

Please use current Welcome and Thank you texts.



Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. 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 Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

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

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name CMS Noridian JF V2
 Model ID xJNVdskEg8oJ19VsNM4QQg4C
 Partitioned Yes - 2MQ
 Date 11/10/2016

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Primary Resource (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Primary Resource	How likely are you to use this site as your primary resource for getting information on Medicare?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend Site (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Legibility	Please rate the legibility of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal site ? (1=Not Very Close, 10=Very Close)	20 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=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			21 Return	How likely are you to return to this site ?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Consistency	Please rate how completely the page content loads on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well this site is organized .				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 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)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
14 Site Information - Relevant	Please rate how relevant this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions .				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7090Q001			Which best describes you? X	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)		Y	Radio button, one-up vertical	OPS Group	Best describes you
HAJ7090Q002		A	Other - which best describes you?		A	N	Text field, <100 char	OPS Group	Other-Best Describes You
HAJ7090Q003			What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information 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 Take an on-line training course Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason non-CMS
HAJ7090Q004		A	Other - primary reason?		A	N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non-CMS
HAJ7090Q005		B	Who were you trying to contact?			N	Text area, no char limit	Skip Logic Group	OE_Who Contact
HAJ7090Q006		C	What was the topic of program information you were looking for?			N	Text area, no char limit	Skip Logic Group	OE_Topic Program Info
HAJ7090Q007		D	What code or type of fee schedule were you looking for?			N	Text area, no char limit	Skip Logic Group	OE_Code Fee Sched
HAJ7090Q008		E	What specific question were you researching?			N	Text area, no char limit	Skip Logic Group	OE_Research Q
HAJ7090Q009			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		Y	Radio button, one-up vertical		Visit Frequency
HAJ7090Q010			Please select the contract that best describes what you are looking for.	Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other		Y	Drop down, select one		Medicare Contract
HAJ7090Q011			How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian Portal		Y	Drop down, select one	Skip Logic Group	Look for Info
HAJ7090Q012		B	What keywords did you use?			N	Text area, no char limit	Skip Logic Group	Keywords
HAJ7090Q013		D	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Had technical difficulty I experienced a different search issue (please explain):		Y	Checkbox, one-up vertical	Skip Logic Group	Search Experience
HAJ7090Q014		G	Other search issue:			N	Text area, no char limit	Skip Logic Group	OE_Search Experience
HAJ7090Q015		C	Please tell us about your experience using the site map.			N	Text area, no char limit	Skip Logic Group	Site Map Experience
HAJ7090Q016			Did you find what you were looking for?	Yes No I'm still searching		Y	Radio button, one-up vertical	Skip Logic Group	Did You Find
HAJ7090Q017		A	What were you looking for that you were unable to find?			N	Text area, no char limit	Skip Logic Group	OE_Unable to find
HAJ7090Q018			If you could identify one improvement to the website, what would that improvement be?			N	Text area, no char limit		Open-Improvement

HAJ7090Q019			If you are over the age of 18 and would like Noridian to respond to your feedback regarding this website, please provide your email address here.		N	Text field, <100 char		Feedback email
HAJ7090Q020			Did you experience technical difficulties when using our website or portal?	Yes No	B	Y	Drop down, select one	Skip Logic Group Tech Difficulties
HAJ7090Q021		B	What technical difficulties did you encounter?	Broken links Error loading pages Unable to login to my account The site was down Pages took too long to load Other		N	Drop down, select one	Skip Logic Group Technical
HAJ7090Q022		B1	Please specify the technical difficulty you had.			N	Text area, no char limit	Skip Logic Group OE Technical
HAJ7090Q023			How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above	B C A	Y	Checkbox, one-up vertical	Skip Logic Group Navigation Experience
HAJ7090Q024		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group OE_Navigation Experience
HAJ7090Q025		B	Please describe any specific navigation links or paths that did not take you where they should have.			N	Text area, no char limit	Skip Logic Group OE_Links/Paths
HAJ7090Q026		C	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group OE_links/labels

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HAJ7090Q002		A	Other - which best describes you?		A	N	Text field, <100 char	OPS Group	Other-Best Describes You
HAJ7090Q003			What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information 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 Take an on-line training course Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason non-CMS
HAJ7090Q004		A	Other - primary reason?			N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non-CMS
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