hockey", both set to "Please Select". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is a "Thank you" message: "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." At the bottom are "Cancel" and "Submit" buttons, a copyright notice "Copyright 2010 - all rights reserved", and links for "ForeSee Results", "Privacy Policy", and "Survey Support".

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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

g4C
2MQ

2/21/2017

CMS - NGS

Model questions utilize the ACSI method

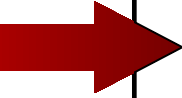
ELEMENTS (drivers of satisfaction)		MQ Label
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the visual appeal of this site.	21	Satisfaction - Overall
Please rate the balance of graphics and text on this site.	22	Satisfaction - Expectations
Please rate the legibility of the pages on this 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 .		





JK MAC V2
Methodology to determine scores and impacts

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

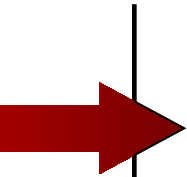
(1=Not Very Likely, 10=Very Likely)

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**?



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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	CQ Label
RUS0196079		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 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)		Radio button, one-up vertical	Y	OPS Group*	Best Describes You
HAJ7213Q002	A	Other - which best describes you?		A	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 Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Y		Visit Frequency
HAJ7213Q004		Which website(s) did you visit today? (Select all that apply)	NGSConnex NGSMedicare as a REGISTERED user NGSMedicare as a GUEST user	B, AA, AP, AJ, AK, P B, AA, AB, AC, AH, AI B, AA, AB, AC, AH, AI	Check box, one-up vertical	Y	Skip Logic Group	Websites
HAJ7213Q005	B	What is your primary reason for visiting this site 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)	BB	Radio button, one-up vertical	Y	Skip Logic Group*	Visit Reason
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 No Not yet	E	Dropdown, Select One	Y	Skip Logic Group	Find
RUS0200424	E	What specific task were you trying to accomplish today?	Create an NGSConnex account Submit a claim 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	Radio button, one-up vertical	Y	Skip Logic Group* Randomize	Specific Task
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 Left navigation menu Quick links on the right side of the page Searched using the site search feature Bookmarks Other	AD	Checkbox, one-up vertical	Y	Skip Logic Group	Navigate
HAJ7213Q010	AD	How would you rate the helpfulness of the search results?	Not helpful at all Somewhat helpful Very helpful	Z	Dropdown, Select One	Y	Skip Logic Group	Search Useful
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.) Educational Content (Medicare University, policy education, training events, calendar and summaries, New Supplier Center, etc.) None of the above	AE, AG AF	Checkbox, one-up vertical	Y	Skip Logic Group	Features/tools
HAJ7213Q013	AE	How would you rate the helpfulness of the Self-Service tools you used today?	Not helpful at all Somewhat helpful		Dropdown, Select One	Y	Mutually Exclusive Skip Logic Group	Rate Tools

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HAJ7213Q014	AG	What one thing would you improve or add to the Self-Service tools?	Very helpful		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 NGS Medicare.com?	Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Edu Content
HAJ7213Q016	AH	What one improvement would you like to see made to NGS Medicare?			Text area, no char limit	N	Skip Logic Group	OE_Medicare_Improvement
HAJ7213Q017	AI	What do you like most about NGS Medicare?			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 Same/similar inquiries Reopenings Redeterminations Responding to additional documentation requests (ADRs) Other None of the above		Checkbox, one-up vertical	Y	Skip Logic Group Mutually Exclusive	Tools Used
HAJ7213Q019	P	How would you rate the helpfulness of the NGSConnex portal in your visit today?	Not helpful at all Somewhat helpful Very helpful		Dropdown, Select One	Y	Skip Logic Group	Rate Portal
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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RUS0196079		<i>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.</i>				N		Email Follow Up
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)		Radio button, one-up vertical	Y	OPS Group*	Best Describes You
HAJ7213Q002	A	Other - which best describes you?		A	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 Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Y		Visit Frequency
HAJ7213Q004		Which website(s) did you visit today? (Select all that apply)	NGSConnex NGSMedicare as a REGISTERED user NGSMedicare as a GUEST user	B, AA, AP, AJ, AK, P B, AA, AB, AC, AH, AI B, AA, AB, AC, AH, AI	Check box, one-up vertical	Y	Skip Logic Group	Websites
HAJ7213Q005	B	What is your primary reason for visiting this site 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)	BB	Radio button, one-up vertical	Y	Skip Logic Group*	Visit Reason
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 No Not yet	E	Dropdown, Select One	Y	Skip Logic Group	Find
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		X	X				
HAJ7213Q002	A	Other - which best describes you?		A	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 Once or twice		Radio button, one-up vertical	Y	

CQ Label Best Describes You
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