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.

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.



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 Text

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

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.



Cancel



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ForeSee ForeSee Privacy Policy Survey Support

Model Name VA Main V2
Model ID FgowBUAkEoAdMFBUwNF4Zg4C
Partitioned 2 MQ

10/17/2016

Date

Underlined & Italicized: Re-order

rough: Delete

Pink: Addition Blue: Reword



Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	ŀ		Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
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?
Look and Feel -	Please rate the balance of graphics and text on this site.	20	Satisfaction -	How well does this site meet your expectations?			Recommend Site (1=Very Unlikely, 10=Very Likely)
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)		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)
Loading	Please rate how quickly pages load on this site.					Primary Resource	How likely are you to use this site as your primary resource for obtaining information about Veterans Affairs?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.						
Site Performance -	Please rate how completely the page content loads on this site.						
	Navigation (1=Poor, 10=Excellent, Don't Know)						
Navigation - Organized	Please rate how well the site is organized.						
	Please rate the options available for navigating this site.						
Navigation - Layout	Please rate how well the site layout helps you find what you need.						
	Information Browsing (1=Poor, 10=Excellent, Don't Know)						
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.						
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.						
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)						
Thoroughness	Please rate the thoroughness of information provided on this site.						
Understandable	Please rate how understandable this site's information is.						
Site Information - Answers	Please rate how well the site's information provides answers to your questions.						

FgowBUAkEoAdMFBUwNF4Zg4C 2 MQ 8/1/2018

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

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

Blue: Reword



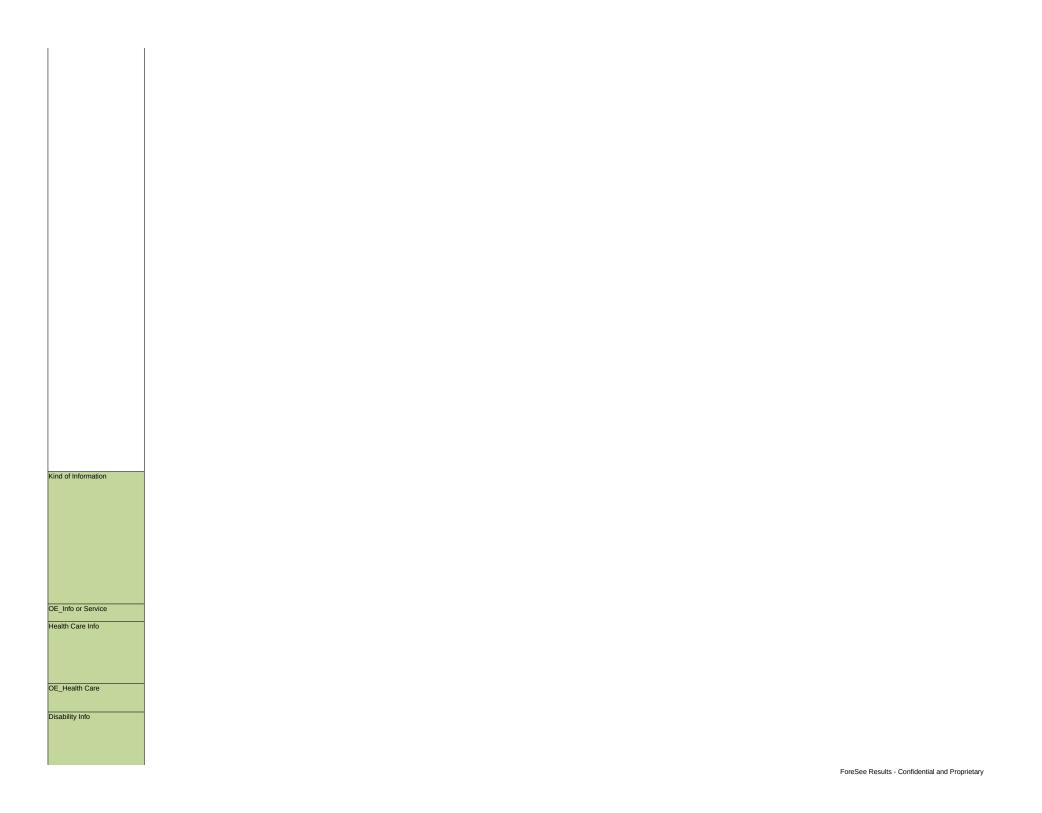
QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instruction
HAJ6991Q001			How often do you visit the Veterans Affairs website (www.va.gov)?	This is my first time		Υ	Radio button, one-up vertical	Skip Logic Group
				More than once a day	Α			
				About once a day	Α			
				About once a week	Α			
				About once a month	Α			
				Every 6 months or less	A			
IOP0276933		A	During your visit today, did you notice the redesign of the va.gov site?	Yes No	В, С	Y	Radio button, one-up vertical	Skip Logic Group
HOP0276934		В	How does the new site compare to the previous design?	The new design is better		Y	Radio button, one-up vertical	Skip Logic Group
				About the same				
				The new design is worse	B1			
				Unsure / Did not notice a change				
IOP0276936		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		С	the following statement: The new site makes it easier to complete my task.	Strongly Agree		Y	Radio button, one-up vertical	Skip Logic Group
				Agree				
				Neutral / Unsure	_			
				Disagree	C1			
				Strongly Disagree	C1			
HOP0276937		C1	Please tell us what would make your task easier to complete.	Don't know		N	Text area, no char limit	Skip Logic Group
AJ6991Q002			Which of the following describe you? Please select			Y	Checkbox, one-up vertical	Skip Logic Group*
7.00001Q002				Veteran	B, D		Checkbox, one up refued	Omp Logic Group
				Active duty	∃ ′			
				Dependent or beneficiary of a veteran				
				Spouse / relative of veteran				
				Other				
IAJ6991Q004		В	Please check the conflict(s) in which you served.	World War II		Y	Checkbox, one-up vertical	Skip Logic Group
				Korean Conflict				
				Vietnam Era				
				Persian Gulf War				
				Operation Enduring Freedom	_			
				Operation Iraqi Freedom	4			
				Operation New Dawn No conflict / war service	-			Mutually Exclusive
IAJ6991Q005		D	Did you serve in a combat role during your period of	Voc		Y	Radio button, one-up vertical	Skip Logic Group
M00991Q000			service?			T T	Radio buttori, orie-up vertical	Skip Logic Group
AB6991Q023			Did you visit any other Department of Veterans	No Local Medical Center Website	_	Y	Checkbox, one-up vertical	Skip Logic Group
AB099IQ023			Affairs websites today? (Please select all that apply.)	Local Medical Certier Website		,	Checkbox, one-up vertical	Skip Logic Group
				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	В			
				Did not visit any other Department of Veterans Affairs websites today				Mutually Exclusive
				Don't know				Mutually Exclusive
HAJ6991Q009		В	What other Department of Veterans Affairs website did you access today?			N	Text area, no char limit	Skip Logic Group*
IAJ6991Q010			Where do you live?	Alabama		Y	Drop down, select one	
				Alaska	_			
				American Samoa	4			
				Arizona	4			
				Arkansas	4			
				California	-			
				Colorado Connecticut	-			
				Delaware	\dashv			
				District of Columbia	-1			

			Georgia Guam				
			Hawaii				
			Idaho				
			Illinois Indiana	-			
			lowa	1			
			Kansas				
			Kentucky				
			Louisiana	- 1			
			Maine Maryland	1			
			Massachusetts	1			
			Michigan				
			Minnesota				
			Minor Outlying Islands Mississippi	-			
			Missouri	1			
			Montana	1			
			Nebraska				
			Nevada				
			New Hampshire New Jersey	-			
			New Mexico	1			
			New York	1			
			North Carolina]			
			North Dakota				
			Northern Mariana Islands				
			Ohio				
			Oklahoma Oregon	1			
			Pennsylvania	1			
			Puerto Rico				
			Rhode Island				
			South Carolina				
			South Dakota Tennessee	-			
			Texas	1			
			U.S. Virgin Islands	1			
			Utah]			
			Vermont				
			Virginia	1			
			Washington West Virginia				
			West Virginia				
			West Virginia Wisconsin				
			West Virginia Wisconsin Wyoming Canada				
LADC0010024			West Virginia Wisconsin Wyoming Canada I live elsewhere		V	Redia button, one un vertical	Chin Louis Crount
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care	X1	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation	X2	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training	X2 X3	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment	X2 X3 X4	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension	X2 X3 X4 X5	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance	X2 X3 X4 X5 X6 X7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance Burials and Memorials	X2 X3 X4 X5 X6 X7 X8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance Burials and Memorials Personal Records and Documents	X2 X3 X4 X5 X6 X7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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	X2 X3 X4 X5 X6 X7 X8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada I live elsewhere 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	X2 X3 X4 X5 X6 X7 X8	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?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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	X2 X3 X4 X5 X6 X7 X8	Y		Skip Logic Group*
LAB6991Q025	X11	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
	X11 X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care	X2 X3 X4 X5 X6 X7 X8 X9			
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care Refill or track prescriptions	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 Apply for Health Care Refill or track prescriptions Send a message to your healthcare team	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025 LAB6991Q026	X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025 LAB6991Q026	X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What tother kind of Health Care information or service were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 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 File a claim Check status of a claim	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today? What Disability and Compensation information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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 Via Offices, Policy, and News Other 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 File a claim Check status of a claim Add or remove a dependent	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today? What Disability and Compensation information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 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 File a claim Check status of a claim	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*

				View payment history Other	B2			
LAB6991Q029		B2	What other kind of Disability and Compensation	Oute	52	N	Text area, no char limit	Skip Logic Group*
LAB6991Q030		X3	information or service were you looking for today? What Education and Training information or	Apply for GI Bill benefits		Y	Radio button, one-up vertical	Skip Logic Group*
L/LD0331Q000		λ0	services were you looking for today?			,	radio batton, one up vertical	Skip Logic Group
	-			Check Post-9/11 GI Bill benefits Compare GI Bill benefits by school	-			
				Change your current education benefits				
				View payment history				
LAB6991Q031		B3	What other kind of Education and Training information or service were you looking for today?	Other	B3	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		Y	Radio button, one-up vertical	Skip Logic Group*
				Apply for vocational rehab and employment benefits				
	-			Education and career counseling Resources for family members	+			
				Other	B4			
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		Y	Radio button, one-up vertical	Skip Logic Group*
				Eligibility Information				
	-			Survivors Pension Information				
				Manage your pension Other	B5			
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		Y	Radio button, one-up vertical	Skip Logic Group*
	1			Veterans housing assistance programs				
				Check housing benefits status				
	-			Eligibility Information Other	B6			
LAB6991Q037		B6	What other kind of Housing Assistance information or service were you looking for today?	Guer		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		Y	Radio button, one-up vertical	Skip Logic Group*
			you looking to today.	Manage policy and benefits Information and resources				
	1			Other	B7			
LAB6991Q039		В7	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		Y	Radio button, one-up vertical	Skip Logic Group*
	-			Planning a burial				
	-			Information and resources Other				
LAB6991Q041		B8	What other kind of Burials and Memorials information or service were you looking for today?	Guid		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)		Y	Radio button, one-up vertical	Skip Logic Group*
	1		looking for today :	Request military records (DD214)				
				Get medical records				
	-			Download VA benefit letters Apply for a discharge upgrade				
	1			Apply for a discharge upgrade Search historical military records				
				Other	B9			
LAB6991Q043		B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q013			Did you find what you were looking for today?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*
HAJ6991Q014		A	What were you unable to find during your visit	No	A	N	Text area, no char limit	Skip Logic Group*
HAJ6991Q021			today? Please select your age range.	17 or under		Y	Radio button, one-up vertical	
			solicit your ago range.	18-24		'	South, one up vertical	1
				25-34				1
				35-44 45-54	+			1
				43-54 55-64	1			
				65-74]			1
1				75-84	4			
	1 1			85+	1		I	1

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

•	•
Ţ,	CO Label
ľ	CQ Label
\	isit Frequency
ł	New Site Notice Redesign
	New Site Comparison
-	OE_Site Inferior
-	New Site Task
ł	OE_Easier Task
E	Best describes you
1	/eteran Era
0	CombatService
1	/A Websites
	DE_VA Websites
F	Reside



E_Disability
ducation Info
E_Education
areers Info
E_Careers
ension Info
E_Pension
ousing Asst Info
lusing Asst Into
E_Housing Assistance
fe Insurance Info
E_Life Insurance
urials and Memorials Info
E_Burials
ecords Info
cords into
E_Records
ask Accomplishment
E_Unable to find
де

Gender

FgowBUAkEoAdMFBUwNF4Zg4C 2 MQ 8/1/2018

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

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



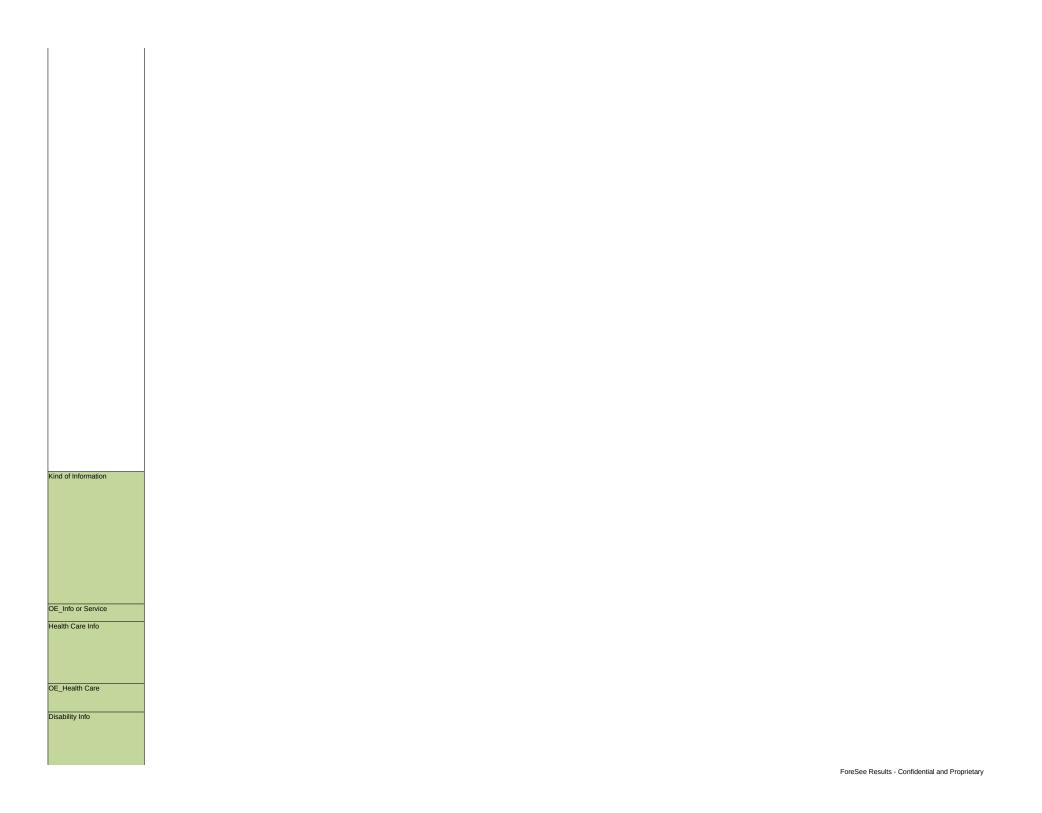
QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions
HAJ6991Q001				This is my first time		v	Radio button, one-up vertical	Older Landa Consumb
			(www.va.gov)?	More than once a day	- A	Y		Skip Logic Group*
				About once a day	A			
				About once a week	Α			
				About once a month	Α			
				Every 6 months or less	A			
		A	During your visit today, did you notice the redesign of the va.gov site?	Yes	B, C	Υ	Radio button, one-up vertical	Skip Logic Group*
		В	How does the new site compare to the previous	The new design is better		Y	Radio button, one-up vertical	Skip Logic Group*
			accign.	About the same	\dashv			
				The new design is worse	B1			
				Unsure / Did not notice a change				
		B1	Please tell us why you feel the new design is worse			N	Text area, no char limit	Skip Logic Group*
		С	than the previous site. Please tell us whether you agree or disagree with	Strongly Agree		Y	Radio button, one-up vertical	Skip Logic Group*
			the following statement: The new site makes it easier to complete my task.					
				Agree				
				Neutral / Unsure	-			
				Disagree Strength Disagree	C1 C1			
				Don't know	- 61			
		C1	Please tell us what would make your task easier to complete.	DOTT MICH		N	Text area, no char limit	Skip Logic Group*
HAJ6991Q002			Which of the following describe you? Please select			Y	Checkbox, one-up vertical	Skip Logic Group*
			all that apply.	Veteran	B, D			
				Active duty				
				Dependent or beneficiary of a veteran				
				Spouse / relative of veteran	_			
		_		Other		.,		
HAJ6991Q004		В		World War II	_	Y	Checkbox, one-up vertical	Skip Logic Group*
				Korean Conflict	-			
				Vietnam Era Persian Gulf War	-			
				Operation Enduring Freedom	-			
				Operation Iraqi Freedom				
				Operation New Dawn				
				No conflict / war service				Mutually Exclusive
IAJ6991Q005		D	Did you serve in a combat role during your period of service?			Y	Radio button, one-up vertical	Skip Logic Group*
				No .				011 1 1 0 1
AB6991Q023			Did you visit any other Department of Veterans Affairs websites today? (Please select all that apply.)	Local Medical Center Website		Y	Checkbox, one-up vertical	Skip Logic Group*
			,	Veterans Health Administration	-			
				Veterans Benefits Administration				
				National Cemetery Administration				
				My HealtheVet	4			
				eBenefits Vets.gov	4			
				VA for Vets	-			
				Explore VA	-			
				Visited another Department of Veterans Affairs website not listed above	В			
				Did not visit any other Department of Veterans Affairs websites today				Mutually Exclusive
		_		Don't know				Mutually Exclusive
HAJ6991Q009		В	What other Department of Veterans Affairs website did you access today?			N	Text area, no char limit	Skip Logic Group*
IAJ6991Q010			Where do you live?	Alabama	4	Υ	Drop down, select one	
				Alaska	+			
				American Samoa Arizona	4			
				Arizona Arkansas	\dashv			
		l .			-	1	I	
				ICalifornia				
				California Colorado	-			
				Colorado Connecticut				
				Colorado				

			Georgia Guam				
			Hawaii				
			Idaho				
			Illinois Indiana	-			
			lowa	1			
			Kansas				
			Kentucky				
			Louisiana	- 1			
			Maine Maryland	1			
			Massachusetts	1			
			Michigan				
			Minnesota				
			Minor Outlying Islands Mississippi	- 1			
			Missouri	1			
			Montana	1			
			Nebraska				
			Nevada				
			New Hampshire New Jersey	-			
			New Mexico	1			
			New York	1			
			North Carolina]			
			North Dakota				
			Northern Mariana Islands				
			Ohio				
			Oklahoma Oregon	1			
			Pennsylvania	1			
			Puerto Rico				
			Rhode Island				
			South Carolina				
			South Dakota Tennessee	-			
			Texas	1			
			U.S. Virgin Islands	1			
			Utah]			
			Vermont				
			Virginia	1			
			Washington West Virginia				
			West Virginia				
			West Virginia Wisconsin				
			West Virginia Wisconsin Wyoming Canada				
LADC0010024			West Virginia Wisconsin Wyoming Canada I live elsewhere		V	Redia button, one un vertical	Chin Louis Crount
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care	X1	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation	X2	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training	X2 X3	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment	X2 X3 X4	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension	X2 X3 X4 X5	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance	X2 X3 X4 X5 X6 X7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance Burials and Memorials	X2 X3 X4 X5 X6 X7 X8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere Health Care Disability and Compensation Education and Training Careers and Employment Pension Housing Assistance Life insurance Burials and Memorials Personal Records and Documents	X2 X3 X4 X5 X6 X7	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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	X2 X3 X4 X5 X6 X7 X8	Y	Radio button, one-up vertical	Skip Logic Group*
LAB6991Q024		Which category best describes the kind of information or services you were primarily looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada I live elsewhere 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	X2 X3 X4 X5 X6 X7 X8	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?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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	X2 X3 X4 X5 X6 X7 X8	Y		Skip Logic Group*
LAB6991Q025	X11	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
	X11 X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care	X2 X3 X4 X5 X6 X7 X8 X9			
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care Refill or track prescriptions	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 Apply for Health Care Refill or track prescriptions Send a message to your healthcare team	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025 LAB6991Q026	X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada I live elsewhere 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 Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
LAB6991Q025		Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N	Text area, no char limit	Skip Logic Group*
LAB6991Q025 LAB6991Q026	X1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What tother kind of Health Care information or service were you looking for today?	West Virginia Wisconsin Wysoming Canada Ilive elsewhere 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 Servicemember Benefits VA Offices, Policy, and News Other Apply for Health Care Refill or track prescriptions Send a message to your healthcare team Schedule or view appointments View lab or test results	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical	Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 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 File a claim Check status of a claim	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today? What Disability and Compensation information or services were you looking for today?	West Virginia Wisconsin Wyoming Canada Ilive elsewhere 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 Via Offices, Policy, and News Other 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 File a claim Check status of a claim Add or remove a dependent	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*
LAB6991Q025 LAB6991Q026 LAB6991Q027	X1 B1	Which category best describes the kind of information or services you were primarily looking for today? What other kind of information or service were you looking for today? What Health Care information or services were you looking for today? What other kind of Health Care information or service were you looking for today? What Disability and Compensation information or services were you looking for today?	West Virginia Wisconsin Wisconsin Wyoming Canada Ilive elsewhere 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 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 File a claim Check status of a claim	X2 X3 X4 X5 X6 X7 X8 X9	N Y	Text area, no char limit Radio button, one-up vertical Text area, no char limit	Skip Logic Group* Skip Logic Group* Skip Logic Group*

				View payment history Other	B2			
LAB6991Q029		B2	What other kind of Disability and Compensation	Oute	52	N	Text area, no char limit	Skip Logic Group*
LAB6991Q030		X3	information or service were you looking for today? What Education and Training information or	Apply for GI Bill benefits		Y	Radio button, one-up vertical	Skip Logic Group*
L/LD0331Q000		λ0	services were you looking for today?			,	radio batton, one up vertical	Skip Logic Group
	-			Check Post-9/11 GI Bill benefits Compare GI Bill benefits by school	-			
				Change your current education benefits				
				View payment history				
LAB6991Q031		B3	What other kind of Education and Training information or service were you looking for today?	Other	B3	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		Y	Radio button, one-up vertical	Skip Logic Group*
				Apply for vocational rehab and employment benefits				
	-			Education and career counseling Resources for family members	+			
				Other	B4			
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		Y	Radio button, one-up vertical	Skip Logic Group*
				Eligibility Information				
	-			Survivors Pension Information				
				Manage your pension Other	B5			
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		Y	Radio button, one-up vertical	Skip Logic Group*
	1			Veterans housing assistance programs				
				Check housing benefits status				
	-			Eligibility Information Other	B6			
LAB6991Q037		B6	What other kind of Housing Assistance information or service were you looking for today?	Guer		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		Y	Radio button, one-up vertical	Skip Logic Group*
			you looking to today.	Manage policy and benefits Information and resources				
	1			Other	B7			
LAB6991Q039		В7	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		Y	Radio button, one-up vertical	Skip Logic Group*
	-			Planning a burial				
	-			Information and resources Other				
LAB6991Q041		B8	What other kind of Burials and Memorials information or service were you looking for today?	Guid		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)		Y	Radio button, one-up vertical	Skip Logic Group*
	1		looking for today :	Request military records (DD214)				
				Get medical records				
	-			Download VA benefit letters Apply for a discharge upgrade				
	1			Apply for a discharge upgrade Search historical military records				
				Other	B9			
LAB6991Q043		B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q013			Did you find what you were looking for today?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*
HAJ6991Q014		A	What were you unable to find during your visit	No	A	N	Text area, no char limit	Skip Logic Group*
HAJ6991Q021			today? Please select your age range.	17 or under		Y	Radio button, one-up vertical	
			solicit your ago range.	18-24		'	South, one up vertical	1
				25-34				1
				35-44 45-54	+			1
				43-54 55-64	1			
				65-74]			1
1				75-84	4			
	1 1			85+	1		I	1

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

CQ Label	
Visit Frequency	
New Site Notice	Redesign
New Site Com	parison
OE_Site Inf	ferior
New Site 1	Гask
OE_Easier	Tack
Best describes you	
Dest describes you	
Veteran Era	
CombatService	
VA Websites	
OE_VA Websites	
Reside	



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ducation Info
E_Education
areers Info
E_Careers
ension Info
E_Pension
ousing Asst Info
ousing Assi inio
E_Housing Assistance
fe Insurance Info
E_Life Insurance
urials and Memorials Info
E_Burials
ecords Info
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ask Accomplishment
E_Unable to find
ge

Gender

FgowBUAkEoAdMFBUwNF4Zg4C 2 MQ 8/1/2018

Model Name VA Main V2
Model ID FgowBUAkEd
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	Туре	Special Instructio
AJ6991Q001			How often do you visit the Veterans Affairs website (www.va.gov)?	This is my first time		Y	Radio button, one-up vertical	Skip Logic Group
				More than once a day		1		
				About once a day	_			
				About once a week	_			
				About once a month	-			
				Every 6 months or less	-			
AJ6991Q002			Which of the following describe you? Please select	Every 6 months of less		Y	Charlebox and un vertical	Skip Logic Grou
AJ0991Q002			all that apply.	Veteran	B, D	Ť	Checkbox, one-up vertical	Skip Logic Grou
				Active duty				
				Dependent or beneficiary of a veteran				
				General public				
				VA employee				
				Volunteer				
				Spouse / relative of veteran	_			
					-			
				Caregiver Other	⊢			
10001000			Diagram toll consideration	Other	*		was a second second section in	Chia Lauia Casa
AJ6991Q003		A	Please tell us who you are.			Α.		Skip Logic Grou
AJ6991Q004		В	Please check the conflicts(s) in which you served.	World War II		Υ	Cneckbox, one-up vertical	Skip Logic Grou
				Korean Conflict			Checkbox, one-up vertical Text area, no char-limit Checkbox, one-up vertical Radio button, one-up vertical Radio button, one-up vertical Checkbox, one-up vertical	
				Vietnam Era				
				Persian Gulf War				
				Operation Enduring Freedom				
				Operation Iraqi Freedom				
				Operation New Dawn	-			
					-			Mutually Exclusi
100010005			Did	No conflict / war service			Badia haman ana ana ana ani ani	
AJ6991Q005		D	Did you serve in a combat role during your period of service?	Yes	E	Y	Radio button, one-up vertical	Skip Logic Grou
				No				
AJ6991Q006		E	How many times did you serve in a combat role?	One		¥	Radio button, one-up vertical	Skip Logic Grou
								, , ,
				Two				
				Three or more				
AJ6991Q007			Have you visited any other Department of Veterans	Yes	A	¥	Radio button, one un vertical	Skip Logic Grou
M30331Q001			Affairs websites today?	105	_ ^	+	Radio button, one-up vertical	Skip Logic Grou
				No Not sure				
			Did you visit any other Department of Veterans	Local Medical Center Website		V	Chockbox, one un vertical	Skip Logic Group
			Affairs websites today? (Please select all that apply.)	Local medical Certies Website		, '	Checkbox, one-up vertical	Skip Logic Grou
				Voterans Health Administration	-			
				Veterans Renefits Administration	-			
				National Cemetery Administration	-			
				National Cemetery Administration	-			
				My Healthevet	4			
				eBenefits	_			
				Vets.gov Vets.gov				
				VA for Vets				
				Explore VA				
				Visited another Department of Veterans Affairs website not listed above	В			
				Did not visit any other Department of Veterans Affairs websites today				Mutually Exclusi
				Don't know				Mutually Exclus
AJ6991Q009		В	What other Department of Veterans Affairs website			N	Text area, no char limit	Skip Logic Grou
			did you access today?					
AJ6991Q010			Where do you live?	Alabama		Y	Drop down, select one	
• • •				Alaska	┑	1	1	
	1			American Samoa	┪			
	1	1		Arizona Arizona	\dashv		I	
							I	
								1
				Arkansas	_			I
				Arkansas California				
				Arkansas California Colorado				
				Arkansas California Colorado Connecticut				
				Arkansas California Colorado Connecticut Delaware				
				Arkansas California Colorado Connecticut Delaware District of Columbia				
				Arkansas California Colorado Connecticut Delaware				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho				
				Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho				

HAJ6991Q011		What information were you primarily looking for today?	Kentucky Louisiana Maine 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 Wysoming Canada Live elsewhere Employment opportunities Healthcare information Burial services and benefits Disability and dependent benefits Education Housing Forms to print or download Place to submit a form Cortact information for the VA or a VA employee Other Other	A	¥	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	X1 X2	Y	Radio button, one-up vertical	Skip Logic Group*
			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	X3 X4 X5 X6 X7 X8 X9			
	X11	What other kind of information or service were you looking for today?	Curei	VII	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	File a claim		Υ	Radio button, one-up vertical	Skip Logic Group*
		services were you looking for today?	Check status of a claim				
			Add or remove a dependent	1			
			Upload evidence or documentation	1			
			Add or remove a dependent				
			View payment history				
			Other	B2			
	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		Y	Radio button, one-up vertical	Skip Logic Group*
			Check Post-9/11 GI Bill benefits]			
			Compare GI Bill benefits by school				
			Change your current education benefits	1			
			Other	B3			
	B3	What other kind of Education and Training	Outer	D3	N	Text area, no char limit	Skip Logic Group*
	X4	information or service were you looking for today? What Careers and Employment information or	Get career or employment assistance			Radio button, one-up vertical	Skip Logic Group*
		services were you looking for today?			1	Radio buttori, orie-up vertical	Skip Logic Group
			Apply for vocational rehab and employment benefits				
			Education and career counseling				
			Other	B4			
	B4	What other kind of Careers and Employment	Out of the control of	- 54	N	Text area, no char limit	Skip Logic Group*
		information or service were you looking for today?					Simp Stage Croop
	X5	What Pension information or services were you looking for today?	Apply for pension benefits		Υ	Radio button, one-up vertical	Skip Logic Group*
			Eligibility Information	1			
			Survivors Pension Information				
			Manage your pension				
			Other	B5			
	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	VA home loan benefits		Υ	Radio button, one-up vertical	Skip Logic Group*
		were you looking for today?					
			Veterans housing assistance programs				
			Check housing benefits status				
			Eligibility Information	DC			
	B6	What other kind of Housing Assistance information	Other	86	N	Text area, no char limit	Skip Logic Group*
	20	or service were you looking for today?				Text area, no chai iiniit	Skip Logic Group
	X7	What Life Insurance information or services were you looking for today?	Apply for VA life insurance		Y	Radio button, one-up vertical	Skip Logic Group*
			Manage policy and benefits	1			
			Information and resources	1			
			Other	B7			
	В7	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		Y	Radio button, one-up vertical	Skip Logic Group*
		were you looking for today?	Planning a burial				
			Information and resources				
			Other	B8			
	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)		Y	Radio button, one-up vertical	Skip Logic Group*
		iouning for today:	Permest military records (DD214)				
			Get medical records				
			Download VA benefit letters				
			Apply for a discharge upgrade				
			Search historical military records				
		Mhat athar bird of Bassai 12	Other	B9		Total and the second second	Olde Levi C
	B9	What other kind of Records and Document service were you looking for today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q012	A	What information were you primarily looking for today?			N	Text area, no char limit	Skip Logic Group*
HAJ6991Q013		Did you find what you were looking for today?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*
			No No	А			
HAJ6991Q014	Α	What were you unable to find during your visit			N	Text area, no char limit	Skip Logic Group*
		today?					

HAJ6991Q015		Have you ever accessed The Department of Veterans Affairs site (VA.gov) using a mobile phone or tablet?	Yes	Y, Z	¥	Radio button, one-up vertical	Skip Logic Group*
			No, but I plan to do so	Z			
			No, but I might in the future	Z			
			No, and I don't plan to do so	_			
HAJ6991Q016	¥	What was the main reason you last visited VA.gov using a mobile phone or tablet?	To part a dort part a do do		H	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	¥	How would you rate your experience on the Department of Veterans Affairs mobile site?	1=Peef 2 6	2	¥	Radio button, scale, no don't know	Skip Logic Group*
			6	4 2 2			
			Excellent=10				
HAJ6991Q019	¥	How does the experience on the Veterans Affairs mobile site compare to the full Veterans Affairs site?	Much bette r		¥	Radio button, one-up vertical	Skip Logic Group*
			Better	1			
			About the same	1			
			Worse	1			
			Much worse	Ī			
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		Y	Radio button, one-up vertical	
'		, , , ,	18-24	1		1 ' '	
			25-34	1			
			35-44	1			
			45-54	1			
			55-64	1			
			65-74	1			
			75-84	1			
			85+	1			
			I'd prefer not to answer				
HAJ6991Q022		Please select your gender.	Female		Y	Radio button, one-up vertical	
11/100301Q022		i icase select your gender.	Male		· '	Tradio battori, one up venteai	
			I'd prefer not to answer				
			li u preier nocto answer				

CQ Label	
Visit Frequency	
visit i requericy	
Best describes you	
OE_WhoYouAre Veteran Era	
CombatService	
NumberofTours	
Access VA Sites	
VA Websites	
OF VA Websites	
OE_VA Websites Reside	



Dischility Info
Disability Info
OE_Disability
Education Info
OE_Education
Careers Info
OF Careers
OE_Careers
Pension Info
OE_Pension
Housing Asst Info
OE_Housing Assistance
Life Insurance Info
Thousand The
OE_Housing Assistance
Burials and Memorials Info
OE_Burials
Records Info
OE_Records
OE_Primary
Task Accomplishment
OE_Unable to find

Mobile Site Usage	
Mobile Primary Reason	
MobileDesired Resources	
MobileRate	
MobileCompare	
One Improvement	
Age	
Gender	