

Model Name CMS - WPS GH A J5 v2
 Model ID p4Jc58skx0Vp98FxoIVthQ4C
 Partitioned 2MQ Partitioning
 Date 11/17/2016

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



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.	21 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24 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.	22 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.	23 Satisfaction - Ideal	How does this site compare to your idea of an ideal site? (1=Not Very Close, 10=Very Close)	25 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.			26 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 - Completeness	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
HAJ7059Q001			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	OPS Group	Visit Reason
HAJ7059Q002		B	Other - primary reason?			N	Text field, <100 char	OPS Group	Other Visit Reason
HAJ7059Q003			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
HAJ7059Q004			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)		Y	Radio button, one-up vertical	OPS Group	Best Describes you
HAJ7059Q005		B	Other - which best describes you?			N	Text field, <100 char	OPS Group	OE_Best Describes
HAJ7059Q006			Which best describes your area of interest?	Medicare Part A Medicare Part B Other		Y	Radio button, one-up vertical		Area of Interest
HAJ7059Q012			Did you find what you were looking for on this website today?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Looking for
HAJ7059Q013		A	What specifically were you seeking?			N	Text field, <100 char	Skip Logic Group	Specifically Seeking
TAR0203704		B	In what section of the website would you expect to have found what you were looking for?	My Account Claims Claim Review Overpayments Appeals Provider Enrollment Policies Fee Schedules and Reimbursement Cost Report Audit Training Not sure		Y	Radio button, one-up vertical	Skip Logic Group	Site Section
HAJ7059Q015			How would you describe your navigation experience on this site today? (Please select all that apply.)	Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels were 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: I had no difficulty navigating/browsing on this site	B C D A	Y	Checkbox, one-up vertical	Skip Logic Group Mutually exclusive	Navigation Experience
HAJ7059Q016		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group	OE_Navigation Experience
HAJ7059Q017		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
HAJ7059Q018		C	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group	OE_links/labels
HAJ7059Q019		D	What type of technical difficulties did you encounter?			N	Text area, no char limit	Skip Logic Group	OE_Tech Difficulties

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
HAJ7059Q022			Are you registered to receive WPS GHA Medicare eNews messages?	Yes, I am registered to receive WPS GHA Medicare eNews No, I choose not to register for WPS GHA Medicare eNews No, I was not aware that WPS GHA Medicare offered eNews		Y	Radio button, one-up vertical		Registered
HAJ7059Q024			If you could identify one improvement to this website, what would that improvement be?			N	Text area, no char limit		OE_Improvement
HAJ7059Q025			If you are over the age of 18 and would like WPS to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Email

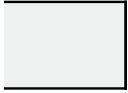
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HAJ7059Q001			What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general 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	OPS Group	Visit Reason
HAJ7059Q002		B	Other - primary reason?			N	Text field, <100 char	OPS Group	Other Visit Reason
HAJ7059Q003			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
HAJ7059Q004			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)		Y	Radio button, one-up vertical	OPS Group	Best Describes you
HAJ7059Q005		B	Other - which best describes you?			N	Text field, <100 char	OPS Group	OE_Best Describes
HAJ7059Q006			Which best describes your area of interest?	Medicare Part A Medicare Part B Other		Y	Radio button, one-up vertical		Area of Interest
HAJ7059Q012			Did you find what you were looking for on this website today?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Looking for
HAJ7059Q013		A	What specifically were you seeking?			N	Text field, <100 char	Skip Logic Group	Specifically Seeking
TAR0203704		B	In what section of the website would you expect to have found what you were looking for?	My Account Claims Claim Review Overpayments Appeals Provider Enrollment Policies Fee Schedules and Reimbursement Cost Report Audit Training Not sure		Y	Radio button, one-up vertical	Skip Logic Group	Site Section
HAJ7059Q015			How would you describe your navigation experience on this site today? (Please select all that apply.)	Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels were 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: I had no difficulty navigating/browsing on this site	B C D A	Y	Checkbox, one-up vertical	Skip Logic Group Mutually exclusive	Navigation Experience
HAJ7059Q016		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group	OE_Navigation Experience
HAJ7059Q017		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
HAJ7059Q018		C	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group	OE_links/labels
HAJ7059Q019		D	What type of technical difficulties did you encounter?			N	Text area, no char limit	Skip Logic Group	OE_Tech Difficulties

HAJ7059Q020			Does your place of business allow employees to access social media for business purposes?	Yes No Not Sure		Y	Radio button, one-up vertical		SM-Access at Work
HAJ7059Q021			Do you ever use a mobile device (smart phone or tablet) to view this website?	Yes No		Y	Radio button, one-up vertical		Mobile or Tablet Access
HAJ7059Q022			Are you registered to receive WPS GHA Medicare eNews messages?	Yes, I am registered to receive WPS GHA Medicare eNews No, I choose not to register for WPS GHA Medicare eNews No, I was not aware that WPS GHA Medicare offered eNews		Y	Radio button, one-up vertical		Registered
HAJ7059Q024			If you could identify one improvement to this website, what would that improvement be?			N	Text area, no char limit		OE_Improvement
HAJ7059Q025			If you are over the age of 18 and would like WPS to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Email



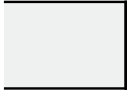
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HAJ7059Q002		B	Other - primary reason?			N	Text field, <100 char	OPS Group	Other Visit Reason
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HAJ7059Q005		B	Other - which best describes you?			N	Text field, <100 char	OPS Group	OE_Best Describes
HAJ7059Q006			Which best describes your area of interest?	Medicare Part A Medicare Part B Other		Y	Radio button, one-up vertical		Area of Interest
HAJ7059Q012			Did you find what you were looking for on this website today?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Looking for
HAJ7059Q013		A	What specifically were you seeking?			N	Text field, <100 char	Skip Logic Group	Specifically Seeking
TAR0203704		B	In what section of the website would you expect to have found what you were looking for?	My Account Claims Claim Review Overpayments Appeals Provider Enrollment Policies Fee Schedules and Reimbursement Cost Report Audit Training Not sure		Y	Radio button, one-up vertical	Skip Logic Group	Site Section
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HAJ7059Q016		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group	OE_Navigation Experience
HAJ7059Q017		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
HAJ7059Q018		C	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group	OE_links/labels
HAJ7059Q019		D	What type of technical difficulties did you encounter?			N	Text area, no char limit	Skip Logic Group	OE_Tech Difficulties

HAJ7059Q020			Does your place of business allow employees to access social media for business purposes?	Yes No Not Sure		Y	Radio button, one-up vertical		SM-Access at Work
HAJ7059Q021			Do you ever use a mobile device (smart phone or tablet) to view this website?	Yes No		Y	Radio button, one-up vertical		Mobile or Tablet Access
HAJ7059Q022			Are you registered to receive WPS GHA Medicare eNews messages?	Yes, I am registered to receive WPS GHA Medicare eNews No, I choose not to register for WPS GHA Medicare eNews No, I was not aware that WPS GHA Medicare offered eNews		Y	Radio button, one-up vertical		Registered
HAJ7059Q024			If you could identify one improvement to this website, what would that improvement be?			N	Text area, no char limit		OE_Improvement
HAJ7059Q025			If you are over the age of 18 and would like WPS to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Email



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HAJ7059Q002		B	Other - primary reason?		B	N	Text field, <100 char	OPS Group	Other Visit Reason
HAJ7059Q003			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
HAJ7059Q004			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)		Y	Radio button, one-up vertical	OPS Group	Best Describes you
HAJ7059Q005		B	Other - which best describes you?		B	N	Text field, <100 char	OPS Group	OE_Best Describes
HAJ7059Q006			Which best describes your area of interest?	Medicare Part A Medicare Part B Other		Y	Radio button, one-up vertical		Area of Interest
HAJ7059Q007			Are you a C-SNAP user?	Yes No	A B	Y	Radio button, one-up vertical	Skip Logic Group	C-SNAP User
HAJ7059Q008		A	Did you log-in today?	Yes No, I didn't need to log-in to find what I was looking for No, I was unable to log-in	C	N	Radio button, one-up vertical	Skip Logic Group	Log-In
HAJ7059Q009		C	What trouble were you experiencing while trying to log-in to C-SNAP?			N	Text area, no-char limit	Skip Logic Group	Log-In Trouble
HAJ7059Q010		B	Why are you not a C-SNAP user?	I can find what I need without being registered I tried to register, but was unable to I don't know what C-SNAP is	D	N	Radio button, one-up vertical	Skip Logic Group	Not Registered
HAJ7059Q011		D	What problems were you facing when trying to register for C-SNAP?			N	Text area, no-char limit	Skip Logic Group	Registration Trouble?
HAJ7059Q012			Did you find what you were looking for on this website today?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Looking for
HAJ7059Q013		A	What specifically were you seeking?			N	Text field, <100 char	Skip Logic Group	Specifically Seeking
HAJ7059Q014		B	In what section of the website would you expect to have found what you were looking for?	C-SNAP (Self-Service-Portal) Policy Fees Training Claims Departments News Resources FAQs Forms Not Sure		Y	Radio button, one-up vertical	Skip Logic Group	Expected Section
HAJ7059Q015			How would you describe your navigation experience on this site today? (Please select all that apply.)	Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels were difficult to understand	B C	Y	Checkbox, one-up vertical	Skip Logic Group	Navigation Experience

				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: I had no difficulty navigating/browsing on this site	D A				
HAJ7059Q016		A	Other navigation difficulty:			N	Text area, no char limit	Mutually exclusive Skip Logic Group	OE_Navigation Experience
HAJ7059Q017		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
HAJ7059Q018		C	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group	OE_links/labels
HAJ7059Q019		D	What type of technical difficulties did you encounter?			N	Text area, no char limit	Skip Logic Group	OE_Tech Difficulties
HAJ7059Q020			Does your place of business allow employees to access social media for business purposes?	Yes No Not Sure		Y	Radio button, one-up vertical		SM-Access at Work
HAJ7059Q021			Do you ever use a mobile device (smart phone or tablet) to view this website?	Yes No		Y	Radio button, one-up vertical		Mobile or Tablet Access
HAJ7059Q022			Are you registered to receive WPS GHA Medicare eNews messages?	Yes, I am registered to receive WPS GHA Medicare eNews No, I choose not to register for WPS GHA Medicare eNews No, I was not aware that WPS GHA Medicare offered eNews		Y	Radio button, one-up vertical		Registered
HAJ7059Q023			Have you used the FYI Database on the WPS GHA Medicare website?	Yes, I have used the FYI Database No, I choose not to use the FYI Database No, I was not aware of the FYI Database		Y	Radio button, one-up vertical		FYI Database
HAJ7059Q024			If you could identify one improvement to this website, what would that improvement be?			N	Text area, no char limit		OE_Improvement
HAJ7059Q025			If you are over the age of 18 and would like WPS to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Email

