

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.



U.S. Department
of Veterans Affairs



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.

Thank 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

Submit

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OMB Control # 1090-0008

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

VBA Satisfaction Survey

MID: x4BUINAZdlkRh8lxYQVBxw==

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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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

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
	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	Single	Y
	Which of the following best describes your role in visiting this site today?	Veteran Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other	C, D C, D D D D F F F D A,D	Radio button, one-up vertical	Open	Y
A	Please tell us who you are.			Text area, no char limit	Single	N
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical	Single	Y
D	What were you trying to accomplish on this site? (Select all that apply)	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 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	Checkbox, one-up vertical	Multi	Y
DD	What else were you trying to accomplish?			Text area, no char limit		Y
F	What were you trying to accomplish on this site? (Select all that apply)	Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook Find Homes for Sale		Checkbox, one-up vertical	Multi	Y

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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	FF			
		Contact the Veterans Information Portal (VIP) help desk				
		Other				
FF	What else were you trying to accomplish?			Text area, no char limit		Y

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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
	Thinking about your visit today, which section of the VBA site did you primarily visit today?	Compensation Education & Training Home Loans Life Insurance Pension Vocational Rehabilitation & Employment Fiduciary Program VBA Claims Transformation VBA homepage General, just browsing Other section	A	Radio button, one-up vertical	Single	Y
A	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 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	A	Drop down, select one	Single	Y
A	How else did you find the section you needed?			Text field, <100 char		Y
	Did you accomplish what you wanted to on this site?	Yes Partially No Just browsing/I wasn't planning to accomplish anything in particular	A, B, C A, B, C	Radio button, one-up vertical	Single	Y
A	What were you unable to accomplish on the site? (Select all that apply)	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 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		Checkbox, one-up vertical	Multi	Y

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		Find a Specially Adapted Housing Agent	D			
		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	What were you unable to accomplish on the site? Please be specific.			Text area, no char limit		N
B	What contributed to not being able to accomplish what you wanted to on the site?	Could not find information I needed	F	Checkbox, one-up vertical		Y
		Information was too general, not specific enough				
		Did not understand content				
		Other				
F	What else contributed to not being able to accomplish what you wanted to on the site?			Text area, no char limit		N
C	What will you do next?	Nothing, although I did not find/complete what I wanted	E	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	What else will you do next?			Text area, no char limit		N

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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
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information)	A	Radio button, one-up vertical	Single	Y
		Used Search	B			
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful	BB	Checkbox, one-up vertical	Multi	Y
		Received no results				
		Results were not relevant				
		Not sure what words to use				
		Search speed was too slow				
		Search results not organized				
		Other				
BB	Please describe your search experience.			Text area, no char limit		Y
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty	C, D	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	AA			
AA	Please describe your navigation experience.			Text area, no char limit		Y
C	What was the main type of technical difficulty you experienced today?	Page "updating"	E	Drop down, select one	Single	N
		Page did not load completely				
		Received an error message				
		Clicked on links that were broken				
		Page too slow to load				
		Other				
		Do not recall				
F	What other technical difficulty did you experience?			Text area, no char limit		N
D	In which section did you primarily experience the main technical difficulty?	Home page		Drop down, select one	Single	N
		Compensation				
		Education & Training				
		Home Loans				
		Life Insurance				
		Pension				
		Vocational Rehabilitation & Employment				
		VBA Claims Transformation				

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		Performing a search	G			
		Other				
		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)	H	Checkbox, one-up vertical	Multi	N
		Request cannot be processed at this time				
		Information is not available				
		Other				
H	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	mplish-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 Accomplish

Special Instructions	CQ Label
Skip Logic Group*	OE_Task Accomplish
Skip Logic Group*	Unsuccessful Contributed
Skip Logic Group*	E_Unsuccessful 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

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

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
	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	Single	Y
	Which of the following best describes your role in visiting this site today?	Veteran Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other	C, D C, D D D D F F F D A,D	Radio button, one-up vertical	Open	Y
A	Please tell us who you are.			Text area, no char limit	Single	N
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical	Single	Y
D	What were you trying to accomplish on this site? (Select all that apply)	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 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	Checkbox, one-up vertical	Multi	Y
DD	What else were you trying to accomplish?			Text area, no char limit		Y
F	What were you trying to accomplish on this site? (Select all that apply)	Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook		Checkbox, one-up vertical	Multi	Y

on Survey
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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	FF			
		Find Loan Limits				
		Contact the Veterans Information Portal (VIP) help desk				
		Other				
FF	What else were you trying to accomplish?			Text area, no char limit		Y

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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
	Thinking about your visit today, which section of the VBA site did you primarily visit today?	Compensation Education & Training Home Loans Life Insurance Pension Vocational Rehabilitation & Employment Fiduciary Program VBA Claims Transformation VBA homepage General, just browsing Other section	A	Radio button, one-up vertical	Single	Y
A	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 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	A	Drop down, select one	Single	Y
A	How else did you find the section you needed?			Text field, <100 char		Y
	Did you accomplish what you wanted to on this site?	Yes Partially No Just browsing/I wasn't planning to accomplish anything in particular	A, B, C A, B, C	Radio button, one-up vertical	Single	Y
A	What were you unable to accomplish on the site? (Select all that apply)	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 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		Checkbox, one-up vertical	Multi	Y

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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
		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
B	What contributed to not being able to accomplish what you wanted to on the site?	Could not find information I needed Information was too general, not specific enough Did not understand content Other	D	Checkbox, one-up vertical		Y
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 Try the site again later Call a VA toll free number Visit a VA facility Try to contact VA by e-mail Other	G E	Radio button, one-up vertical	Single	Y
G E	What else will you do next?			Text area, no char limit		N

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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
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information)	A	Radio button, one-up vertical	Single	Y
		Used Search	B			
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful	BB	Checkbox, one-up vertical	Multi	Y
		Received no results				
		Results were not relevant				
		Not sure what words to use				
		Search speed was too slow				
		Search results not organized				
		Other				
BB	Please describe your search experience.			Text area, no char limit		Y
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty	C, D	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	AA			
AA	Please describe your navigation experience.			Text area, no char limit		Y
C	What was the main type of technical difficulty you experienced today?	Page "updating"	E	Drop down, select one	Single	N
		Page did not load completely				
		Received an error message				
		Clicked on links that were broken				
		Page too slow to load				
		Other				
		Do not recall	F			
F	What other technical difficulty did you experience?			Text area, no char limit		N
D	In which section did you primarily experience the main technical difficulty?	Home page		Drop down, select one	Single	N
		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	G			
		Other				
		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)	H	Checkbox, one-up vertical	Multi	N
		Request cannot be processed at this time				
		Information is not available				
		Other				
H	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
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Skip Logic Group	What Try Accomplish
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Special Instructions	CQ Label
Skip Logic Group	Section
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Special Instructions	CQ Label
Skip Logic Group*	OE_Task Accomplish
Skip Logic Group*	Unsuccessful Contributed
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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

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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
	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	Single
	Which of the following best describes your role in visiting this site today?	Veteran Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other- please specify	C, D C, D D D D F F F D A,D	Radio button, one-up vertical	Open
A	Please tell us who you are.			Text area, no char limit	Single
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical	Single
D	What were you trying to accomplish on this site? (Select all that apply)	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 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	Checkbox, one-up vertical	Multi
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 Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook		Checkbox, one-up vertical	Multi

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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	

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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?	Navigation menu on the left side of the page 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 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, please specify	A	Dropdown (Select-one)	Single
A	How else did you find the section you needed?			Text field, <100 char	
	Did you accomplish what you wanted to on this site?	Yes Partially No Just browsing/I wasn't planning to accomplish anything in particular	A, B A, B	Radio button, one-up vertical	Single
A	No, I wanted to:			Text area, no char limit	
A	What were you unable to accomplish on the site? (Select all that apply)	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		Checkbox, one-up vertical	Multi

on Survey
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 pink: ADDITION
 blue + -->: REWORDING

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	What were you unable to accomplish on the site? Please be specific.		D	Text area, no char limit	
B	What will you do next?	Nothing, although I did not find/complete what I wanted 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)	C	Radio button, one-up vertical	Single
C	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)	Skip to	Type (select from list)	Single or Multi
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information)	A	Radio button, one-up vertical	Single
		Used Search	B		
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful	BB	Checkbox, one-up vertical	Multi
		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	Please describe your search experience.			Text area, no char limit	
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty	C, D	Checkbox, one-up vertical	Multi
		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		
AA	Please describe your navigation experience.			Text area, no char limit	
C	What was the main type of technical difficulty you experienced today?	Page "updating"	E	Drop down, select one	
		Page did not load completely			
		Received an error message			
		Clicked on links that were broken			
		Page too slow to load			
		Other			
		Do not recall	F		
F	What other technical difficulty did you experience?			Text area, no char limit	
D	In which section did you primarily experience the main technical difficulty?	Home page		Drop down, select one	Single
		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)	Skip to	Type (select from list)	Single or Multi
		Other	G		
		Do not recall			
G	On what other page or feature did you experience the main technical difficulty?			Text area, no char limit	
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	H	Checkbox, one-up vertical	Multi
H	What other type of error message did you receive?				
	Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical	Single
	Please select your gender:	Male Female		Radio button, one-up vertical	Single
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit	Single

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



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

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Section
N	Skip Logic Group	OE_Section
Y	Skip Logic Group	Get to Section
Y	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
Y	Skip Logic Group	Search Exp
-Forbis: ake this ive		
Y	Skip Logic Group	OE_Search Exp
Y	Skip Logic Group	Nav Exp
uhrel- ise make ally	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
N		Age
N		Gender
N		Suggestion

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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 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? <i>-(Check all that apply)</i>	Veteran Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other, please specify	C, D C, D D D D F F F D A,D	Radio button, one-up vertical Text area, no char limit
A	Please tell us who you are.			Text area, no char limit
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical
D	What were you trying to accomplish on this site? <i>(Select all that apply)</i>	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 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	Checkbox, one-up vertical
DD	What else were you trying to accomplish?			Text area, no char limit
F	What were you trying to accomplish on this site? <i>(Select all that apply)</i>	Apply for Lender Appraisal Processing Find a Regional Loan Center (RLC) Frequently Asked Questions Find the Lender's Handbook		Checkbox, one-up vertical

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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
		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 primarily visit today?	Compensation Education & Training Home Loans Life Insurance Pension Vocational Rehabilitation & Employment Services Fiduciary Program VBA Claims Transformation VOW to Hire Heroes VBA homepage General, just browsing		Radio button, one-up vertical
	How did you get to the section of the site you needed?	Navigation menu on the left side of the page 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 within the benefits homepage Link from another website Used search on the VA website Bookmark for a specific page Other, please specify	A	Dropdown (Select-one)
A	How else did you find the section you needed?			Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes I wasn't planning to accomplish anything in particular No, I wanted to:	A, B	Radio button, one-up vertical
A	No, I wanted to:			Text area, no char limit
B	What will you do next?	Nothing, although I did not find/complete what I wanted 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)	C	Radio button, one-up vertical
C	What else will you do next?			Text area, no char limit

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 pink: ADDITION
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Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information)	A	Radio button, one-up vertical
		Used Search	B	
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty	Andrea Fuhrel-Forbis: DOT - please make this mutually exclusive	Checkbox, one-up vertical
		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	
AA	Please describe your navigation experience.			Text area, no char limit
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful	Andrea Fuhrel-Forbis: DOT - please make this mutually exclusive	Checkbox, one-up vertical
		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	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

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

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



Single or Multi	Required 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	Y	Skip Logic Group	Search Exp
	Y	Skip Logic Group	OE_Search Exp
Single	N		
Single	N		
Single	N		

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 blue + -->: REWORDING

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 Daily Weekly Monthly Several times a year or less	A, B A, B A, B A, B	Radio button, one-up vertical
A	Please select the statement which best describes your experience with the redesigned Veteran's Benefit Administration website (www.vba.va.gov/VBA/)	It is easier to find what I am looking for 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		Radio button, one-up vertical
B	Do you like the new look of the redesigned site?	Yes No No opinion	BB	Radio button, one-up vertical
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 Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other, please specify	C, D C, D D D D F F F D A, D	Text area, no char limit
A	Please tell us who you are.			Text area, no char limit
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical
D	What were you trying to accomplish on this site?	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 Find out about my life insurance benefits Contact the Veterans Information Portal (VIP) help desk Find Home Loans Certificate of Eligibility Information		Checkbox, one-up vertical

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Skip Logic Label	Question Text	Answer Choices (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 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	Checkbox, one-up vertical
FF	What else were you trying to accomplish?			Text area, no char limit

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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 primarily visit today?	Compensation Education & Training Home Loans Life Insurance Pension Vocational Rehabilitation & Employment Services Fiduciary Program VBA Claims Transformation VOW to Hire Heroes VBA homepage General, just browsing		Radio button, one-up vertical
	How did you get to the section of the site you needed?	<u>Navigation menu on the left side of the page</u> <u>I Am A... drop down menu at the top left side of the page</u> <u>Quick navigation links at the bottom of the page</u> <u>Top navigation menu</u> <u>Used a 3rd party search (i.e. Google or Yahoo)</u> <u>Link from another website</u> <u>Used search on the VA website</u> <u>Bookmark for a specific page</u> Other, please specify	A	Dropdown (Select-one)
A	How else did you find the section you needed?			Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes I wasn't planning to accomplish anything in particular No, I wanted to:	A, B	Radio button, one-up vertical
A	No, I wanted to:			Text area, no char limit
B	What will you do next?	Nothing, although I did not find/complete what I wanted 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)	C	Radio button, one-up vertical
C	What else will you do next?			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)
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information)	A	Radio button, one-up vertical
		Used Search	B	
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty		Checkbox, one-up vertical
		Too many links		<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Andrea Fuhrel-Forbis: DOT - please make this mutually exclusive </div>
		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		
AA	Please describe your navigation experience.	Other, please specify	AA	Text area, no char limit
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful		Checkbox, one-up vertical
		Received no results		<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Andrea Fuhrel-Forbis: DOT - please make this mutually exclusive </div>
		Results were not relevant		
		Not sure what words to use		
		Search speed was too slow		
		Search results not organized		
BB	Please describe your search experience.	Other, please specify	BB	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

Single or Multi	Required Y/N	Special Instructions	CQ Label
Single	Y		
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	

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

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

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

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 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING



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 Daily Weekly Monthly Several times a year or less	A, B A, B A, B A, B	Radio button, one-up vertical
A	Please select the statement which best describes your experience with the redesigned Veteran's Benefit Administration website (www.vba.va.gov/VBA/)	It is easier to find what I am looking for 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		Radio button, one-up vertical
B	Do you like the new look of the redesigned site?	Yes No No opinion	BB	Radio button, one-up vertical
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 Active duty Reservist or National Guard member who has never been mobilized for Federal service Survivor/dependent of a service member or veteran Employer Lender Real Estate Professional Mortgage Servicer School Certifying Official Other, please specify	C, D C, D D D D F F F D A, D	Text area, no char limit
A	Please tell us who you are.			Text area, no char limit
C	Are you a disabled service member/veteran?	Yes No		Radio button, one-up vertical
D	What were you trying to accomplish on this site?	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 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		Checkbox, one-up vertical

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

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?			Text area, no char limit
F	What were you trying to accomplish on this site?	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	FF	Checkbox, one-up vertical
FF	What else were you trying to accomplish?			Text area, no char limit

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 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	Which section of the VBA site did you primarily visit today?	Education Benefits (GI Bill) Compensation Education & Training Compensation and Pension Vocational Rehabilitation Home Loans Survivors' Benefits Life Insurance Pension Vocational Rehabilitation & Employment Services Fiduciary Program VBA Claims Transformation VOW to Hire Heroes VBA homepage VBA Manuals and Publications- Benefits Reports- Other, please specify General, just browsing	A	Radio button, one-up vertical
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 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	A	Dropdown (Select-one)
A	How else did you find the section you needed?			Text field, <100 char
	Did you accomplish what you wanted to on this site?	Yes I wasn't planning to accomplish anything in particular No, I wanted to:	A,B	Radio button, one-up vertical
A	No, I wanted to:			Text area, no char limit
B	What will you do next?	Nothing, although I did not find/complete what I wanted 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)	C	Radio button, one-up vertical
C	What else will you do next?			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)
	What was the primary way you looked for information on the VA pages?	Navigated (used links to information) Used Search	A B	Radio button, one-up vertical
A	How would you describe your navigation experience? (Select all that apply)	Had no difficulty 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	Checkbox, one-up vertical
AA	Please describe your navigation experience.			Text area, no char limit
B	Please tell us about your search experience. (Select all that apply)	Search results were helpful 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	Checkbox, one-up vertical
BB	Please describe your search experience.			Text area, no char limit
	Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65+		Radio button, one-up vertical
	Please select your gender:	Male Female		Radio button, one-up vertical
	If you could identify one improvement to this site, what improvement would you suggest?			Text area, no char limit



RESULTS			
Single or Multi	Required Y/N	Special Instructions	CQ Label
Single	Y		
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	



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



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



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

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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)
A	Please tell us who you are.
C	Are you a disabled service member/veteran?
D	What were you trying to accomplish on this site?
DD	What else were you trying to accomplish?
F	What were you trying to accomplish on this site?

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Skip Logic Label	Question Text
FF	What else were you trying to accomplish?

/Bxw==
4/23/2010

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

/Bxw==
4/23/2010

Skip Logic Label	Question Text
	What was the primary 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.
B	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?

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

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
This is my first time		Radio button, one-up vertical	Single	Y
Daily				
Weekly				
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."				Y
Veteran	C, D	Text area, no char limit	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			
		Text area, no char limit	Single	N
Yes		Radio button, one-up vertical	Single	Y
No				
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, please specify	DD			
		Text area, no char limit		Y
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				
Find Loan Limits				
Contact the Veterans Information Portal (VIP) help desk				
Other, please specify	FF			

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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

red & strike-through: DELETE

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pink: ADDITION

blue + -->: REWORDING

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Education Benefits (GI Bill)	A	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		Text area, no char limit	Single	Y
Top navigation menu	A	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		Text field, <100 char	Single	Y
Yes	A,B	Radio button, one-up vertical	Single	Y
I wasn't planning to accomplish anything in particular				
No, I wanted to:		Text area, no char limit	Single	Y
Nothing, although I did not find/complete what I wanted	C	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)				

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

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Navigated (used links to information)	A	Radio button, one-up vertical	Single	Y
Used Search	B			
Had no difficulty		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	Y
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				
		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+		Radio button, one-up vertical	Single	N
Male				
Female				
		Text area, no char limit	Single	N



FORESEE™
RESULTS

RESULTS	
Special Instructions	CQ Label
Skip Logic Group	



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



RESULTS	
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

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The following features in this workbook are not supported by earlier versions of Excel. These features may be lost or degraded when opening this workbook in an earlier version of Excel or if you save this workbook in an earlier file format.

Minor loss of fidelity

of occurrences

Some formulas in this workbook are linked to other workbooks that are closed. When these formulas are recalculated in earlier versions of Excel without opening the linked workbooks, characters beyond the 255-character limit cannot be returned.

1
Defined Names

Some cells or styles in this workbook contain formatting that is not supported by the selected file format. These formats will be converted to the closest format available.

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