

The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

Thank you for visiting insurekidsnow.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.

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 website.

Example Desktop



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.

Required questions are denoted by an *

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

Submit

CMS - InsureKidsNow QV1YMAVRB5YkxgBQ8NMUdA4C

Model Name Model ID Partitioned Date Model Version Yes - 2MQ

7/24/2018 17.3.Y

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

Pink: Addition Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors		
	Site Performance (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)		
Site Performance - Speed	Please rate the speed that pages and content loaded for you.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	How likely are you to return to insurekidsnow.gov in the future?		
Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend Company (1=Very Unlikely, 10=Very Likely)		
Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.	Satisfaction - Ideal	How does this site compare to an ideal website? (1=Not Very Close, 10=Very Close)	Recommend Company	How likely are you to recommend insurekidsnow.gov to someone else		
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)		
Look and Feel - Appeal	Please rate the visual appeal of the pages that you visited.			Primary Resource	How likely are you to use insurekidsnow.gov as your primary resource for information about healthcare for children?		
Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.						
Look and Feel - Readability	Please rate the legibility of the pages that you visited.						
	Navigation (1=Poor, 10=Excellent, Don't Know)						
Navigation - Ease	Please rate the ease of finding what you were looking for.						
Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.						
Navigation - Links	Please rate the links on taking you where you needed to go.						
	Site Information (1=Poor, 10=Excellent, Don't Know)						
Site Information - Relevance	Please rate the relevance to your interests of the information that you found.						
Site Information - Thoroughness	Please rate the thoroughness of the information that you found.						
•	Please rate the readability of the information that you found.						

Model Name Model ID Partitioned CMS - InsureKidsNow QV1YMAVRB5YkxgBQ8NMUdA4C Yes - 2MO

Underlined & Italicized: Re-order Pink: Addition



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