

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		
1	<b>Look and Feel - Appeal</b> Please rate the <b>visual appeal</b> of this site.	16	<b>Satisfaction - Overall</b> What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
2	<b>Look and Feel - Balance</b> Please rate the <b>balance of graphics and text</b> on this site.	17	<b>Satisfaction - Expectations</b> How well does this site <b>meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>	19	<b>Return</b> How likely are you to <b>return</b> to this site?
3	<b>Look and Feel - Readability</b> Please rate the <b>readability of the pages</b> on this site.	18	<b>Satisfaction - Ideal</b> How does this site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>			20	<b>Recommend Site</b> How likely are you to <b>recommend this site</b> to someone else?
4	<b>Site Performance - Loading</b> Please rate how <b>quickly pages load</b> on this site.				<b>Historical Resource (1=Very Unlikely, 10=Very Likely)</b>
5	<b>Site Performance - Consistency</b> Please rate the <b>consistency of speed from page to page</b> on this site.			21	<b>Historical Resource</b> How likely are you to use this site as a <b>historical resource</b> for information about the world wars, and the Americans buried and memorialized in ABMC's cemeteries and memorials?
6	<b>Site Performance - Completeness</b> Please rate how <b>completely the page content loads</b> on this site.				<b>Visit Cemetery (1=Very Unlikely, 10=Very Likely)</b>
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>			22	<b>Visit Cemetery</b> How likely are you to <b>visit</b> one of ABMC's cemeteries or memorials?
7	<b>Navigation - Organized</b> Please rate <b>how well the site is organized</b> .				
8	<b>Navigation - Options</b> Please rate the <b>options available for navigating</b> this site.				
9	<b>Navigation - Layout</b> Please rate <b>how well the site layout helps you find what you need</b> .				
	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>				
10	<b>Information Browsing - Sort</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.				
11	<b>Information Browsing - Narrow</b> Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this site.				
12	<b>Information Browsing - Features</b> Please rate how well the <b>features</b> on the site <b>help you find the information you need</b> .				
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>				
13	<b>Site Information - Thoroughness</b> Please rate the <b>thoroughness of information</b> provided on this site.				
14	<b>Site Information - Understandable</b> Please rate how <b>understandable</b> this site's <b>information</b> is.				
15	<b>Site Information - Answers</b> Please rate how well the site's <b>information provides answers to your questions</b> .				



				Other			
KMJ6172Q011		<b>G</b>	Did you find a lesson plan or lesson idea that met your teaching need?	Yes No Not sure		Y	Radio button, one-up vertical
KMJ6172Q012		<b>H</b>	Please describe your experience using the Learning Resources section. (Select all that apply)	Learning & Resources was easy to use Learning & Resources was difficult to use I would like to be able to sort or narrow the search results further Other experience, please specify		Y	Checkbox, one-up vertical
KMJ6172Q013		<b>I</b>	What was your experience with the Learning Resources section?		<b>I</b>	N	Text area, no char limit
KMJ6172Q014		<b>J</b>	Please suggest one improvement ABMC could make to its Learning Resources section to improve your experience.			N	Text area, no char limit
KMJ6172Q015			How would you describe your navigation experience on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site 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		Y	Checkbox, one-up vertical
KMJ6172Q016		<b>A</b>	Please specify the other navigation difficulty encountered.		<b>A</b>	N	Text area, no char limit
KMJ6172Q017	<b>Accomplish</b>		Were you able to find the information you wanted today?	Yes completely Only partially No		Y	Radio button, one-up vertical
KMJ6172Q018	<b>OE_Accomplish</b>	<b>A</b>	What were you unable to find?			N	Text area, no char limit
KMJ6172Q019			What other useful features or content would you like to see added to the ABMC site?			N	Text area, no char limit
KMJ6172Q020	<b>OE_Improve Experience</b>		Please suggest one improvement ABMC could make to its website to improve your experience.			N	Text area, no char limit
KMJ6172Q021			What type of new communication channel offered by ABMC interests you? (Select all that apply)	Email Newsletter Twitter Blog Other, please specify		Y	Checkbox, one-up vertical
KMJ6172Q022		<b>A</b>	Please specify the communication channel of interest.		<b>A</b>	N	Text area, no char limit



Special Instructions	CQ Label
	Visit frequency
	Role
Mutually Exclusive	Area
Skip Logic Group*	Main reason
Skip Logic Group*	Other reason
Skip Logic Group*	Use database
Skip Logic Group*	Database experience
Skip Logic Group*	Other database
Skip Logic Group*	Database action
Skip Logic Group*	Database improvement
Skip Logic Group*	Database search terms

Skip Logic Group*	Lesson plan
Skip Logic Group*	Learning resource exp
Skip Logic Group*	Other resource
Skip Logic Group*	Resource improvement
Mutually Exclusive Skip Logic Group*	Navigation
Skip Logic Group*	Other nav diff
Skip Logic Group*	Able to find
Skip Logic Group*	Unable to find
	Other features
	Improvement
<del>Skip Logic Group*</del>	<del>New channels</del>
<del>Skip Logic Group*</del>	<del>Other channel</del>



				Other			
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				Learning & Resources was difficult to use			
				I would like to be able to sort or narrow the search results further			
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KMJ6172Q013		<b>I</b>	What was your experience with the Learning Resources section?			N	Text area, no char limit
KMJ6172Q014		<b>J</b>	Please suggest one improvement ABMC could make to its Learning Resources section to improve your experience.			N	Text area, no char limit
KMJ6172Q015			How would you describe your navigation experience on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site		Y	Checkbox, one-up vertical
				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	<b>A</b>		
KMJ6172Q016		<b>A</b>	Please specify the other navigation difficulty encountered.			N	Text area, no char limit
KMJ6172Q017	<b>Accomplish</b>		Were you able to find the information you wanted today?	Yes completely		Y	Radio button, one-up vertical
				Only partially	<b>A</b>		
				No	<b>A</b>		
KMJ6172Q018	<b>OE_Accomplish</b>	<b>A</b>	What were you unable to find?			N	Text area, no char limit
KMJ6172Q019			What other useful features or content would you like to see added to the ABMC site?			N	Text area, no char limit
KMJ6172Q020	<b>OE_Improve Experience</b>		Please suggest one improvement ABMC could make to its website to improve your experience.			N	Text area, no char limit



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Skip Logic Group*	Lesson plan
Skip Logic Group*	Learning resource exp
Skip Logic Group*	Other resource
Skip Logic Group*	Resource improvement
Mutually Exclusive Skip Logic Group*	Navigation
Skip Logic Group*	Other nav diff
Skip Logic Group*	Able to find
Skip Logic Group*	Unable to find
	Other features
	Improvement



				Missing in Action (MIA)		
				Other		
KMJ6172Q011		<b>G</b>	Did you find a lesson plan or lesson idea that <b>met your teaching need</b> ?	Yes		Y
				No		
				Not sure		
KMJ6172Q012		<b>H</b>	Please describe your <b>experience using the Learning Resources section</b> . (Select all that apply)	Learning & Resources was easy to use		Y
				Learning & Resources was difficult to use		
				I would like to be able to sort or narrow the search results further		
				Other experience, please specify	<b>I</b>	
KMJ6172Q013		<b>I</b>	What was your experience with the Learning Resources section?			N
KMJ6172Q014		<b>J</b>	Please suggest <b>one improvement</b> ABMC could make to its <b>Learning Resources</b> section to improve your experience.			N
KMJ6172Q015			How would you describe your <b>navigation experience</b> on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site		Y
				Links often did not take me where I expected		
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				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	<b>A</b>	
KMJ6172Q016		<b>A</b>	Please specify the other navigation difficulty encountered.			N
KMJ6172Q017	<b>Accomplish</b>		Were you <b>able to find</b> the information you wanted today?	Yes completely		Y
				Only partially		
				No	<b>A</b>	
KMJ6172Q018	<b>OE_Accomplish</b>	<b>A</b>	What were you unable to find?			N
KMJ6172Q019			What <b>other useful features or content</b> would you like to see added to the ABMC site?			N
KMJ6172Q020	<b>OE_Improve Experience</b>		Please suggest <b>one improvement</b> ABMC could make to its website to improve your experience.			N
KMJ6172Q021			<b>What type of new communication channel</b> offered by ABMC interests you? (Select all that apply)	Email Newsletter		Y
				Twitter		
				Blog		
				Other, please specify	<b>A</b>	
KMJ6172Q022		<b>A</b>	Please specify the communication channel of interest.			N

Type	Special Instructions	CQ Label
Radio button, one-up vertical		Visit frequency
Checkbox, one-up vertical		Role
	Mutually Exclusive	
Radio button, one-up vertical		Area
Radio button, one-up vertical	Skip Logic Group*	Main reason
Text area, no char limit	Skip Logic Group*	Other reason
Radio button, one-up vertical	Skip Logic Group*	Use database
Checkbox, one-up vertical	Skip Logic Group*	Database experience
Text area, no char limit	Skip Logic Group*	Other database
Checkbox, one-up vertical	Skip Logic Group*	Database action
Text area, no char limit	Skip Logic Group*	Database improvement
Checkbox, one-up vertical	Skip Logic Group*	Database search terms

Radio button, one-up vertical	Skip Logic Group*	Lesson plan
Checkbox, one-up vertical	Skip Logic Group*	Learning resource exp
Text area, no char limit	Skip Logic Group*	Other resource
Text area, no char limit	Skip Logic Group*	Resource improvement
Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigation
Text area, no char limit	Skip Logic Group*	Other nav diff
Radio button, one-up vertical	Skip Logic Group*	Able to find
Text area, no char limit	Skip Logic Group*	Unable to find
Text area, no char limit		Other features
Text area, no char limit		Improvement
Checkbox, one-up vertical	Skip Logic Group*	New channels
Text area, no char limit	Skip Logic Group*	Other channel



KMJ6172Q015			How would you describe your <b>navigation experience</b> on this site today? (Select all that apply)	I had no difficulty navigating/browsing on this site 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	<b>A</b>	Y
KMJ6172Q016		<b>A</b>	Please specify the other navigation difficulty encountered.			N
KMJ6172Q017	<b>Accomplish</b>		Were you <b>able to find</b> the information you wanted today?	Yes completely Only partially No	<b>A</b>	Y
KMJ6172Q018	<b>OE_Accomplish</b>	<b>A</b>	What were you unable to find?			N
KMJ6172Q019			What <b>other useful features or content</b> would you like to see added to the ABMC site?			N
KMJ6172Q020	<b>OE_Improve Experience</b>		Please suggest <b>one improvement</b> ABMC could make to its website to improve your experience.			N
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KMJ6172Q022		<b>A</b>	Please specify the communication channel of interest.			N

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Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigation
Text area, no char limit	Skip Logic Group*	Other nav diff
Radio button, one-up vertical	Skip Logic Group*	Able to find
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Checkbox, one-up vertical	Skip Logic Group*	New channels
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