Welcome and Thank You Text

Welcome Text

Thank you for visiting nih.gov. 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!

FORESEE
by Answers

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

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ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	NIH v2
Model ID	YMsQxMkggAZUccV1gdgt4Q4C
Partitioned	Yes - 2 MQ
Date	5.11.16

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

FORESEE
by Answers

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		**Satisfaction**		**Primary Resource (1=Very Unlikely, 10=Very Likely)**
1 Look and Feel - Appeal	Please rate the **visual appeal** of this site.	16 Satisfaction - Overall	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	20 Primary Resource	How likely are you to use nih.gov as your **primary resource for obtaining health information**?
2 Look and Feel	Please rate the **balance of graphics and text** on this site.	17 Satisfaction - Overall	How well does this site **meet your expectations**?		**Recommend (1=Very Unlikely, 10=Very Likely)**
3 Look and Feel - Readability	Please rate the **readability of the pages** on this site.	18 Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	21 Recommend	How likely are you to **recommend nih.gov** to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				**Return (1=Very Unlikely, 10=Very Likely)**
4 Site Performance - Loading	Please rate how **quickly pages load** on this site.			22 Return	How likely are you to **return to nih.gov** in the future?
5 Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this site.				
6 Site Performance -	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 this 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**.				

ForeSee Results - Confidential and Proprietary

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
BAN6705Q001	**Visit Frequency**		How often do you visit this site?	First time		Y	Radio button, one-up vertical		Visit Frequency
				Daily					
				Weekly					
				Monthly					
				Once every few months					
				Once every 6 months or less					
BAN6705Q002	**Primary Reason: Federal Government or Informational Non-Profit**		What is your **primary reason** for visiting the site today?			Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Health information on diseases, disorders, or conditions					
				Grants and funding				Randomize	
				NIH news or events	B				
				Research or training	C				
				Clinical trials					
				General information about NIH	E				
				I have a different reason for visiting	A			Anchor Answer Choice	
BAN6705Q003		A	Please describe your reason for visiting this site today:			N	Text field, <100 char	Skip Logic Group*	OE_Primary Reason
BAN6705Q004		B	What specific news or events information did you look for today? (Please select all that apply)	News releases		Y	Checkbox, one-up vertical	Skip Logic Group*	News and Events
				Videos					
				Images				Randomize	
				Links to NIH sponsored social media					
				Events					
				NIH publications (e.g., NIH Research Matters, NIH Record)					
				I looked for something else not listed	W			Anchor Answer Choice	
BAN6705Q005		W	Please describe the news or event information that you looked for today:			N	Text field, <100 char	Skip Logic Group*	OE_News and Events
BAN6705Q006		C	What specific research or training information did you look for today? (Please select all that apply)	Training opportunities (e.g., Intramural, Extramural)		Y	Checkbox, one-up vertical	Skip Logic Group*	Research and Training
				Research resources					
				Safety, regulation, and guidance				Randomize	
				Science education for students or educators					
				Medical research initiatives (e.g., The BRAIN)					
				Highlights of scientific advances from NIH					
				I looked for something else not listed	D			Anchor Answer Choice	
BAN6705Q007		D	Please describe the research or training information that you looked for today:			N	Text field, <100 char	Skip Logic Group*	OE_Research and Training
BAN6705Q008		E	What general NIH information did you look for today? (Please select all that apply)	Visitor information		Y	Checkbox, one-up vertical	Skip Logic Group*	General NIH Info
				Frequently asked questions (FAQs)					
				Contact information				Randomize	
				Jobs at NIH					
				The purpose of NIH (e.g., mission and goals)					
				Budget information					
				Information about the NIH staff (e.g., staff directory, NIH Director)					
				Information about the Institutes and Centers (e.g., NCI, NLM)					
				I looked for something else not listed	F			Anchor Answer Choice	
BAN6705Q009		F	Please describe the general NIH information that you looked for today:			N	Text field, <100 char	Skip Logic Group*	OE_General NIH Info
BAN6705Q010	**Role: Healthcare**		What is your **primary role** in visiting the site today?	Health Professional		Y	Radio button, one-up vertical	Skip Logic Group*	Role
				General Public					
				Scientist/Researcher				Randomize	
				Patient					
				Student/Educator					
				Patient Family Member or Friend/Caregiver					
				Government Employee					
				I have a different role	A			Anchor Answer Choice	
BAN6705Q011		A	Please describe your role in visiting this site today:			N	Text field, <100 char	Skip Logic Group*	OE_Role
BAN6705Q012	**Accomplish**		Were you able to accomplish what you came to do today?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No	B				
BAN6705Q013		A	Was this information easy to find?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Easy to Find
				No					
BAN6705Q014	**OE_Accomplish**	B	What information were you seeking that you were unable to find?			N	Text area, no char limit	Skip Logic Group*	Unsuccessful
BAN6705Q015			How did you **primarily** look for information on the site today?	Search feature	A	Y	Radio button, one-up vertical	Skip Logic Group*	Look for Info
				Top navigation bar	B				

			Question	Answer Choice		Req	Type	Logic	Category
				Clicked on links on the page	B			Randomize	
				Page bookmark or favorite link					
				Google or other search engine					
				I looked for information a different way	B			Anchor Answer Choice	
BAN6705Q016		A	Please tell us about your experience with the site's search feature today. (Please select all that apply)	I had issues with the **basic search process** (how to use it, terms to enter)		Y	Checkbox, one-up vertical	Skip Logic Group*	Search Experience
				I had issues with the **visual display** of the search results (text size, images)					
				I had issues with **search results** I received				Randomize	
				I had issues with **sorting, filtering, advanced search,** or lack of these options					
				I had **technical issues** with the search feature					
				The search feature met my needs today				Mutually Exclusive and Anchor	
				I had an issue with the search feature not listed				Anchor Answer Choice	
BAN6705Q017		B	How would you describe your navigation experience on the site today? (Please select all that apply)	Links often did not take me where I expected		Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience
				I had difficulty finding relevant information					
				Link labels were difficult to understand				Randomize	
				There were too many links or navigational options to choose from					
				I had technical difficulties (error messages, broken links, etc.)					
				I could not navigate back to previous information					
				I had no difficulty navigating the site				Mutually Exclusive and Anchor	
				I had a navigation difficulty not listed				Anchor Answer Choice	
BAN6705Q018			How do you **primarily** plan to use the information found on this site today?	Aid others with health concerns		Y	Radio button, one-up vertical	Skip Logic Group*	Use Information
				Support a research project or paper					
				Address personal health issues					
				Discuss with a health care provider				Randomize	
				Share with colleagues					
				Use as teaching materials for students					
				I have a different use not listed	A			Anchor Answer Choice	
				I do not have enough information to use or share				Anchor Answer Choice	
BAN6705Q019		A	Please describe how you plan to use the information found on this site:			N	Text field, <100 char		OE_Use Information
BAN6705Q020			Are you interested in viewing information on nih.gov in a different language?		A,B	Y	Radio button, one-up vertical	Skip Logic Group*	Language
				Yes					
				No, I only need information in English					
BAN6705Q021		A	What other languages do you prefer to view information? (Please select all that apply)	Chinese		Y	Checkbox, one-up vertical	Skip Logic Group*	Language Types
				Spanish					
				Arabic					
				Other					
BAN6705Q022		B	What information would you prefer to be translated into a different language? (Please select all that apply)	Health information on diseases, disorders, conditions (e.g., cancer, diabetes, obesity)		Y	Checkbox, one-up vertical	Skip Logic Group*	Language Information
				Findings from health or medical research (e.g., studies on diseases, basic research, medical advances or drugs)					
				Ongoing clinical trials and research studies				Randomize	
				Teaching or learning materials					
				Training opportunities					
				Specific policies and regulations					
				Research grant opportunities					
				Press Releases/NIH News					
				Job positions					
				Other				Anchor Answer Choice	
BAN6705Q023	**OE_Improve Experience**		How can NIH improve its information on the web?			N	Text area, no char limit		Improvement