

Measure Name	VA Main V2
Custom Qualifier Page	Yes
Custom Invitation Text	
Custom Tracker Text	

(Remove this tab for non-international surveys)



MID	Language	Target Country	Target Audience	Website URL	Notes

CQ/MQ changes:
 - Provide all fields

Dataloads:
 - All fields except MID

Target Audience:
 Providing information on the typical demographic or customer that will take the survey helps our vendors better word and phrase translations.

Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

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

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

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

Cancel

Submit

Copyright 2015 - all rights reserved

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

Model Name VA Main V2
Model ID FgowBUAkEoAdMFBuwnF4Zg4C
Partitioned 2 MQ
Date 10/17/2016

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	19 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	22 Return	How likely are you to return to this site in the next 90 days?
2 Look and Feel - Appeal	Please rate the balance of graphics and text on this site.	20 Satisfaction - Overall	How well does this site meet your expectations ?		Recommend Site (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	21 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	23 Recommend Site	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			24 Primary Resource	How likely are you to use this site as your primary resource for obtaining information about Veterans Affairs ?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Consistency	Please rate how completely the page content loads on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well the site is organized .				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need.				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions.				

Model Name VA Main V2
 Model ID FgowBUAkEoAdMFBuWnF4Zg4C
 Partitioned 2 MQ
 Date 8/1/2018

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

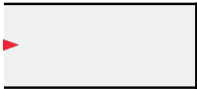


QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
HAJ6991Q001			How often do you visit the Veterans Affairs website (www.va.gov)?	This is my first time More than once a day About once a day About once a week About once a month Every 6 months or less	A A A A A	Y	Radio button, one-up vertical	Skip Logic Group*
HOP0276933		A	During your visit today, did you notice the redesign of the va.gov site?	Yes No	B, C	Y	Radio button, one-up vertical	Skip Logic Group*
HOP0276934		B	How does the new site compare to the previous design?	The new design is better About the same The new design is worse Unsure / Did not notice a change	B1	Y	Radio button, one-up vertical	Skip Logic Group*
HOP0276936		B1	Please tell us why you feel the new design is worse than the previous site.			N	Text area, no char limit	Skip Logic Group*
HOP0276935		C	Please tell us whether you agree or disagree with the following statement: The new site makes it easier to complete my task.	Strongly Agree Agree Neutral / Unsure Disagree Strongly Disagree Don't know	C1 C1	Y	Radio button, one-up vertical	Skip Logic Group*
HOP0276937		C1	Please tell us what would make your task easier to complete.			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q002			Which of the following describe you? Please select all that apply.	Veteran Active duty Dependent or beneficiary of a veteran Spouse / relative of veteran Other	B, D	Y	Checkbox, one-up vertical	Skip Logic Group*
HAJ6991Q004		B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom Operation New Dawn No conflict / war service		Y	Checkbox, one-up vertical	Skip Logic Group* Mutually Exclusive
HAJ6991Q005		D	Did you serve in a combat role during your period of service?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q023			Did you visit any other Department of Veterans Affairs websites today? (Please select all that apply.)	Local Medical Center Website Veterans Health Administration Veterans Benefits Administration National Cemetery Administration My HealtheVet eBenefits Vets.gov VA for Vets Explore VA Visited another Department of Veterans Affairs website not listed above Did not visit any other Department of Veterans Affairs websites today Don't know	B	Y	Checkbox, one-up vertical	Skip Logic Group* Mutually Exclusive Mutually Exclusive
HAJ6991Q009		B	What other Department of Veterans Affairs website did you access today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q010			Where do you live?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida		Y	Drop down, select one	

				Georgia				
				Guam				
				Hawaii				
				Idaho				
				Illinois				
				Indiana				
				Iowa				
				Kansas				
				Kentucky				
				Louisiana				
				Maine				
				Maryland				
				Massachusetts				
				Michigan				
				Minnesota				
				Minor Outlying Islands				
				Mississippi				
				Missouri				
				Montana				
				Nebraska				
				Nevada				
				New Hampshire				
				New Jersey				
				New Mexico				
				New York				
				North Carolina				
				North Dakota				
				Northern Mariana Islands				
				Ohio				
				Oklahoma				
				Oregon				
				Pennsylvania				
				Puerto Rico				
				Rhode Island				
				South Carolina				
				South Dakota				
				Tennessee				
				Texas				
				U.S. Virgin Islands				
				Utah				
				Vermont				
				Virginia				
				Washington				
				West Virginia				
				Wisconsin				
				Wyoming				
				Canada				
				I live elsewhere				
LAB6991Q024			Which category best describes the kind of information or services you were primarily looking for today?	Health Care	X1	Y	Radio button, one-up vertical	Skip Logic Group*
				Disability and Compensation	X2			
				Education and Training	X3			
				Careers and Employment	X4			
				Pension	X5			
				Housing Assistance	X6			
				Life insurance	X7			
				Burials and Memorials	X8			
				Personal Records and Documents	X9			
				Family and Caregiver Benefits				
				Servicemember Benefits				
				VA Offices, Policy, and News				
				Other	X11			
LAB6991Q025		X11	What other kind of information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q026		X1	What Health Care information or services were you looking for today?	Apply for Health Care		Y	Radio button, one-up vertical	Skip Logic Group*
				Refill or track prescriptions				
				Send a message to your healthcare team				
				Schedule or view appointments				
				View lab or test results				
				Other	B1			
LAB6991Q027		B1	What other kind of Health Care information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q028		X2	What Disability and Compensation information or services were you looking for today?	File a claim		Y	Radio button, one-up vertical	Skip Logic Group*
				Check status of a claim				
				Add or remove a dependent				
				Upload evidence or documentation				
				Add or remove a dependent				

				View payment history Other	B2			
LAB6991Q029		B2	What other kind of Disability and Compensation information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q030		X3	What Education and Training information or services were you looking for today?	Apply for GI Bill benefits Check Post-9/11 GI Bill benefits Compare GI Bill benefits by school Change your current education benefits View payment history Other	B3	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q031		B3	What other kind of Education and Training information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q032		X4	What Careers and Employment information or services were you looking for today?	Get career or employment assistance Apply for vocational rehab and employment benefits Education and career counseling Resources for family members Other	B4	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q033		B4	What other kind of Careers and Employment information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q034		X5	What Pension information or services were you looking for today?	Apply for pension benefits Eligibility Information Survivors Pension Information Manage your pension Other	B5	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q035		B5	What other kind of Pension information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q036		X6	What Housing Assistance information or services were you looking for today?	VA home loan benefits Veterans housing assistance programs Check housing benefits status Eligibility Information Other	B6	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q037		B6	What other kind of Housing Assistance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q038		X7	What Life Insurance information or services were you looking for today?	Apply for VA life insurance Manage policy and benefits Information and resources Other	B7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q039		B7	What other kind of Life Insurance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q040		X8	What Burials and Memorials information or services were you looking for today?	Apply for veterans burial benefits Planning a burial Information and resources Other	B8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q041		B8	What other kind of Burials and Memorials information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q042		X9	What Records and Document services were you looking for today?	Apply for a Veteran ID Card (VIC) Request military records (DD214) Get medical records Download VA benefit letters Apply for a discharge upgrade Search historical military records Other	B9	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q043		B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q013			Did you find what you were looking for today?	Yes No	A	Yes	Radio button, one-up vertical	Skip Logic Group*
H AJ6991Q014		A	What were you unable to find during your visit today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q021			Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65-74 75-84 85+		Y	Radio button, one-up vertical	

HAJ6991Q022			Please select your gender.	I'd prefer not to answer Female Male I'd prefer not to answer		Y	Radio button, one-up vertical	
-------------	--	--	----------------------------	--	--	---	-------------------------------	--



CQ Label

Visit Frequency

New Site Notice Redesign

New Site Comparison

OE_Site Inferior

New Site Task

OE_Easier Task

Best describes you

Veteran Era

CombatService

VA Websites

OE_VA Websites

Reside

Kind of Information
OE_Info or Service
Health Care Info
OE_Health Care
Disability Info

OE_Disability
Education Info
OE_Education
Careers Info
OE_Careers
Pension Info
OE_Pension
Housing Asst Info
OE_Housing Assistance
Life Insurance Info
OE_Life Insurance
Burials and Memorials Info
OE_Burials
Records Info
OE_Records
Task Accomplishment
OE_Unable to find
Age

Gender

Model Name VA Main V2
 Model ID FgowBUAkEoAdMFBuWnF4Zg4C
 Partitioned 2 MQ
 Date 8/1/2018

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

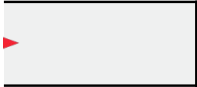


QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
HAJ6991Q001			How often do you visit the Veterans Affairs website (www.va.gov)?	This is my first time More than once a day About once a day About once a week About once a month Every 6 months or less	A A A A A	Y	Radio button, one-up vertical	Skip Logic Group*
		A	During your visit today, did you notice the redesign of the va.gov site?	Yes No	B, C	Y	Radio button, one-up vertical	Skip Logic Group*
		B	How does the new site compare to the previous design?	The new design is better About the same The new design is worse Unsure / Did not notice a change	B1	Y	Radio button, one-up vertical	Skip Logic Group*
		B1	Please tell us why you feel the new design is worse than the previous site.			N	Text area, no char limit	Skip Logic Group*
		C	Please tell us whether you agree or disagree with the following statement: The new site makes it easier to complete my task.	Strongly Agree Agree Neutral / Unsure Disagree Strongly Disagree Don't know	C1 C1	Y	Radio button, one-up vertical	Skip Logic Group*
		C1	Please tell us what would make your task easier to complete.			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q002			Which of the following describe you? Please select all that apply.	Veteran Active duty Dependent or beneficiary of a veteran Spouse / relative of veteran Other	B, D	Y	Checkbox, one-up vertical	Skip Logic Group*
HAJ6991Q004		B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom Operation New Dawn No conflict / war service		Y	Checkbox, one-up vertical	Skip Logic Group* Mutually Exclusive
HAJ6991Q005		D	Did you serve in a combat role during your period of service?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q023			Did you visit any other Department of Veterans Affairs websites today? (Please select all that apply.)	Local Medical Center Website Veterans Health Administration Veterans Benefits Administration National Cemetery Administration My HealtheVet eBenefits Vets.gov VA for Vets Explore VA Visited another Department of Veterans Affairs website not listed above Did not visit any other Department of Veterans Affairs websites today Don't know	B	Y	Checkbox, one-up vertical	Skip Logic Group* Mutually Exclusive Mutually Exclusive
HAJ6991Q009		B	What other Department of Veterans Affairs website did you access today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q010			Where do you live?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida		Y	Drop down, select one	

				Georgia				
				Guam				
				Hawaii				
				Idaho				
				Illinois				
				Indiana				
				Iowa				
				Kansas				
				Kentucky				
				Louisiana				
				Maine				
				Maryland				
				Massachusetts				
				Michigan				
				Minnesota				
				Minor Outlying Islands				
				Mississippi				
				Missouri				
				Montana				
				Nebraska				
				Nevada				
				New Hampshire				
				New Jersey				
				New Mexico				
				New York				
				North Carolina				
				North Dakota				
				Northern Mariana Islands				
				Ohio				
				Oklahoma				
				Oregon				
				Pennsylvania				
				Puerto Rico				
				Rhode Island				
				South Carolina				
				South Dakota				
				Tennessee				
				Texas				
				U.S. Virgin Islands				
				Utah				
				Vermont				
				Virginia				
				Washington				
				West Virginia				
				Wisconsin				
				Wyoming				
				Canada				
				I live elsewhere				
LAB6991Q024			Which category best describes the kind of information or services you were primarily looking for today?	Health Care	X1	Y	Radio button, one-up vertical	Skip Logic Group*
				Disability and Compensation	X2			
				Education and Training	X3			
				Careers and Employment	X4			
				Pension	X5			
				Housing Assistance	X6			
				Life insurance	X7			
				Burials and Memorials	X8			
				Personal Records and Documents	X9			
				Family and Caregiver Benefits				
				Servicemember Benefits				
				VA Offices, Policy, and News				
				Other	X11			
LAB6991Q025		X11	What other kind of information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q026		X1	What Health Care information or services were you looking for today?	Apply for Health Care		Y	Radio button, one-up vertical	Skip Logic Group*
				Refill or track prescriptions				
				Send a message to your healthcare team				
				Schedule or view appointments				
				View lab or test results				
				Other	B1			
LAB6991Q027		B1	What other kind of Health Care information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q028		X2	What Disability and Compensation information or services were you looking for today?	File a claim		Y	Radio button, one-up vertical	Skip Logic Group*
				Check status of a claim				
				Add or remove a dependent				
				Upload evidence or documentation				
				Add or remove a dependent				

				View payment history Other	B2			
LAB6991Q029		B2	What other kind of Disability and Compensation information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q030		X3	What Education and Training information or services were you looking for today?	Apply for GI Bill benefits Check Post-9/11 GI Bill benefits Compare GI Bill benefits by school Change your current education benefits View payment history Other	B3	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q031		B3	What other kind of Education and Training information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q032		X4	What Careers and Employment information or services were you looking for today?	Get career or employment assistance Apply for vocational rehab and employment benefits Education and career counseling Resources for family members Other	B4	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q033		B4	What other kind of Careers and Employment information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q034		X5	What Pension information or services were you looking for today?	Apply for pension benefits Eligibility Information Survivors Pension Information Manage your pension Other	B5	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q035		B5	What other kind of Pension information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q036		X6	What Housing Assistance information or services were you looking for today?	VA home loan benefits Veterans housing assistance programs Check housing benefits status Eligibility Information Other	B6	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q037		B6	What other kind of Housing Assistance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q038		X7	What Life Insurance information or services were you looking for today?	Apply for VA life insurance Manage policy and benefits Information and resources Other	B7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q039		B7	What other kind of Life Insurance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q040		X8	What Burials and Memorials information or services were you looking for today?	Apply for veterans burial benefits Planning a burial Information and resources Other	B8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q041		B8	What other kind of Burials and Memorials information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
LAB6991Q042		X9	What Records and Document services were you looking for today?	Apply for a Veteran ID Card (VIC) Request military records (DD214) Get medical records Download VA benefit letters Apply for a discharge upgrade Search historical military records Other	B9	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q043		B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q013			Did you find what you were looking for today?	Yes No	A	Yes	Radio button, one-up vertical	Skip Logic Group*
H AJ6991Q014		A	What were you unable to find during your visit today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q021			Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65-74 75-84 85+		Y	Radio button, one-up vertical	

HAJ6991Q022			Please select your gender.	I'd prefer not to answer Female Male I'd prefer not to answer		Y	Radio button, one-up vertical	
-------------	--	--	----------------------------	--	--	---	-------------------------------	--



CQ Label

Visit Frequency

New Site Notice Redesign

New Site Comparison

OE_Site Inferior

New Site Task

OE_Easier Task

Best describes you

Veteran Era

CombatService

VA Websites

OE_VA Websites

Reside

Kind of Information
OE_Info or Service
Health Care Info
OE_Health Care
Disability Info

OE_Disability
Education Info
OE_Education
Careers Info
OE_Careers
Pension Info
OE_Pension
Housing Asst Info
OE_Housing Assistance
Life Insurance Info
OE_Life Insurance
Burials and Memorials Info
OE_Burials
Records Info
OE_Records
Task Accomplishment
OE_Unable to find
Age

Gender

Model Name VA Main V2
Model ID FgowBUAkeoAdMFBuWnF4Zg4C
Partitioned 2 MQ
Date 8/1/2018

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
HAI6991Q001			How often do you visit the Veterans Affairs website (www.va.gov)?	This is my first time More than once a day <u>About once a day</u> About once a week About once a month Every 6 months or less		Y	Radio button, one-up vertical	Skip Logic Group*
HAI6991Q002			Which of the following describe you? Please select all that apply.	Veteran Active duty Dependent or beneficiary of a veteran General public VA employee Volunteer Spouse / relative of veteran Caregiver Other	B, D A	Y	Checkbox, one-up vertical	Skip Logic Group*
HAI6991Q003		A	Please tell us who you are.			N	Text area, no char limit	Skip Logic Group*
HAI6991Q004		B	Please check the conflict(s) in which you served.	World War II Korean Conflict Vietnam Era Persian Gulf War Operation Enduring Freedom Operation Iraqi Freedom Operation New Dawn No conflict / war service		Y	Checkbox, one-up vertical	Skip Logic Group*
HAI6991Q005		D	Did you serve in a combat role during your period of service?	Yes No	E	Y	Radio button, one-up vertical	Mutually Exclusive Skip Logic Group*
HAI6991Q006		E	How many times did you serve in a combat role?	One Two Three or more		Y	Radio button, one-up vertical	Skip Logic Group*
HAI6991Q007			Have you visited any other Department of Veterans Affairs websites today?	Yes No Not sure	A	Y	Radio button, one-up vertical	Skip Logic Group*
			Did you visit any other Department of Veterans Affairs websites today? (Please select all that apply.)	Local Medical Center Website Veterans Health Administration Veterans Benefits Administration National Cemetery Administration My HealthVet eBenefits Vets.gov VA for Vets Explore VA Visited another Department of Veterans Affairs website not listed above Did not visit any other Department of Veterans Affairs websites today Don't know	B	Y	Checkbox, one-up vertical	Mutually Exclusive Mutually Exclusive Skip Logic Group*
HAI6991Q009		B	What other Department of Veterans Affairs website did you access today?			N	Text area, no char limit	Skip Logic Group*
HAI6991Q010			Where do you live?	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho Illinois Indiana Iowa Kansas		Y	Drop down, select one	

			Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Minor Outlying Islands Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Northern Mariana Islands Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas U.S. Virgin Islands Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming Canada I live elsewhere					
H AJ6991Q011			What information were you primarily looking for today?	Employment opportunities Healthcare information Burial services and benefits Disability and compensation Family and dependent benefits Education Housing Forms to print or download Place to submit a form Contact information for the VA or a VA employee Other	A	Y	Radio button, one-up vertical	Skip Logic Group*
			Which category best describes the kind of information or services you were primarily looking for today?	Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life Insurance Burials and Memorials Personal Records and Documents Family and Caregiver Benefits Servicemember Benefits VA Offices, Policy, and News Other	X1 X2 X3 X4 X5 X6 X7 X8 X9 X11	Y	Radio button, one-up vertical	Skip Logic Group*
		X11	What other kind of information or service were you looking for today?		X11	N	Text area, no char limit	Skip Logic Group*
		X1	What Health Care information or services were you looking for today?	Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results Other	B1	Y	Radio button, one-up vertical	Skip Logic Group*
		B1	What other kind of Health Care information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*

		X2	What Disability and Compensation information or services were you looking for today?	File a claim Compare GI Bill benefits by school Check status of a claim Add or remove a dependent Upload evidence or documentation Add or remove a dependent View payment history Other	B2	Y	Radio button, one-up vertical	Skip Logic Group*
		B2	What other kind of Disability and Compensation information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X3	What Education and Training information or services were you looking for today?	Apply for GI Bill benefits Check Post-9/11 GI Bill benefits Compare GI Bill benefits by school Change your current education benefits View payment history Other	B3	Y	Radio button, one-up vertical	Skip Logic Group*
		B3	What other kind of Education and Training information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X4	What Careers and Employment information or services were you looking for today?	Get career or employment assistance Apply for vocational rehab and employment benefits Education and career counseling Resources for family members Other	B4	Y	Radio button, one-up vertical	Skip Logic Group*
		B4	What other kind of Careers and Employment information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X5	What Pension information or services were you looking for today?	Apply for pension benefits Eligibility Information Survivors Pension Information Manage your pension Other	B5	Y	Radio button, one-up vertical	Skip Logic Group*
		B5	What other kind of Pension information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X6	What Housing Assistance information or services were you looking for today?	VA home loan benefits Veterans housing assistance programs Check housing benefits status Eligibility information Other	B6	Y	Radio button, one-up vertical	Skip Logic Group*
		B6	What other kind of Housing Assistance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X7	What Life Insurance information or services were you looking for today?	Apply for VA life insurance Manage policy and benefits Information and resources Other	B7	Y	Radio button, one-up vertical	Skip Logic Group*
		B7	What other kind of Life Insurance information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X8	What Burials and Memorials information or services were you looking for today?	Apply for veterans burial benefits Planning a burial Information and resources Other	B8	Y	Radio button, one-up vertical	Skip Logic Group*
		B8	What other kind of Burials and Memorials information or service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
		X9	What Records and Document services were you looking for today?	Apply for a Veteran ID Card (VIC) Request military records (DD214) Get medical records Download VA benefit letters Apply for a discharge upgrade Search historical military records Other	B9	Y	Radio button, one-up vertical	Skip Logic Group*
		B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q012		A	What information were you primarily looking for today?			N	Text area, no char limit	Skip Logic Group*
H AJ6991Q013			Did you find what you were looking for today?	Yes No	A	Yes	Radio button, one-up vertical	Skip Logic Group*
H AJ6991Q014		A	What were you unable to find during your visit today?			N	Text area, no char limit	Skip Logic Group*

HAJ6991Q015			Have you ever accessed The Department of Veterans Affairs site (VA.gov) using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y, Z Z Z	Y	Radio button, one-up vertical	Skip Logic Group*
HAJ6991Q016		Y	What was the main reason you last visited VA.gov using a mobile phone or tablet?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q017		Z	What additional resources might you want to access from VA.gov using a mobile phone or tablet?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q018		Y	How would you rate your experience on the Department of Veterans Affairs mobile site?	1=Poor Excellent=10	2 3 4 5 6 7 8 9	Y	Radio button, scale, no don't know	Skip Logic Group*
HAJ6991Q019		Y	How does the experience on the Veterans Affairs mobile site compare to the full Veterans Affairs site?	Much better Better About the same Worse Much worse		Y	Radio button, one-up vertical	Skip Logic Group*
HAJ6991Q020			If you could suggest one improvement to the VA.gov web site, what would it be?			N	Text area, no char limit	
HAJ6991Q021			Please select your age range.	17 or under 18-24 25-34 35-44 45-54 55-64 65-74 75-84 85+ I'd prefer not to answer		Y	Radio button, one-up vertical	
HAJ6991Q022			Please select your gender.	Female Male I'd prefer not to answer		Y	Radio button, one-up vertical	



CQ Label

Visit Frequency

Best describes you

OE_WhoYouAre

Veteran Era

CombatService

NumberofTours

Access VA Sites

VA Websites

OE_VA Websites

Reside

Primary_Interest
Kind of Information
OE_Info of Service
Health Care Info
OE_Health Care

Disability Info
OE_Disability
Education Info
OE_Education
Careers Info
OE_Careers
Pension Info
OE_Pension
Housing Asst Info
OE_Housing Assistance
Life Insurance Info
OE_Housing Assistance
Bunais and Memonais Info
OE_Burials
Records Info
OE_Records
OE_Primary
Task Accomplishment
OE_Unable to find

Mobile Site Usage
Mobile Primary Reason
Mobile Desired Resources
Mobile Rate
Mobile Compare
One Improvement
Age
Gender