

Welcome and Thank You Text

Welcome Text

Thank you for visiting [\[AIDSinfo\]](#). 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!



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.

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.

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

Model Name AIDSinfo Mobile
 Model ID kocpxNRZ989dE0ldwkiQdQ4C
 Partitioned Yes - 2 question partition per Richard
 Date 7.22.14

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)
Look and Feel - Appeal	Please rate the visual appeal of this mobile site.	Satisfaction - Overall	What is your overall satisfaction with this mobile site? (1=Very Dissatisfied, 10=Very Satisfied)	Return to Mobile Site	How likely are you to return to this mobile site ?
Look and Feel - Balance	Please rate the balance of graphics and text on this mobile site.	Satisfaction - Expectations	How well does this mobile site meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this mobile site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal mobile website ? (1=Not Very Close, 10=Very Close)	Recommend Mobile Site	How likely are you to recommend this mobile site to someone else ?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this mobile site.			Primary Resource Mobile Site	How likely are you to use this mobile site as your primary resource for obtaining treatment, prevention and statistical information about
Site Performance - Consistency	Please rate the consistency of speed from page to page on this mobile site.				
Site Performance - Completeness	Please rate how completely the page content loads on this mobile site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
Navigation - Organized	Please rate how well the mobile site is organized .				
Navigation - Options	Please rate the options available for navigating this mobile site.				
Navigation - Layout	Please rate how well the mobile 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 is important to you on this mobile site.				
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this mobile site.				
Information Browsing - Features	Please rate how well the features on the mobile site help you find the information you need .				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
Site Information - Thoroughness	Please rate the thoroughness of information provided on this mobile site.				
Site Information - Understandable	Please rate how understandable this mobile site's information is.				
Site Information - Answers	Please rate how well the mobile site's information provides answers to your questions .				

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QID	Skip From	Question Text	Answer Choices	Skip To	Type	Required Y/N
MAC5393Q002		What best describes your role in visiting the mobile site today?	Physician with HIV/AIDS patients Nurse Nurse practitioner Physician Assistant Pharmacist Researcher or Scientist Case manager Someone living with HIV/AIDS Family or friend of person living with HIV/AIDS Student Other	A A A A A B B B B B XX	Radio button, one-up vertical	N
JIB0157953	XX	What other role describes you?			Text area, no char limit	N
JIB0157952	A	What AIDSinfo resources do you use? (Please select all that apply)	Clinical Care Guidelines from the site Clinical Care Guidelines App Drug Database from the site Drug Database App Clinical Trials Glossary from the site Glossary App Infographics Fact Sheets None Other	C	Checkbox, one-up vertical	N
JIB0157954	C	What other AIDSinfo resources do you use?			Text area, no char limit	N
JIB0157951	B	What AIDSinfo resources do you use? (Please select all that apply)	Drug Database from the site Drug Database App Clinical Trials Glossary from the site Glossary App Infographics Fact Sheets Other	D	Checkbox, one-up vertical	N
JIB0157955	D	What other AIDSinfo resources do you use?			Text area, no char limit	N
MAC5393Q001		How frequently do you visit this mobile site?	First time Daily About once a week About once a month Every 6 months or less	A A A A	Radio button, one-up vertical	N
JIB0157956	A	During your visit today, did you notice the redesign of the AIDSinfo mobile site?	Yes No	B,C	Radio button, one-up vertical	Y
JIB0157958	B	How does the new mobile site compare to the previous design?	New site is an improvement New site is comparable New site is inferior	B2 B1	Radio button, one-up vertical	Y
JIB0157961	B2	Please tell us why you feel the new design is an improvement to the previous mobile site.			Text area, no char limit	N
JIB0157960	B1	Please tell us why you feel the new design is inferior to the previous mobile site.			Text area, no char limit	N
JIB0157957	C	Please tell us whether you agree or disagree with the following statement: The new mobile site makes it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree		Radio button, one-up vertical	Y

			Strongly agree			
			Don't know			
MAC5393Q008		Were you able to accomplish your primary task?	Yes		Radio button, one-up vertical	N
			No	A		
			Partially	A		
MAC5393Q009	A	Please specify what information you were unable to find:			Text area, no char limit	N
MAC5393Q010		After reviewing the information on this site, are there any changes that you would make? (Please select all that apply)	I would not make any changes to this website		Checkbox, one-up vertical	N
			Visual presentation of the information (e.g., graphs/charts, images)			
			Easier access to scientific research and/or publications			
			More downloadable content/factsheets			
			Menu layout			
			Information display when switching back and forth between landscape and portrait view			
			Navigation of the site			
			More detailed information about HIV/AIDS treatments (e.g., drug side effects)			
			Question and Answer (Q & A) section			
			Different layout for the content provided			
			Information tailored specifically for physicians			
			Information tailored specifically for the general public			
			Information tailored specifically for someone with HIV/AIDS and family members			
			Information tailored specifically for researchers			
			Toggle between English and Spanish			
		How would you improve the resources that you viewed?			Text area, no char limit	N
		Did you have any difficulty with the information written for patients? (Select all that apply)	Needed more information		Checkbox, one-up vertical	N
			Information was difficult to understand			
			Information was difficult to print or share			
			Need a place to ask questions			
			Information was difficult to find			
			Other			
			I had no difficulties			
		Did you find the information you were looking for?	Yes		Radio button, one-up vertical	N
			No			
			Partially			
		Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first		Radio button, one-up vertical	Y
			No, I went straight to the search feature			
			I did not use the site's search feature			
			Don't recall			
		How would you describe your navigation experience on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site		Checkbox, one-up vertical	Y
			Links often did not take me where I expected			
			Had difficulty finding relevant information			
			Links/labels are difficult to understand			
			Too many links/navigational options to choose from			
			Had technical difficulties (error messages, broken links, etc.)			
			Could not navigate back to previous information			
			I had a navigation difficulty not listed above	A		
	A	Please describe your navigation experience:			Text area, no char limit	N
JIB0157962		What social media sites do you use to find health-related information? (Please select all that apply)	Facebook		Checkbox, one-up vertical	N
			Twitter			
			Instagram			
			Pinterest			
			Other	A		
			I do not use social media to find health-related information			
JIB0157963	A	What other social media sites do you use to find health-related information?			Text area, no char limit	N
JIB0157964		What other websites do you use to find HIV/AIDS-related information? (Please select all that apply)	AIDS.gov		Checkbox, one-up vertical	N
			aidsetc.org			
			avert.org			
			cdc.gov			
			Google search			
			hab.hrsa.gov			
			healthline.com			

			hivandhepatitis.com	A		
			thebody.com			
			Other			
			I do not use any other websites to find HIV/AIDS-related information			
JIB0157965	A	What other websites do you use to find HIV/AIDS-related information?			Text area, no char limit	N
		If you could make one improvement to this site what would it be?			Text area, no char limit	N

Delete
Re-order



Special Instructions	CQ Label
Skip Logic Group*	Role
Skip Logic Group*	OE_Role
Skip Logic Group	Resources - HCP
Mutually Exclusive	
Skip Logic Group	OE_Resources - HCP
Skip Logic Group	Resources - Non HCP
Skip Logic Group	OE_Resources - Non HCP
Skip Logic Group	Frequency
Skip Logic Group	New Site_Notice Redesign
Skip Logic Group	New Site_Compare
Skip Logic Group	OE_New Site_Improvement
Skip Logic Group	OE_New Site_Inferior
Skip Logic Group	New Site_Task

Skip Logic Group*	Accomplish
Skip Logic Group*	Could Not Find
Mutually Exclusive	Site Improvements
Randomize	
Mutually Exclusive	
	Improve Patient Education
	Diff_patient info
Mutually Exclusive	
	Find Info
	Nav Before Search
Mutually exclusive	Navigation experience
Skip Logic Group	
Skip Logic Group	OE_Nav Difficulty
Skip Logic Group	Other Social Media
Mutually Exclusive	
Skip Logic Group	OE_Other Social Media
Skip Logic Group	Other Websites

Mutually exclusive Skip Logic Group	OE_Other Websites
	Improvement

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MAC5393Q002		What best describes your role in visiting the mobile site today?	Physician with HIV/AIDS patients Nurse Nurse practitioner Physician Assistant Pharmacist Researcher or Scientist Case manager Someone living with HIV/AIDS Family or friend of person living with HIV/AIDS Student Other	B, E A B, E A B, E A B, E A B B B B XX	Radio button, one-up vertical	N
	XX	What other role describes you?			Text area, no char limit	N
	A	What AIDSinfo resources do you use? (Please select all that apply)	Clinical Care Guidelines from the site Clinical Care Guidelines App Drug Database from the site Drug Database App Clinical Trials Glossary from the site Glossary App Infographics Fact Sheets None Other		Checkbox, one-up vertical	N
	C	What other AIDSinfo resources do you use?			Text area, no char limit	N
	B	What AIDSinfo resources do you use? (Please select all that apply)	Drug Database from the site Drug Database App Clinical Trials Glossary from the site Glossary App Infographics Fact Sheets Other		Checkbox, one-up vertical	N
	D	What other AIDSinfo resources do you use?			Text area, no char limit	N
MAC5393Q003	B	Do you use a mobile device such as a phone or tablet, at the point of care?	Yes No		Drop-down, select one	N
MAC5393Q004	C	What AIDSinfo resources do you use at the point of care?	Clinical Care Guidelines Drug Database Clinical Trials Patient Education Materials Glossary Other		Checkbox, one-up vertical	N
MAC5393Q005	D	Would you download and use a guidelines app that offers the guideline information offline (when there isn't an internet connection)?	Yes No		Drop-down, select one	N
MAC5393Q006	P	How would you primarily like to view the guidelines?	In its entirety Summary Boxed Recommendations Tables Interactive Tables Decision tree Treatment Algorithm		Radio button, one-up vertical	N
UNG0136738	E	Did you access the Clinical Care Guidelines on the mobile site today?	Yes No Unsure	F, ZY	Radio button, one-up vertical	Y
UNG0136740	F	Which Clinical Care Guidelines did you use today? (Select all that apply)	Adult and Adolescent Guidelines Pediatric Guidelines Perinatal Guidelines		Checkbox, one-up vertical	N

			Adult and Adolescent OI Guidelines Pediatric OI Guidelines Health Care Worker Exposure Guidelines (PEP) Nonoccupational Exposure Guidelines (nPEP) Revised Guidelines for Counseling, Testing, and Referral Incorporation of HIV Prevention Guidelines			
UNG0136739	ZY	Please rate how user friendly the Clinical Care Guidelines are on the mobile website?	1=Not At All User-Friendly 2 3 4 Very User-Friendly=5	ZX ZX ZX	Radio button, scale, no don't know	N
UNG0136741	ZX	How would you improve the Clinical Care Guidelines?			Text area, no char limit	N
MAC5393Q001		How frequently do you visit this mobile site?	First time Daily About once a week About once a month Every 6 months or less	A A A A	Radio button, one-up vertical	N
	A	During your visit today, did you notice the redesign of the AIDSinfo mobile site?	Yes No	B,C	Radio button, one-up vertical	Y
	B	How does the new mobile site compare to the previous design?	New site is an improvement New site is comparable New site is inferior	B2 B1	Radio button, one-up vertical	Y
	B2	Please tell us why you feel the new design is an improvement to the previous mobile site.			Text area, no char limit	N
	B1	Please tell us why you feel the new design is inferior to the previous mobile site.			Text area, no char limit	N
	C	Please tell us whether you agree or disagree with the following statement: The new mobile site makes it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree Strongly agree Don't know		Radio button, one-up vertical	Y
MAC5393Q007		What is the primary reason for visiting the mobile site today?	Access HIV/AIDS Clinical Care Guidelines Access HIV/AIDS Drug Database Find general information about HIV/AIDS (e.g., prevention, symptoms) Find information on clinical trials Find education information and/or materials on HIV/AIDS for my patients Find patient education information and/or materials for myself, a family member, or a friend Other		Radio button, one-up vertical	N
MAC5393Q008		Were you able to accomplish your primary task?	Yes No Partially	A A	Radio button, one-up vertical	N
MAC5393Q009	A	Please specify what information you were unable to find:			Text area, no char limit	N
MAC5393Q010		After reviewing the information on this site, are there any changes that you would make? (Please select all that apply)	I would not make any changes to this website Visual presentation of the information (e.g., graphs/charts, images) Easier access to scientific research and/or publications More downloadable content/factsheets Menu layout Information display when switching back and forth between landscape and portrait view Navigation of the site More detailed information about HIV/AIDS treatments (e.g., drug side effects) Question and Answer (Q & A) section Different layout for the content provided Information tailored specifically for physicians Information tailored specifically for the general public		Checkbox, one-up vertical	N

			Information tailored specifically for someone with HIV/AIDS and family members			
			Information tailored specifically for researchers			
			Toggle between English and Spanish			
		What social media sites do you use to find health-related information? (Please select all that apply)	Facebook	A	Checkbox, one-up vertical	N
			Twitter			
			Instagram			
			Pinterest			
			Other			
			I do not use social media to find health-related information			
	A	What other social media sites do you use to find health-related information?			Text area, no char limit	N
		What other websites do you use to find HIV/AIDS-related information? (Please select all that apply)	AIDS.gov	A	Checkbox, one-up vertical	N
			aidsetc.org			
			avert.org			
			cdc.gov			
			Google search			
			hab.hrsa.gov			
			healthline.com			
			hivandhepatitis.com			
			mebody.com			
			Other			
			I do not use any other websites to find HIV/AIDS-related information			
	A	What other websites do you use to find HIV/AIDS-related information?			Text area, no char limit	N

Delete
Re-order



Special Instructions	CQ Label
Skip Logic Group*	Role
Skip Logic Group*	OE_Role
Skip Logic Group	Resources - HCP
Mutually Exclusive	
Skip Logic Group	OE_Resources - HCP
Skip Logic Group	Resources - Non HCP
Skip Logic Group	OE_Resources - Non HCP
Skip Logic Group*	POC-Mobile
Skip Logic Group*	POC-Resources
Skip Logic Group*	POC-App
Skip Logic Group*	POC-Guidelines
Skip Logic Group	Access-Care-Guidelines
Skip Logic Group	Care-Guidelines

Skip Logic Group	Rate guide on website
Skip Logic Group	OE_Improve_Guidelines
Skip Logic Group	Frequency
Skip Logic Group	New Site_Notice Redesign
Skip Logic Group	New Site_Compare
Skip Logic Group	OE_New Site_Improvement
Skip Logic Group	OE_New Site_Inferior
Skip Logic Group	New Site_Task
	Reason
Skip Logic Group*	Accomplish
Skip Logic Group*	Could Not Find
Mutually Exclusive	Site Improvements
Randomize	

Mutually Exclusive	
Skip Logic Group	Other Social Media
Mutually Exclusive	
Skip Logic Group	OE_Other Social Media
Skip Logic Group	Other Websites
Mutually exclusive	
Skip Logic Group	OE_Other Websites



Skip From	Question Text	Answer Choices	Skip To	Type	Required Y/N	Special Instructions
	How frequently do you visit this mobile site?	First time Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	N	
	What best describes your role in visiting the mobile site today?	Physician with HIV/AIDS patients Nurse Nurse practitioner Physician Assistant Pharmacist Researcher or Scientist Case manager Someone living with HIV/AIDS Family or friend of person living with HIV/AIDS Student Other	B, E B, E B, E B, E B, E	Radio button, one-up vertical	N	Skip Logic Group*
B	Do you use a mobile device such as a phone or tablet, at the point of care?	Yes No	C	Drop down, select one	N	Skip Logic Group*
C	What AIDSinfo resources do you use at the point of care?	Clinical Care Guidelines Drug Database Clinical Trials Patient Education Materials Glossary Other	D	Checkbox, one-up vertical	N	Skip Logic Group*
D	Would you download and use a guidelines app that offers the guideline information offline (when there isn't an internet connection)?	Yes No	P	Drop down, select one	N	Skip Logic Group*
P	How would you primarily like to view the guidelines?	In its entirety Summary Boxed Recommendations Tables Interactive Tables Decision tree Treatment Algorithm		Radio button, one-up vertical	N	Skip Logic Group*
E	Did you access the Clinical Care Guidelines on the mobile site today?	Yes No Unsure	F, ZY	Radio button, one-up vertical	Y	Skip Logic Group
F	Which Clinical Care Guidelines did you use today? (Select all that apply)	Adult and Adolescent Guidelines Pediatric Guidelines Prenatal Guidelines Adult and Adolescent OI Guidelines Pediatric OI Guidelines Health-Care Worker Exposure Guidelines (PEP) Nonoccupational Exposure Guidelines (nPEP) Revised Guidelines for Counseling, Testing, and Referral Incorporation of HIV Prevention Guidelines		Checkbox, one-up vertical	N	Skip Logic Group
ZY	Please rate how user friendly the Clinical Care Guidelines are on the mobile website?	1 = Not At All User Friendly 2 3 4 5 = Very User Friendly	ZX ZX ZX	Radio button, scale, no don't know	N	Skip Logic Group
ZX	How would you improve the Clinical Care Guidelines?			Text area, no char limit	N	Skip Logic Group
	What is the primary reason for visiting the mobile site today?	Access HIV/AIDS Clinical Care Guidelines Access HIV/AIDS Drug Database Find general information about HIV/AIDS (e.g., prevention, symptoms) Find information on clinical trials		Radio button, one-up vertical	N	

		Find education information and/or materials on HIV/AIDS for my patients			
		Find patient education information and/or materials for myself, a family member, or a friend			
		Other			
	Were you able to accomplish your primary task?	Yes		Radio button, one-up vertical	N
		No	A		Skip Logic Group*
		Partially	A		
A	Please specify what information you were unable to find:			Text area, no char limit	N
	After reviewing the information on this site, are there any changes that you would make? (Please select all that apply)	I would not make any changes to this website		Checkbox, one-up vertical	N
		Visual presentation of the information (e.g., graphs/charts, images)			Mutually Exclusive
		Easier access to scientific research and/or publications			
		More downloadable content/factsheets			
		Menu layout			Randomize
		Information display when switching back and forth between landscape and portrait view			
		Navigation of the site			
		More detailed information about HIV/AIDS treatments (e.g., drug side effects)			
		Question and Answer (Q & A) section			
		Different layout for the content provided			
		Information tailored specifically for physicians			
		Information tailored specifically for the general public			
		Information tailored specifically for someone with HIV/AIDS and family members			
		Information tailored specifically for researchers			
		Toggle between English and Spanish			Mutually Exclusive



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POC Resources
POC App
POC Guidelines
Access Care Guidelines
Care Guidelines
Rate guide on website
OE Improve Guidelines
Reason

Accomplish
Could Not Find Site Improvements