# **Welcome and Thar**

# **Welcome Text**

# **Welcome Text - Alternate**

Thanks for visiting our site. You've been randomly chosen to take part in a brief survey. We're looking for ways to improve our web pages.

Your opinion is important. Please take a few minutes to help us understand your needs.





### **Customer Satisfaction Survey**

Thanks for visiting our site. You've been randomly chosen to take part in a brief survey. We're looking for ways to improve our web pages.

Your opinion is important. Please take a few minutes to help us understand your needs.



# ık You Text

# Thank You Text

# **Thank You Text - Alternate**

Thank you for taking our survey - and for helping us serve you better.

Thank you for taking our survey - and for helping us serve you better.

Cancel



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ForeSee Results Privacy Survey Support

**VBA Satisfaction Survey** 

MID: x4BUINAZdIkRh8IxYQVBxw==

Date: 4/23/2010

### Model questions utilize the

### **ELEMENTS (drivers of satisfaction)**

### Content (1=Poor, 10=Excellent, Don't Know)

Please rate the accuracy of information on this site.

Please rate the quality of information on this site.

Please rate the freshness of content on this site.

### Look and Feel (1=Poor, 10=Excellent, Don't Know)

Please rate the visual appeal of this site.

Please rate the balance of graphics and text on this site.

Please rate the readability of the pages on this site.

### Navigation (1=Poor, 10=Excellent, Don't Know)

Please rate how well the site is organized.

Please rate the options available for navigating this site.

Please rate how well the site layout helps you find what you are looking for.

Please rate the number of clicks to get where you want on this site.

#### Functionality (1=Poor, 10=Excellent, Don't Know)

Please rate the usefulness of the features provided on this site (such as calculators, applications, etc.).

Please rate the convenience of the features on this site (such as calculators, applications, etc.).

Please rate the variety of features on this site (such as calculators, applications, etc.).

### Online Transparency (1=Poor, 10=Excellent, Don't Know)

Please rate how thoroughly this website discloses information about what VBA is doing.

Please rate how quickly VBA information is made available on this website.

Please rate how well information about VBA's actions can be accessed by the public on this website.

### 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 the ability to load pages without getting error messages on this site.

# **VBA Satisfaction Survey**

ForeSee methodology to determine scores and impacts

## **CUSTOMER SATISFACTION**

### Satisfaction

What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)

How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)

How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)

# **FUTURE BEHAVIORS** Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else? Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to VBA in the next 90 days? Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on VBA to act in my best interests. I consider VBA to be trustworthy. VBA can be trusted to do what is right. Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely) How likely are you to use this site for benefits information rather than using other channels (phone, in person, etc.)?

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		VD/Countries out voly cochemit Qc2c				
Skip Logic		Answer Choices			Single or	
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	How frequently do you visit this site?	This is my first time	_	Radio button, one-up vertical	Single	Y
		Daily	_			
		Weekly				
		Monthly				
	Nathrick of the fellowing book describes your selection	Several times a year or less		Dadia button, and un vertical		
	Which of the following best describes your role in visiting this site today?			Radio button, one-up vertical		Y
	violating time site today.	Veteran	C, D		Open	
		Active duty	C, D		Оро	
		Reservist or National Guard member who has never been mobilized for				
		Federal service	D			
		Survivor/dependent of a service member or veteran	D			
		Employer	D			
		Lender	F			
		Real Estate Professional	F			
		Mortgage Servicer	F			
		School Certifying Official	D			
		Other	A,D			
Α	Please tell us who you are.			Text area, no char limit	Single	N
С	Are you a disabled service member/veteran?	Yes		Radio button, one-up vertical	Single	Υ
		No				
D	What were you trying to accomplish on this site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi	Y
		Find a school				
		Find a form				
		Find a publication or manual				
		Find out what programs VA offers				
		Learn about a specific program I'm interested in				
		Check to see if I'm eligible for a specific benefit				
		Find out about benefits for my dependents				
		Find out about my life insurance benefits				
		Contact the Veterans Information Portal (VIP) help desk				
		Find Home Loans Certificate of Eligibility Information				
		Find Information About Specially Adapted Housing				
		Find a Specially Adapted Housing Agent				
		Certify student benefits				
		Other	DD			
DD	What else were you trying to accomplish?			Text area, no char limit		Υ
F	What were you trying to accomplish on this site? (Select all that apply)	Apply for Lender Appraisal Processing		Checkbox, one-up vertical	Multi	Y
		Find a Regional Loan Center (RLC)				
		Frequently Asked Questions				
		Find the Lender's Handbook				
		Find Homes for Sale				

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	VBA Satisfaction Survey CUSTOM QUESTION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	-			
		Other	FF			
FF	What else were you trying to accomplish?			Text area. no char limit		Υ

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		VBA Satisfaction Survey COSTOM QUES	TION EIGT			
Skip Logic	Outstian Tout	Answer Choices	Chin to	Time (coloct from lint)	Single or	Required
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	Thinking about your visit today, which section of the VBA site did you <b>primarily</b> visit today?	Compensation		Radio button, one-up vertical	Single	Y
		Education & Training				
		Home Loans				
		Life Insurance				
		Pension				
		Vocational Rehabilitation & Employment				
		Fiduciary Program				
		VBA Claims Transformation				
		VBA homepage				
		General, just browsing				
		Other section	Α			
Α	What other section of this site did you primarily visit?			Text area, no char limit		N
	How did you get to the section of the site you needed?	Navigation menu on the left side of the page		Drop down, select one	Single	Υ
		I Am A drop down menu at the top left side of the page				
		Quick navigation links at the bottom of the page				
		Top navigation menu				
		Used a 3rd party search (i.e. Google or Yahoo)				
		Links in the center of the benefits homepage				
		Link from another website	_			
		Used search on the VA website				
		Bookmark for a specific page				
	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other	A	T 15 11 100 1		
Α	How else did you find the section you needed?  Did you accomplish what you wanted to on this site?	Yes		Text field, <100 char	Single	Y
	Site?	Do winth.	_ A D C	Radio button, one-up vertical		
		Partially No	A, B, C A, B, C			
		Just browsing/I wasn't planning to accomplish anything in particular	A, B, C			
Α	What were you <b>unable</b> to accomplish on the site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi	Y
		Find a school				
		Find a form				
		Find a publication or manual				
		Find out what programs VA offers				
		Learn about a specific program I'm interested in				
		Check to see if I'm eligible for a specific benefit				
		Find out about benefits for my dependents				
		Find out about my life insurance benefits				
		Contact the Veterans Information Portal (VIP) help desk				
		Find Home Loans Certificate of Eligibility Information				
		Find Information About Specially Adapted Housing				

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						l
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Labei	Question Text	,	Skip to	Type (select from list)	Multi	T/IN
		Find a Specially Adapted Housing Agent	-			
		Certify student benefits	-			
		Apply for Lender Appraisal Processing	-			
		Find a Regional Loan Center (RLC)	-			
		Frequently Asked Questions				
		Find the Lender's Handbook				
		Find Homes for Sale				
		Find Loan Limits				
		Other	D			
D	What were you unable to accomplish on the site? Please be specific.			Text area, no char limit		N
В	What contributed to not being able to accomplish what you wanted to on the site?	Could not find information I needed		Checkbox, one-up vertical		Y
		Information was too general, not specific enough	1			
		Did not understand content	1			
		Other	F			
F	What else contributed to not being able to accomplish what you wanted to on the site?			Text area, no char limit		N
С	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Υ
		Try the site again later				
		Call a VA toll free number				
		Visit a VA facility	1			
		Try to contact VA by e-mail	1			
		Other	E			
E	What else will you do next?			Text area, no char limit		N
	, , , ,					

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		VBA Satisfaction Survey CUSTOM QUESTI	ON LIST			
Skip Logic		Answer Choices			Single or	Required
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	What was the <b>primary</b> way you looked for	Navigated (used links to information)	Α		Single	Y
	information on the VA pages?			Radio button, one-up vertical		
		Used Search	В			
В	Please tell us about your search experience. (Select all that apply)	Search results were helpful		Checkbox, one-up vertical	Multi	Y
	(Sciedt all triat apply)	Received no results	-			
		Results were not relevant	-			
		Not sure what words to use	-			
		Search speed was too slow	-			
		Search results not organized				
		Other	ВВ			
ВВ	Please describe your search experience.			Text area, no char limit		Y
A	How would you describe your navigation	Had <b>no</b> difficulty		1 2 2 2 2 3 4 1 3 2	Multi	Y
^	experience? (Select all that apply)	That is dimonty		Checkbox, one-up vertical	- Wildit	
		Too many links				
		Too few links				
		Links/labels are difficult to understand				
		Often could not determine the best link				
		Links did not take me where I expected				
		Could not get started or did not know where to begin				
		Had technical difficulties (e.g. broken links, error messages)	C, D			
		Navigated to general area but could not find specific content				
		Could not navigate back to previous information				
		Other	AA			
AA	Please describe your navigation experience.			Text area, no char limit		Υ
С	What was the main type of technical difficulty you			Drop down, select one	Single	N
	experienced today?	Page "updating"				
		Page did not load completely				
		Received an error message	E			
		Clicked on links that were broken				
		Page too slow to load				
		Other	F			
		Do not recall				
F	What other technical difficulty did you experience?			Text area, no char limit		N
D	In which section did you <b>primarily</b> experience the			Drop down, select one	Single	N
	main technical difficulty?	Home page				
		Compensation				
		Education & Training				
		Home Loans				
		Life Insurance				
		Pension				
		Vocational Rehabilitation & Employment				
		VBA Claims Transformation				

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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Performing a search				
		Other	G			
		Do not recall				
G	On what other page or feature did you experience the main technical difficulty?			Text area, no char limit		N
E	Please tell us more about the type of error message you received.	Error 404 (The requested file/page was not found) Request cannot be processed at this time Information is not available Other	н	Checkbox, one-up vertical	Multi	N
Н	What other type of error message did you receive?			Text area, no char limit		N
	Please select your age range.	17 or under		Radio button, one-up vertical	Single	N
		18-24				
		25-34				
		35-44				
		45-54				
		55-64				
		65+				
	Please select your gender:	Male		Radio button, one-up vertical	Single	N
		Female				
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	N

Special Instructions	CQ Label
Skip Logic Group	Role
Skip Logic Group	OE_Role
Skip Logic Group	Disabled
Skip Logic Group	What Try Accomplish
Skip Logic Group	OE_Accomplish
Skip Logic Group	nplish-Lender/Restate/Mor

Special Instructions	CQ Label
Skip Logic Group	E_Accomplish Lenders, et

Special Instructions	CQ Label
Skip Logic Group	Section
Skip Logic Group	OE_Section
Skip Logic Group	Get to Section
Skip Logic Group	OE_Get to Section
Skip Logic Group	Accomplish
Skip Logic Group	Task - Unable to Accomp

Special Instructions	CQ Label
Skip Logic Group*	OE_Task Accomplish
Skip Logic Group*	Unsuccessful Contributed
Skip Logic Group*	E_Unsucessful Contribute
Skip Logic Group	Do Next
Skip Logic Group	OE_Do Next

Special Instructions	CQ Label
Skip Logic Group	Primarily Navigate
Skip Logic Group	Search Exp
Skip Logic Group	OE_Search Exp
Skip Logic Group	Nav Exp
Skip Logic Group	OE_Nav Exp
Skip Logic Group	TechDiffType
Skip Logic Group*	OE_TechDiffType
Skip Logic Group	TechDiffPage
	, and the second

Special Instructions	CQ Label
Special instructions	CQ Label
Skip Logic Group*	OE_TechDiffPage
Skip Logic Group	TechDiffError
Skip Logic Group*	OE_TechDiffError
	Age
	Gender
	Suggestion

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Skip Logic		Answer Choices			Single or	
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	How frequently do you visit this site?	This is my first time		Radio button, one-up vertical	Single	Y
		Daily				
		Weekly				
		Monthly				
		Several times a year or less				
	Which of the following best describes your role in visiting this site today?			Radio button, one-up vertical		Υ
		Veteran	C, D		Open	
		Active duty	C, D			
		Reservist or National Guard member who has never been mobilized for Federal service	D			
		Survivor/dependent of a service member or veteran	D			
		Employer	D			
		Lender	F			
		Real Estate Professional	F			
		Mortgage Servicer	F			
		School Certifying Official	D			
		Other	A,D			
	Please tell us who you are.			Text area, no char limit	Single	N
С	Are you a disabled service member/veteran?	Yes		Radio button, one-up vertical	Single	Y
		No				
D	What were you trying to accomplish on this site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi	Y
		Find a school				
		Find a form				
		Find a publication or manual				
		Find out what programs VA offers				
		Learn about a specific program I'm interested in				
		Check to see if I'm eligible for a specific benefit				
		Find out about benefits for my dependents	_			
		Find out about my life insurance benefits				
		Find out about my life insurance benefits  Contact the Veterans Information Portal (VIP) help desk				
		Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information				
		Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing				
		Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent				
		Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits	DD			
DD	What else were you trying to accomplish?	Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent	DD	Text area no char limit		Y
DD F	What else were you trying to accomplish? What were you trying to accomplish on this site? (Select all that apply)	Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits	DD	Text area, no char limit Checkbox, one-up vertical	Multi	Y
		Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other  Apply for Lender Appraisal Processing	DD	· · · · · · · · · · · · · · · · · · ·	Multi	
	What were you trying to accomplish on this site?	Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other	DD	· · · · · · · · · · · · · · · · · · ·	Multi	· ·

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VBA Satisfaction Survey CUSTOM QUESTION LIST						
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk Other	FF			
FF	What else were you trying to accomplish?			Text area, no char limit		Υ

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		VBA Satisfaction Survey COSTOM QUES	TION EIST			
Skip Logic	Quantities Total	Answer Choices	Ship to		Single or	Required
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	Thinking about your visit today, which section of the VBA site did you <b>primarily</b> visit today?	Compensation		Radio button, one-up vertical	Single	Y
		Education & Training				
		Home Loans				
		Life Insurance				
		Pension				
		Vocational Rehabilitation & Employment				
		Fiduciary Program				
		VBA Claims Transformation				
		VBA homepage				
		General, just browsing				
		Other section	Α			
Α	What other section of this site did you primarily visit?			Text area, no char limit		N
	How did you get to the section of the site you needed?	Navigation menu on the left side of the page		Drop down, select one	Single	Y
		I Am A drop down menu at the top left side of the page				
		Quick navigation links at the bottom of the page				
		Top navigation menu				
		Used a 3rd party search (i.e. Google or Yahoo)				
		Links in the center of the benefits homepage				
		Link from another website				
		Used search on the VA website				
		Bookmark for a specific page				
		Other	Α			
Α	How else did you find the section you needed?	V		Text field, <100 char	Cinala	Y
	Did you accomplish what you wanted to on this site?	Yes		Radio button, one-up vertical	Single	Y
		Partially	A, B <mark>, C</mark>			
		No	A, B, C			
		Just browsing/I wasn't planning to accomplish anything in particular				
Α	What were you <b>unable</b> to accomplish on the site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi	Y
		Find a school				
		Find a form				
		Find a publication or manual				
		Find out what programs VA offers				
		Learn about a specific program I'm interested in				
		Check to see if I'm eligible for a specific benefit				
		Find out about benefits for my dependents				
		Find out about my life insurance benefits				
		Contact the Veterans Information Portal (VIP) help desk				
		Find Home Loans Certificate of Eligibility Information				
		Find Information About Specially Adapted Housing				

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	VEX Satisfaction survey cost on Question Elect					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Find a Specially Adapted Housing Agent				
		Certify student benefits				
		Apply for Lender Appraisal Processing				
		Find a Regional Loan Center (RLC)				
		Frequently Asked Questions				
		Find the Lender's Handbook				
		Find Homes for Sale				
		Find Loan Limits				
		Other	D			
D	What were you unable to accomplish on the site? Please be specific.			Text area, no char limit		N
В	What contributed to not being able to accomplish what you wanted to on the site?	Could not find information I needed		Checkbox, one-up vertical		Υ
		Information was too general, not specific enough				
		Did not understand content				
		Other	D			
D	What else contributed to not being able to accomplish what you wanted to on the site?			Text area, no char limit		N
B C	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y
		Try the site again later				
		Call a VA toll free number				
		Visit a VA facility				
		Try to contact VA by e-mail				
		Other	€ E			
G E	What else will you do next?			Text area, no char limit		N

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		VBA Satisfaction Survey CUSTOM QUESTI	ON LIST			
Skip Logic		Answer Choices			Single or	Required
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
	What was the <b>primary</b> way you looked for	Navigated (used links to information)	Α		Single	Y
	information on the VA pages?			Radio button, one-up vertical		
		Used Search	В			
В	Please tell us about your search experience. (Select all that apply)	Search results were helpful		Checkbox, one-up vertical	Multi	Y
	(Sciedt all triat apply)	Received no results	-			
		Results were not relevant	-			
		Not sure what words to use	-			
		Search speed was too slow	-			
		Search results not organized				
		Other	ВВ			
ВВ	Please describe your search experience.			Text area, no char limit		Y
A	How would you describe your navigation	Had <b>no</b> difficulty		1 2 2 2 2 3 4 1 3 2 1 3 2 1 3 2 1 3 2 1	Multi	Y
^	experience? (Select all that apply)	That is dimonty		Checkbox, one-up vertical	- Wildit	
		Too many links				
		Too few links				
		Links/labels are difficult to understand				
		Often could not determine the best link				
		Links did not take me where I expected				
		Could not get started or did not know where to begin				
		Had technical difficulties (e.g. broken links, error messages)	C, D			
		Navigated to general area but could not find specific content				
		Could not navigate back to previous information				
		Other	AA			
AA	Please describe your navigation experience.			Text area, no char limit		Υ
С	What was the main type of technical difficulty you			Drop down, select one	Single	N
	experienced today?	Page "updating"				
		Page did not load completely				
		Received an error message	E			
		Clicked on links that were broken				
		Page too slow to load				
		Other	F			
		Do not recall				
F	What other technical difficulty did you experience?			Text area, no char limit		N
D	In which section did you <b>primarily</b> experience the			Drop down, select one	Single	N
	main technical difficulty?	Home page				
		Compensation				
		Education & Training				
		Home Loans				
		Life Insurance				
		Pension				
		Vocational Rehabilitation & Employment				
		VBA Claims Transformation				

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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		Performing a search				
		Other	G			
		Do not recall				
G	On what other page or feature did you experience the main technical difficulty?			Text area, no char limit		N
E	Please tell us more about the type of error message you received.	Error 404 (The requested file/page was not found) Request cannot be processed at this time Information is not available Other	н	Checkbox, one-up vertical	Multi	N
Н	What other type of error message did you receive?			Text area, no char limit		N
	Please select your age range.	17 or under		Radio button, one-up vertical	Single	N
		18-24				
		25-34				
		35-44				
		45-54				
		55-64				
		65+				
	Please select your gender:	Male		Radio button, one-up vertical	Single	N
		Female				
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	N

Special Instructions	CQ Label
Skip Logic Group	Role
Skip Logic Group	OE_Role
Skip Logic Group	Disabled
Skip Logic Group	What Try Accomplish
Skip Logic Group	OE_Accomplish
Skip Logic Group	nplish-Lender/Restate/Mor

Consider to the state of the st	001-6-1
Special Instructions	CQ Label
Skip Logic Group	E_Accomplish Lenders, et

Special Instructions	CQ Label
Skip Logic Group	Section
Skip Logic Group	OE_Section
Skip Logic Group	Get to Section
Skip Logic Group	OE_Get to Section
Skip Logic Group	Accomplish
Skip Logic Group	Task - Unable to Accomp

Special Instructions	CQ Label
Skip Logic Group*	OE_Task Accomplish
Skip Logic Group*	Unsuccessful Contributed
Skip Logic Group*	E_Unsucessful Contribute
Skip Logic Group	Do Next
Skip Logic Group	OE_Do Next

Special Instructions	CQ Label
Skip Logic Group	Primarily Navigate
Skip Logic Group	Search Exp
Skip Logic Group	OE_Search Exp
Skip Logic Group	Nav Exp
Skip Logic Group	OE_Nav Exp
Skip Logic Group	TechDiffType
Skip Logic Group*	OE_TechDiffType
Skip Logic Group	TechDiffPage
	, and the second

Special Instructions	CQ Label
Special instructions	CQ Label
Skip Logic Group*	OE_TechDiffPage
Skip Logic Group	TechDiffError
Skip Logic Group*	OE_TechDiffError
	Age
	Gender
	Suggestion

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pink: ADDITION

	VBA Satisfaction Survey CUSTOM QUESTION LIST					
Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	
Lubei	How frequently do you visit this site?	This is my first time	Omp to	Radio button, one-up vertical	Single	
	l'iow frequently do you visit tills site:	Daily	-	Tradio button, one-up vertical	Single	
		Weekly	+			
		Monthly	-			
		Several times a year or less	-			
	Which of the following best describes your role in visiting	Several limes a year or ress		Radio button, one-up vertical		
	this site today?			reado battori, orie ap vertical		
	,	Veteran	C, D		Open	
		Active duty	C, D			
		Reservist or National Guard member who has never been mobilized for Federal service				
			D			
		Survivor/dependent of a service member or veteran	D			
		Employer	D			
		Lender	F			
		Real Estate Professional	F			
		Mortgage Servicer	F			
		School Certifying Official	D			
		Other, please specify	A,D			
Α	Please tell us who you are.			Text area, no char limit	Single	
С	Are you a disabled service member/veteran?	Yes		Radio button, one-up vertical	Single	
		No				
D	What were you trying to accomplish on this site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi	
		Find a school				
		Find a form				
		Find a publication or manual				
		Find out what programs VA offers				
		Learn about a specific program I'm interested in				
		Check to see if I'm eligible for a specific benefit				
		Find out about benefits for my dependents				
		Find out about my life insurance benefits				
		Contact the Veterans Information Portal (VIP) help desk				
		Find Home Loans Certificate of Eligibility Information				
		Find Information About Specially Adapted Housing				
		Find a Specially Adapted Housing Agent				
		Certify student benefits				
		Other <del>, please specify</del>	DD			
DD	What else were you trying to accomplish?			Text area, no char limit		
F	What were you trying to accomplish on this site? (Select all that apply)	Apply for Lender Appraisal Processing		Checkbox, one-up vertical	Multi	
		Find a Regional Loan Center (RLC)				
		Frequently Asked Questions				
		Find the Lender's Handbook				

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underlined & italicized: RE-ORDER

pink: ADDITION

		VBA Satisfaction Survey CUSTOM QUESTION LIST			
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		Find Homes for Sale			
		Find Loan Limits  Contact the Veterans Information Portal (VIP) help desk			
		Other, please specify	FF		
FF	What else were you trying to accomplish?			Text area, no char limit	

Skip Logic Label

Α

**Question Text** 

Thinking about your visit today, which section of the VBA

What other section of this site did you primarily visit?

site did you **primarily** visit today?

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Compensation

Home Loans Life Insurance Pension

<del>Services</del> Fiduciary Program

**VOW to Hire Heroes** VBA homepage

**VBA Satisfaction Survey CUSTOM QUESTION LIST Answer Choices** Single or (limited to 50 characters) Skip to Type (select from list) Multi Radio button, one-up vertical Single Education & Training Vocational Rehabilitation & Employment VBA Claims Transformation General, just browsing Text area, no char limit Navigation menu on the left side of the page

	How did you get to the section of the site you needed?	Navigation menu on the left side of the page		Dropdown (Select-one)	Single
		I Am A drop down menu at the top left side of the page			3.0
		Quick navigation links at the bottom of the page			
		Top navigation menu			
		Used a 3rd party search (i.e. Google or Yahoo)			
		Links within the benefits homepage			
		Links in the center of the benefits homepage			
		Link from another website			
		Used search on the VA website			
		Bookmark for a specific page			
		Other <del>, please specify</del>	Α		
Α	How else did you find the section you needed?			Text field, <100 char	
	Did you accomplish what you wanted to on this site?	Yes		Radio button, one-up vertical	Single
		Partially	A, B		
		No	A, B		
		Just browsing/I wasn't planning to accomplish anything in particular			
A	No, I wanted to:			Text area, no char limit	
Α	What were you <b>unable</b> to accomplish on the site? (Select all that apply)	Apply for benefits		Checkbox, one-up vertical	Multi
		Find a school			
		Find a form		1	
		Find a publication or manual			
		Find out what programs VA offers			
		Learn about a specific program I'm interested in			
		Check to see if I'm eligible for a specific benefit			
		Find out about benefits for my dependents			

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VBA Satisfaction Survey CUSTOM QUESTION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		Find out about my life insurance benefits  Contact the Veterans Information Portal (VIP) help desk			
		Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent			
		Certify student benefits Apply for Lender Appraisal Processing			
		Find a Regional Loan Center (RLC) Frequently Asked Questions			
		Find the Lender's Handbook Find Homes for Sale Find Loan Limits			
		Other	D		
D	What were you unable to accomplish on the site? Please be specific.			Text area, no char limit	
В	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single
		Try the site again later			
		Call a VA toll free number			
		Visit a VA facility			
		Try to contact VA by e-mail	_		
_		Other <del>(please specify)</del>	С		
С	What else will you do next?			Text area, no char limit	

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		VBA Satisfaction Survey CUSTOM QUESTION	LIST		
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi
Lubei	What was the <b>primary</b> way you looked for information on	Navigated (used links to information)		Type (select from list)	Single
	the VA pages?	Used Search	А В	Radio button, one-up vertical	Sirigie
В	Please tell us about your search experience. (Select all	Search results were helpful	<b>X</b>	Checkbox, one-up vertical	Multi
В	that apply)	<u>'</u>		Crieckbox, one-up vertical	Multi
		Received no results			
		Results were not relevant		A	ndrea Fuhre
		Not sure what words to use		<del> </del>	<del>oti please n</del>
		Search speed was too slow		m	utually exclu
		Search results not organized			
- DD	Diagram de a silha visus a a silha visus sila si	Other <del>, please specify</del>	BB	Tout area no abor limit	
BB A	Please describe your search experience.  How would you describe your navigation experience?	Had <b>no</b> difficulty		Text area, no char limit	Multi
	(Select all that apply)			Checkbox, one-up vertical	
		Too many links			
		Too few links			
		Links/labels are difficult to understand	`	\	Andrea Forbis:
		Often could not determine the best link			DOT - ple
		Links did not take me where I expected			this mutu
		Could not get started or did not know where to begin	0.0		exclusive
		Had technical difficulties (e.g. broken links, error messages)	C, D		
		Navigated to general area but could not find specific content			
		Could not navigate back to previous information			
		Other <del>, please specify</del>	AA	Tank and an about the te	
AA	Please describe your navigation experience.			Text area, no char limit	
С	What was the <b>main type</b> of technical difficulty you experienced today?	Page "undetine"		Drop down, select one	
	experienced today?	Page "updating" Page did not load completely			
			E		
		Received an error message Clicked on links that were broken			
		Page too slow to load			
		Other	F		
		Do not recall			
F	What other technical difficulty did you experience?	DO HOLLOGAI		Text area, no char limit	
D	In which section did you <b>primarily</b> experience the main			Drop down, select one	Single
	technical difficulty?	Home page		Drop down, selections	Sirigie
		Compensation			
		Education & Training			
		Home Loans			
		Life Insurance			
		Pension			
		Vocational Rehabilitation & Employment			
		VBA Claims Transformation			
		Performing a search			

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	VBA Satisfaction Survey CUSTOM QUESTION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	-	Type (select from list)	Single or Multi	
		Other Do not recall	G			
G	On what other page or feature did you experience the main technical difficulty?			Text area, no char limit		
Е	Please tell us more about the type of error message you received.	Error 404 (The requested file/page was not found) Request cannot be processed at this time Information is not available Other	н	Checkbox, one-up vertical	Multi	
Н	What other type of error message did you receive?			Text area, no char limit		
	Please select your age range.	17 or under 18-24		Radio button, one-up vertical	Single	
		25-34 35-44				
		45-54	1			
		55-64	1			
		65+	1			
	Please select your gender:	Male		Radio button, one-up vertical	Single	
		Female				
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single	

Required Y/N Y	Special Instructions	CQ Label
Y	Skip Logic Group	Role
N	Skip Logic Group	OE_Role
Y	Skip Logic Group	Disabled
Y	Skip Logic Group	What Try Accomplish
Υ	Skip Logic Group	OE_Accomplish
Y	Skip Logic Group	nplish-Lender/Restate/Moi

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	E_Accomplish Lenders, et

Required Y/N	Special Instructions	CQ Label
Υ	Skip Logic Group	Section
N	Skip Logic Group	OE_Section
Y	Skip Logic Group	Get to Section
Υ	Skip Logic Group	OE_Get to Section
Y	Skip Logic Group	Accomplish
¥ Y	Skip Logic Group	OE_Accomplish
Y	Skip Logic Group	Task - Unable to Accomp

Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group*	OE_Task Accomplish
Y	Skip Logic Group	Do Next
N	Skip Logic Group	OE_Do Next

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Primarily Navigate
-Forbis:	Skip Logic Group	Search Exp
Y	Skip Logic Group	OE_Search Exp
uhrel- ise make ailly	Skip Logic Group	Nav Exp
	Skip Logic Group	OE_Nav Exp
	Skip Logic Group	TechDiffType
N	Skip Logic Group*	OE_TechDiffType
N	Skip Logic Group	TechDiffPage

Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group*	OE_TechDiffPage
N	Skip Logic Group	TechDiffError
N	Skip Logic Group*	OE_TechDiffError
Z		Age
N		Gender
N		Suggestion

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**Answer Choices** Skip Logic Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Radio button, one-up vertical How frequently do you visit this site? This is my first time Daily Weekly Monthly Several times a year or less Radio button, one-up vertical Which of the following best describes your role in visiting this site today? (Check all that apply) Text area, no char limit Veteran C, D Active duty C, D Reservist or National Guard member who has never been mobilized for Federal service D D Survivor/dependent of a service member or veteran D Employer Lender Real Estate Professional F Mortgage Servicer School Certifying Official D Other, please specify A,D Text area, no char limit Α Please tell us who you are. С Are you a disabled service member/veteran? Yes Radio button, one-up vertical D What were you trying to accomplish on this site? (Select all that apply) Apply for benefits Checkbox, one-up vertical Find a school Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify DD DD What else were you trying to accomplish? Text area. no char limit F What were you trying to accomplish on this site? (Select all that apply) Apply for Lender Appraisal Processing Checkbox, one-up vertical Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook

Skip Logic
Label Question Text Find Homes for Sale
Find Loan Limits
Contact the Veterans Information Portal (VIP) help desk

Find Logic Logic Logic Logic Logic Logic Logic Find Logic Logic Logic Logic Logic Logic Logic Logic Logic (limited to 50 characters)

Find Homes for Sale
Find Logic Logic Logic (limited to 50 characters)

Find Homes for Sale
Find Logic Logic (limited to 50 characters)

Find Homes for Sale
Find Logic Logic (limited to 50 characters)

Find Homes for Sale
Find Logic Logic (limited to 50 characters)

Other, please specify

FF

What else were you trying to accomplish?

FF

Text area, no char limit

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Skip Logic		Answer Choices		
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
	Thinking about your visit today, which section of the VBA site did you primarily visit today?	Compensation		Radio button, one-up vertical
	. ,	Education & Training	1	
		Home Loans	†	
		Life Insurance	1	
		Pension	1	
		Vocational Rehabilitation & Employment	1	
		Services	1	
		Fiduciary Program	1	
		VBA Claims Transformation	1	
		VOW to Hire Heroes	1	
		VBA homepage	1	
		General, just browsing	1	
	How did you get to the section of the site you needed?	Navigation menu on the left side of the page		Dropdown (Select-one)
	Thow and you get to the section of the site you needed:	I Am A drop down menu at the top left side of the page	1	Bropaewii (Geleat ana)
		Quick navigation links at the bottom of the page	1	
		Top navigation menu	1	
		Used a 3rd party search (i.e. Google or Yahoo)	1	
		Links within the benefits homepage	-	
		Link from another website	-	
		Used search on the VA website	-	
		Bookmark for a specific page	-	
		Other, please specify	Α	
Α	How else did you find the section you needed?	Other, piease specify		Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes		
				Radio button, one-up vertical
		I wasn't planning to accomplish anything in particular		
_		No, I wanted to:	A, B	<del>-</del>
Α	No, I wanted to:			Text area, no char limit
В	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical
		Try the site again later		
		Call a VA toll free number		
		Visit a VA facility		
		Try to contact VA by e-mail		
		Other (please specify)	С	
С	What else will you do next?			Text area, no char limit

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Skip Logic		Answer Choices		
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
	What was the <b>primary</b> way you looked for information on the VA	Navigated (used links to information)	A	,
	pages?	Used Search	В	Radio button, one-up vertical
Α	How would you describe your navigation experience? (Select all that	Had <b>no</b> difficulty	<b>N</b>	
^	apply)	riau iio unicuity		Checkbox, one-up vertical
		Too many links	] `	
		Too few links		
		Links/labels are difficult to understand	Andrea	uhrel-Forbis:
		Often could not determine the best link	DOT - plea	ise make this
		Links did not take me where I expected	mutually e	exclusive
		Could not get started or did not know where to begin		
		Had technical difficulties (e.g. broken links, error messages)		
		Navigated to general area but could not find specific content		
		Could not navigate back to previous information		
		Other, please specify	AA	
	Please describe your navigation experience.			Text area, no char limit
В	Please tell us about your search experience. (Select all that apply)	Search results were helpful		Checkbox, one-up vertical
		Received no results		
		Results were not relevant		1
		Not sure what words to use		uhrel-Forbis: use make this
		Search speed was too slow	mutually e	exclusive
		Search results not organized		
		Other, please specify		
ВВ	Please describe your search experience.			Text area, no char limit
	Please select your age range.	17 or under		Radio button, one-up vertica
		18-24		, , ,
		25-34		
		35-44		
		45-54		
		55-64		
		65+		
	Please select your gender:	Male	Radio button, one-up	
		Female		
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit

Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label
Open	Y	Skip Logic Group	Role
Single	N	Skip Logic Group	
Single	Y	Skip Logic Group	
Multi	Y	Skip Logic Group	What Try Accomplish
	Y	Skip Logic Group	
Multi	Y	Skip Logic Group	mplish-Lender/Re

Single or Multi	Required Y/N	Special Instructions	CQ Label
		Skip Logic Group	

Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label
Single	Y	Skip Logic Group	navigated to site
	Y Y	Skip Logic Group	
Single	Y	Skip Logic Group	
	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	
	N	Skip Logic Group	

Single or	Required		
Multi	Y/N	Special Instructions	CQ Label
Single	Y	Skip Logic Group	Primarily Navigate
Multi	Y	Skip Logic Group	Nav Exp
	Y	Skip Logic Group	OE_Nav Exp
Multi		Skip Logic Group	Search Exp
	Υ	Skip Logic Group	OE_Search Exp
Single	N		
Single	N		
Single	N		

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				T
Older I a eda		Augusta Obeises		
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	How frequently do you visit this site?	This is my first time		Radio button, one-up vertical
		Daily	A, B	Д также такж
		Weekly	A, B	
		Monthly	A, B	
		Several times a year or less	A, B	
	Please select the statement which best describes your experience with	It is easier to find what I am looking for		
	the redesigned Veteran's Benefit Administration website			
A	<del>(www.vba.va.gov/VBA/)</del>			Radio button, one-up vertical
		It is harder to find what I am looking for		
		My experience is no different when looking for information on the new site		
		<del>Don't know</del>		
	Do you like the new look of the redesigned site?	Yes		Dedic button and the control of
В				Radio button, one-up vertical
		No	BB	
BB	NAVIDA A ALIANDE CARANTE CARAN	Ne opinion		Toyt area no ober limit
	What didn't you like about the redesigned site?			Text area, no char limit
	Which of the following best describes your role in visiting this site today? (Check all that apply)			
	(Ontook all that apply)	Veteran	C, D	Text area, no char limit
		Active duty	C, D	Toke area, The strain in the
		Reservist or National Guard member who has never been mobilized for Federal service		
		Treservist of realistial Guard member who has never been mobilized for reachar service	D	
		Survivor/dependent of a service member or veteran	D	
		Employer	D	
		Lender	F	
		Real Estate Professional	F	
		Mortgage Servicer	F	
		School Certifying Official	D	
		Other, please specify	A,D	
		Ctricit, pictuse specify	7,0	
Α	Please tell us who you are.	Other, preade opening	7,0	Text area, no char limit
	Please tell us who you are. Are you a disabled service member/veteran?	Yes	7,0	
	·	Yes	, A,D	
С	Are you a disabled service member/veteran?	Yes No	7,0	Radio button, one-up vertica
С	·	Yes No Apply for benefits	7,0	
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school		Radio button, one-up vertical
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form	7,5	Radio button, one-up vertical
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual	7,5	Radio button, one-up vertical
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual Find out what programs VA offers	7,5	Radio button, one-up vertica
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in	7,5	Radio button, one-up vertica
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit	7,5	Radio button, one-up vertica
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents	7,10	Radio button, one-up vertica
С	Are you a disabled service member/veteran?	Yes  No Apply for benefits Find a school Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit	-	Radio button, one-up vertical

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blue + -->: REWORDING

Skip Logic **Answer Choices** Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify DD DD What else were you trying to accomplish? Text area, no char limit F What were you trying to accomplish on this site? Apply for Lender Appraisal Processing Checkbox, one-up vertical Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk Other, please specify FF FF What else were you trying to accomplish? Text area, no char limit

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pink: ADDITION

blue + -->: REWORDING

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	Thinking about your visit today, which section of the VBA site did you	Compensation		Radio button, one-up vertical
	primarily visit today?		1	
		Education & Training		
		Home Loans		
		Life Insurance		
		Pension		
		Vocational Rehabilitation & Employment		
		Services		
		Fiduciary Program	1	
		VBA Claims Transformation	1	
		VOW to Hire Heroes	-	
		VBA homepage	-	
	How did you get to the section of the site you needed?	General, just browsing  Navigation menu on the left side of the page		Dropdown (Select-one)
	How did you get to the section of the site you needed?	I Am A drop down menu at the top left side of the page	-	Dropdown (Select-one)
		Quick navigation links at the bottom of the page	1	
		Top navigation menu	1	
		Used a 3rd party search (i.e. Google or Yahoo)	1	
		Link from another website	1	
		Used search on the VA website	1	
		Bookmark for a specific page	1	
		Other, please specify	Α	
Α	How else did you find the section you needed?			Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes		
			-	Radio button, one-up vertical
		I wasn't planning to accomplish anything in particular		
_	No, I wanted to:	No, I wanted to:	A, B	Text area, no char limit
A B	What will you do next?	Nothing, although I did not find/complete what I wanted		Text area, 110 Chai iliflit
В	TVITIAL WIII YOU UU TIEXL?	nvouning, authough i did flot illid/complete what i wanted		Radio button, one-up vertical
		Try the site again later	1	and the second
		Call a VA toll free number		
		Visit a VA facility		
		Try to contact VA by e-mail	1	
		Other (please specify)	С	
С	What else will you do next?			Text area, no char limit

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underlined & italicized: RE-ORDER

oink: ADDITION

blue + -->: REWORDING

4/23/2010

Skip Logic **Answer Choices** Label **Question Text** (limited to 50 characters) Skip to Type (select from list) What was the **primary** way you looked for information on the VA Navigated (used links to information) Α Radio button, one-up vertical Used Search В Had **no** difficulty Α How would you describe your navigation experience? (Select all that apply) Checkbox, one-up vertical Too many links Andrea Fuhrel-Forbis: DOT - please make this Too few links mutually exclusive Links/labels are difficult to understand Often could not determine the best link Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Navigated to general area but could not find specific content Could not navigate back to previous information AA Other, please specify Text area, no char limit Please describe your navigation experience. AA В Please tell us about your search experience. (Select all that apply) Checkbox, one-up vertical Search results were helpful Andrea Fuhrel-Forbis: Received no results DOT - please make this mutually exclusive Results were not relevant Not sure what words to use Search speed was too slow Search results not organized BB Other, please specify BB Please describe your search experience. Text area, no char limit 17 or under Please select your age range. Radio button, one-up vertical 18-24 25-34 35-44 45-54 55-64 65+ Male Please select your gender: Radio button, one-up vertical Female If you could identify one improvement to this site, what improvement would you suggest? Text area, no char limit

Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label
Single	¥	Skip Logic Group	Redesign Experience
single	¥	Skip Logic Group	Redesign Opinion
			05.5.1.:
Open	Y	Skip Logic Group Skip Logic Group	OE_Redesign
Single	N	Skip Logic Group	
Single	Υ	Skip Logic Group	
Multi	Y	Skip Logic Group	

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Υ	Skip Logic Group	
Multi	Y	Skip Logic Group	
	Υ	Skip Logic Group	

Single or Multi Single	Required Y/N	Special Instructions Skip Logic Group	CQ Label
Single	Y	Skip Logic Group	navigated to site
Single	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	
Single	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	
Single	N	Skip Logic Group	

Single or	Required		
Multi Single	Y/N Y	Special Instructions Skip Logic Group	CQ Label Primarily
Sirigle	ī		Navigate
Multi	Y	Skip Logic Group	Nav Exp
Single	Y	Skip Logic Group	OE_Nav Exp
Multi		Skip Logic Group	Search Exp
Single	Υ	Skip Logic Group	OE_Search Exp
Single	N		
Single	N		
Single	N		

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

Skip Logic		Answer Choices		
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
	How frequently do you visit this site?	This is my first time		Radio button, one-up vertical
		Daily	A, B	
		Weekly	A, B	
		Monthly	A, B	
		Several times a year or less	A, B	
	Please select the statement which best describes your experience with	It is easier to find what I am looking for		
	the redesigned Veteran's Benefit Administration website			
Α	(www.vba.va.gov/VBA/)			Radio button, one-up vertical
		It is harder to find what I am looking for		
		My experience is no different when looking for information on the new site		
		Don't know		
	Do you like the new look of the redesigned site?	Yes		
В				Radio button, one-up vertical
		No	BB	
		No opinion		
BB	What didn't you like about the redesigned site?			Text area, no char limit
	Which of the following best describes your role in visiting this site today?			
	(Check all that apply)			
		Veteran	C, D	Text area, no char limit
		Active duty	C, D	
		Reservist or National Guard member who has never been mobilized for Federal service	D	
		Survivor/dependent of a service member or veteran	D	
		Employer	D F	
		Lender		
		Real Estate Professional	F	
		Mortgage Servicer	D D	
		School Certifying Official	_	
Α	Diagon tell up who you are	Other, please specify	A,D	Text area, no char limit
C	Please tell us who you are.	Voc		Radio button, one-up vertical
C	Are you a disabled service member/veteran?	Yes No		Tradio buttori, orie-up vertical
D	What ware you trying to accomplish as this site?			Charles on constitution
D	What were you trying to accomplish on this site?	Apply for benefits		Checkbox, one-up vertical
		Find a school Find a form		
		Find a publication or manual		
		Find out what programs VA offers		
		Learn about a specific program I'm interested in  Check to see if I'm eligible for a specific benefit		
		Find out about benefits for my dependents Find out about my life insurance benefits		
		Contact the Veterans Information Portal (VIP) help desk		
		Find Home Loans Certificate of Eligibility Information		
		Find Information About Specially Adapted Housing		

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
		Find a Specially Adapted Housing Agent		
		Certify student benefits Other, please specify	DD	
DD	What else were you trying to accomplish?	Curer, process specify	55	Text area, no char limit
F	What were you trying to accomplish on this site?	Apply for Lender Appraisal Processing		Checkbox, one-up vertical
		Find a Regional Loan Center (RLC)		
		Frequently Asked Questions		
		Find the Lender's Handbook		
		Find Homes for Sale		
		Find Loan Limits		
		Contact the Veterans Information Portal (VIP) help desk		
		Other, please specify	FF	
FF	What else were you trying to accomplish?			Text area, no char limit

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

Skip Logic		Answer Choices		
Label	Question Text	(limited to 50 characters)	Skip to	
	Which section of the VBA site did you <b>primarily</b> visit today?	Education Benefits (GI Bill)		Radio button, one-up vertical
		Compensation	-	
		Education & Training	+	
			-	
		Compensation and Pension  Vocational Rehabilitation	-	
			+	
		Home Loans Survivors' Benefits	+	
		Life Insurance	+	
		Pension	+	
		Vocational Rehabilitation & Employment	†	
		Services Services	1	
		Fiduciary Program	1	
		VBA Claims Transformation	1	
		VOW to Hire Heroes	1	
		VBA homepage		
		VBA Manuals and Publications		
		Benefits Reports-		
		Other, please specify	A	
		General, just browsing		
A	What other section of this site did you primarily visit?			Text area, no char limit
	How did you get to the section of the site you needed?	Top navigation menu	4	Dropdown (Select-one)
		Navigation menu on the left side of the page	-	
		Quick navigation links at the bottom of the page	-	
		Used search on the VA website	-	
		Used a 3rd party search (i.e. Google or Yahoo)  Link from another website	+	
		Other, please specify	Α	
Α	How else did you find the section you needed?	Other, please specify		Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes		Radio button, one-up vertical
		I wasn't planning to accomplish anything in particular	1	
		No, I wanted to:	A,B	
Α	No, I wanted to:			Text area, no char limit
В	What will you do next?	Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical
		Try the site again later		
		Call a VA toll free number		
		Visit a VA facility		
		Try to contact VA by e-mail		
		Other (please specify)	С	
С	What else will you do next?			Text area, no char limit

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
Lubei	What was the <b>primary</b> way you looked for information on the VA	Navigated (used links to information)	OKIP to	Type (select from list)
	pages?	inavigateu (useu iiriks to iiriorinatiori)	Α	Radio button, one-up vertical
		Used Search	В	
Α	How would you describe your navigation experience? (Select all that apply)	Had no difficulty		Checkbox, one-up vertical
		Too many links		
		Too few links		
		Links/labels are difficult to understand	1	
		Often could not determine the best link		
		Links did not take me where I expected		
		Could not get started or did not know where to begin		
		Had technical difficulties (e.g. broken links, error messages)		
		Navigated to general area but could not find specific content	1	
		Could not navigate back to previous information	1	
		Other, please specify	AA	
AA	Please describe your navigation experience.			Text area, no char limit
В	Please tell us about your search experience. (Select all that apply)	Search results were helpful		Checkbox, one-up vertical
		Received no results	1	
		Results were not relevant		
		Not sure what words to use		
		Search speed was too slow		
		Search results not organized		
		Other, please specify	BB	
BB	Please describe your search experience.			Text area, no char limit
	Please select your age range.	17 or under		Radio button, one-up vertical
		18-24		
		25-34		
		35-44	]	
		45-54	]	
		55-64		
		65+		
	Please select your gender:	Male		Radio button, one-up vertical
		Female		
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit



RESULTS				
Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label	
Single	Y	Skip Logic Group	Redesign Experience	
single	Y	Skip Logic Group	Redesign Opinion	
	N	Skip Logic Group	OE_Redesign	
Open	Y	Skip Logic Group		
Single	N	Skip Logic Group		
Single	Y	Skip Logic Group		
Multi	Y	Skip Logic Group		



	RESOLIS			
_				
Single or Multi	Required Y/N	Special Instructions	CQ Label	
	Υ	Skip Logic Group		
Multi	Y	Skip Logic Group		
	Υ	Skip Logic Group		



		KESOLI	
Single or Multi	Required Y/N	Special Instructions	CQ Label
Single	Υ	Skip Logic Group	
Single		Skip Logic Gloup	
Single	¥	Skip Logic Group	
Single	Y	OPS Group	
Single	Υ	OPS Group	
Single	Y	Skip Logic Group	
Single	Υ	Skip Logic Group	
Single	Y	Skip Logic Group	
Single	N		



Single or Multi	Required Y/N	Special Instructions	CQ Label
Single	Υ	Skip Logic Group	Primarily Navigate
Multi	Y	Skip Logic Group	Nav Exp
Single	Υ	Skip Logic Group	OE_Nav Exp
Multi	Y	Skip Logic Group	Search Exp
Single	Υ	Skip Logic Group	OE_Search Exp
Single	N		
Single	N		
Single	Ν		

# /Bxw== 4/23/2010 Skip Logic Label **Question Text** How frequently do you visit this site? Which of the following best describes your role in visiting this site today? (Check all that apply) Α Please tell us who you are. С Are you a disabled service member/veteran? What were you trying to accomplish on this site? D What else were you trying to accomplish? DD What were you trying to accomplish on this site?

/Bxw== 4/23/2010	
Skip Logic Label FF	Question Text What else were you trying to accomplish?

### /Bxw== \_\_4/23/2010

Skip Logic Label	Question Text
	Which section of the VBA site did you <b>primarily</b> visit today?
Α	What other section of this site did you primarily visit?
	How did you get to the section of the site you needed?
Α	How else did you find the section you needed?
	Did you accomplish what you wanted to on this site?
Α	No, I wanted to:
В	What will you do next?
С	What else will you do next?
C	what else will you do next?

#### /Bxw== 4/23/2010

Skip Logic	
Label	Question Text
	What was the <b>primary</b> way you looked for information on the VA pages?
A	How would you describe your navigation experience? (Select all that apply)
AA	Please describe your navigation experience.
В	Please tell us about your search experience. (Select all that apply)
BB	Please describe your search experience.
	Please select your age range.
	Please select your gender:
	If you could identify one improvement to this site, what improvement would you suggest?

Milited to 50 characters)					
This is my first time Daily Weekly Monthly Several times a year of less Depending on which personal is selected below, go on to the question(s) marked in the 1st column with "C," "D," or "F,"  Veteran Active duty Reservis or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Brace State Professional Brace Servicer Cherol Centrying Official Other, please specify  Apply to benefits Find a doubt therefits for my dependents Find of about the reservis to major in processing Find of about the reservis to major in processing Find of about the reservis or Major in State (RLC) Find a dark the reservis to major in processing Find of about the reservis to major in processing Find of about the reservis to major in processing Find of about the reservis or Major in processing Find of about the reservis to major in processing Find of about the reservis to major in processing Find of about the reservis to major in processing Find a specificate of Eligibly information Find information About Specially reformation Find information About Specially reformation Find information About Specially reformation Find a specially consisting Find a specially consisting Find a specially consisting Find a specially formation Find a specially adapted Housing Find a specially deput and processing Find a specially adapted Housing Find a specially adapted Housing Find a specially deput approach specially information Find a specially adapted Housing Agent Find a specially adapted Housing Agent Find a specially adapted Housing Find a specially		Skin to	Tune (calcut from list)		
Daily   Weekly   Monthly   Several tenses a year or less	,	Skip to			_
Manual			Radio button, one-up vertical	Single	Y
Monthly   Several times a year or less   Depending on which persona is selected below, go on to the question(s) marked in the 1st column with "C," "D," or "F,"   Veteran					
Several times a year or less  Veteran    C, D   C,					
Depending on which persona is selected below, go on to the question(s) marked in the 1st column with "C," "D," or "F."    Vestran					
Yestend					
Veteran         C, D, C, D         Text area, no char limit         Open           Reservict or National Guard member who has never been mobilized for Federal service         C, D D D         D D	Depending on which persona is selected below, go on to the question(s) marked in the 1st column with "C," "D," or "F."				V
Active duty	\(\frac{1}{2}\)	0.0	Toyt area no shar limit	Onon	Y
Reservitor of National Guard member who has never been mobilized for Federal service         D<			Text area, 110 Char IIIIII	Open	
Survivordispendent of a service member or veteran  Employer  Lender  Real Estate Professional  Mortgage Servicer  School Certifying Official  Yes  No  Apply for benefits Find out about my life insurance benefits Find out about benefits of Delay (Migh Pelpedes) Find out about benefits of Delay (Maghed Housing Find Information Portal (VIP) help desk Find Homes for Sale Find Lender's Handbook Find a Regional Loan Certer (RLC) Find Lender's Handbook Find Homes find Sale Find Homes for Sale Find Houndanian Find House for Sale Find Hound Limits Contact the Veterans Information Portal (VIP) help desk Find Houndanian Find Find Lender's Handbook Find Houndanian Find House for Sale Find Houndanian Find House for Sale Find Houndanian Find House for Sale Find Houndanian Find Homes for Sale Find House for Sale Find Houndanian Find House for Sale Find Houndanian Find House for Sale Find Houndanian Find House for Sale Find Lender's Handbook Find House for Sale Find House for Sale Find Lender's Handbook Find House for Sale Find Lender's Handbook Find Lender's Handbook Find House for Sale Find Lender's Handbook Find House for Sale Find Lender's Handbook Find Lender's Han	,				
Emptoyer Lender Real Estate Professional Mortgage Servicer Real Estate Professional Mortgage Servicer Real Estate Professional Mortgage Servicer A, D Text area, no char limit Single N Radio button, one-up vertical Single Y Radio button, one-up vertical					
Lender   Real Estate Professional   F   F   F   F   F   F   F   F   F	, , , , , , , , , , , , , , , , , , ,				
Real Estate Professional Mortgage Servicer School Centrying Official Other, please specify  Text area, no char limit Single No					
Mortgage Servicer  Other, please specify  Yes  No  Apply for benefits Find a school Find a form Find a programs VA offers Learn about a specific benefit Find out about my life insurance benefits Find Ind Specially Adapted Housing Agent Certify and English Specially Adapted Housing Find Learn English Specially					
Differ   D					
Other, please specify  Yes  No  Apply for benefits Find a school Find a form Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find to a specific benefit Find to Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lenders Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Mortgage Servicer				
Text area, no char limit Single N Radio button, one-up vertical Single Y No Apply for benefits Find a spholication or manual Find a publication or manual Find out about benefits for my dependents Find out about up life insurance benefits Contact the Veterans Information About Specific Pushing Agent Control type and the method of Eligibility Information Find a Specific benefit Serial Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Agent Control type and the method of Eligibility Information Find a Specially Adapted Housing Find A Specially	School Certifying Official				
Yes No	Other, please specify	A,D	T 1 1 1 1	0: 1	
No Apply for benefits Find a school Find a form Find a publication or manual Find a upublication or manual Find a upublication or manual Find a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about my life insurance benefits Contact the Veterans information Portal (VIP) help desk Find out about my life insurance benefits Contact the Veterans information Portal (VIP) help desk Find a Specially Adapted Housing Agent Cortify student benefits  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Find a Regional Loan Center (RLC) Find the Lender's Handbook Find the Lender's Handbook Find the Lender's Handbook Find the Lender's Handbook Find Loan Limits Contact the Veterans information Portal (VIP) help desk			-		
Apply for benefits Find a school Find a publication or manual Find ou what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans information Portal (VIP) help desk Find Information About Specially Adapted Housing Find a Regional Loan Center (RLC) Frequently Asked Questions Find a Regional Loan Center (RLC) Fried a Regional Loan Center (RLC) Fried a Regional Loan Center (RLC) Fried the Merch's Handbook Find the Ueter's ans Information Portal (VIP) help desk Contact the Veterans Information Portal (VIP) help desk  Text area, no char limit  Y  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk			Radio button, one-up vertical	Single	Y
Find a school Find a form Find of the find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Find Association Adapted Housing Find Association Adapted Housing Find a Specially Adapted Housing Find Association Associati					
Find a form Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find a Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  DD  Text area, no char limit Y Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk			Checkbox, one-up vertical	Multi	Y
Find a publication or manual Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about the milities of the insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find and Specially Adapted Housing Agent Certify student hemefits  Other please specify  Text area, no char limit  Y  Apply for Lender Appraisal Processing Find the Lender's Handbook Find the Veterans Information Portal (VIP) help desk Contact the Veterans Information Portal (VIP) help desk  Find Loan Limitis Contact the Veterans Information Portal (VIP) help desk					
Find out what programs VA offers Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Homes Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Text area, no char limit  Y Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk  Find Loan Limits Contact the Veterans Information Portal (VIP) help desk					
Learn about a specific program I'm interested in Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk					
Check to see if I'm eligible for a specific benefit Find out about benefits for my dependents Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk  Find the Veterans Information Portal (VIP) help desk					
Find out about benefits for my dependents Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk  Find Weterans Information Portal (VIP) help desk  Find the Veterans Information Portal (VIP) help desk					
Find out about my life insurance benefits  Contact the Veterans Information Portal (VIP) help desk  Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent  Certify student benefits  Other, please specify  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits  Contact the Veterans Information Portal (VIP) help desk					
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Find Home Loans Certificate of Eligibility Information Find Information About Specially Adapted Housing Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk  Apply for Lender Appraisal Processing Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find out about my life insurance benefits				
Find Information About Specially Adapted Housing Agent Certify student benefits Other, please specify  Text area, no char limit  Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk  Find Lender's Information Portal (VIP) help desk					
Find a Specially Adapted Housing Agent Certify student benefits Other, please specify  Text area, no char limit Y Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find Home Loans Certificate of Eligibility Information				
Certify student benefits Other, please specify  Text area, no char limit Y Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find Information About Specially Adapted Housing				
Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find a Specially Adapted Housing Agent				
Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Certify student benefits				
Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Other, please specify	DD			
Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk			Text area, no char limit		
Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Apply for Lender Appraisal Processing		Checkbox, one-up vertical	Multi	Y
Find the Lender's Handbook Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find a Regional Loan Center (RLC)				
Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Frequently Asked Questions				
Find Homes for Sale Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find the Lender's Handbook				
Find Loan Limits Contact the Veterans Information Portal (VIP) help desk	Find Homes for Sale				
Contact the Veterans Information Portal (VIP) help desk	Find Loan Limits				
	Other, please specify	FF			

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
	<u> </u>	Text area, no char limit		Υ

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Education Benefits (GI Bill)		Radio button, one-up vertical	Single	Y
Compensation and Pension				
Vocational Rehabilitation				
Home Loans				
Survivors' Benefits				
Life Insurance				
VBA Manuals and Publications				
Benefits Reports				
Other, please specify	Α			
		Text area, no char limit	Single	Υ
Top navigation menu		Dropdown (Select-one)	Single	Y
Links within the benefits homepage				
Used search on the VA website				
Used a 3rd party search (i.e. Google or Yahoo)				
Link from another website				
Other, please specify	Α			
		Text field, <100 char	Single	Υ
Yes		Radio button, one-up vertical	Single	Υ
I wasn't planning to accomplish anything in particular				
No, I wanted to:	A,B			
		Text area, no char limit	Single	Υ
Nothing, although I did not find/complete what I wanted		Radio button, one-up vertical	Single	Y
Try the site again later				
Call a VA toll free number				
Visit a VA facility				
Try to contact VA by e-mail				
Other (please specify)	С			
		Text area, no char limit	Single	N

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Navigated (used links to information)	A B	Radio button, one-up vertical	Single	Y
Used Search Had no difficulty	В	Checkbox, one-up vertical	Multi	Y
Too many links				
Too few links Links/labels are difficult to understand				
Often could not determine the best link				
Links did not take me where I expected				
Could not get started or did not know where to begin				
Had technical difficulties (e.g. broken links, error messages)				
Navigated to general area but could not find specific content				
Could not navigate back to previous information				
Other, please specify	AA			
		Text area, no char limit	Single	Y
Search results were helpful		Checkbox, one-up vertical	Multi	Υ
Received no results				
Results were not relevant				
Not sure what words to use				
Search speed was too slow				
Search results not organized				
Other, please specify	BB			
		Text area, no char limit	Single	Y
17 or under		Radio button, one-up vertical	Single	N
18-24				
25-34				
35-44				
45-54				
55-64				
65+				
Male		Radio button, one-up vertical	Single	N
Female				
		Text area, no char limit	Single	N



CQ Label Special Instructions Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group
Skip Logic Group



RESULI	5
Special Instructions	CQ Label
Skip Logic Group	



Special Instructions	CQ Label
Skip Logic Group	
Skip Logic Group	
OPS Group	
OPS Group	
Skip Logic Group	
Skip Logic Group	
Skip Logic Group	



Special Instructions	CQ Label
Skip Logic Group	Primarily Navigate
Skip Logic Group	Nav Exp
Skip Logic Group	OE_Nav Exp
Skip Logic Group	Search Exp
Skip Logic Group	OE_Search Exp

# Compatibility Report for VBA Satisfaction Survey CQ changes 2015-06-19.xls

### Run on 6/19/2015 15:11

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