Welcome and Thank You Text

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

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model question allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

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Welcome Text

Thank you for visiting medicaid.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. If you are looking for Medicaid or Children's Health Insurance Program (CHIP) coverage, eligibility, or enrollment information, please refer to your state and local resources.

Welcome Text - Tablet / Phone

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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.

Thank You Text - Tablet / Phone

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Example Desktop

Example Mobile

ForeSee Results - Confidential and Proprietary

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Welcome and Thank You Text Welcome Text - Tablet / Phone **Welcome Text** Thank you for visiting medicaid.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 Thank you for visiting medicaid.gov. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions. 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 Text - Tablet / Phone Thank you for taking our survey - and for helping us serve you better. Thank you for taking our survey - and for helping us serve you better. We appreciate your input! 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 Example Mobile**

 Model Name
 Medicaid.gov Browse 2017

 Model ID
 8JoZ5kNQ85kl58El4JU09w4C

 Partitioned
 Yes - 2MQ

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

Pink: Addition Blue: Reword

Label	Element Questions	Labe	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 site.	19 Satisfactio Overall	n - What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	23R	Return	How likely are you to return to medicaid.gov in the future?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	20 Satisfaction Expectation				Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	21 Satisfactio	n - How does this site compare to an ideal website ? (1=Not Very Close, 10=Very Close)	24R	Recommend	How likely are you to recommend Medicaid.gov to someone el
	Site Performance (1=Poor, 10=Excellent, Don't Know)			\dashv \bot		Primary Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.			21 Pi	rimary Resource	How likely are you to use this site as your primary resource for getting information on Medicaid?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.					
Site Performance - Completeness	Please rate how completely the page content loads on this site.					
Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this 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.					
	Please rate the ability to narrow choices to find the information you are looking for on this site.					
	Please rate how well the features on the site help you find the information you need.					
Site Information -	Site Information (1=Poor, 10=Excellent, Don't Know)					
Thoroughness	Please rate the thoroughness of information provided on this site.					
Site Information - 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.					

Partitioned Date		Yes - 2MQ 5/6/2017	·			Pink: Additional Blue: Rework	n d		
	IESTION META		n Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
JHR7446Q001 P	rimary Reason	1011	What was your primary reason for visiting the website?	Federal policy or program information for Medicaid or CHIP		Y/N	Radio button, one-up vertical		Primary Reason
				State-specific policy or program information for Medicaid or CHIP COVID-19 information and/or policy details Federal Medicaid or CHIP guidance (regulation, SHO and SMD policy letters, etc.)					
				Medicaid or CHIP data Section 1115 demonstration or other waiver information					
JHR74460002			Please explain your primary reason for visiting the website. (Please refrain from entering personal	Other (Please specify).	A	N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
JHR7446Q002 SZA0405901		A	Please explain your primary reason for visiting the website. (Please refrain from entering personal information.) Did you find what you were looking for?	Yes	В	N Y	Radio button, one-up vertical		Info Found
SZA0405902		В	Was the information you found useful?	No Yes	B C	Y	Radio button, one-up vertical		Info Useful
SZA0405903		С	Please describe what you were looking for but couldn't find. (Please refrain from entering personal information.)	No	D	N	Text area, no char limit	Skip Logic Group*	OE Info Not Found
SZA0405904		D	Information.) Please describe what was not useful about the information you found. (Please refrain from entering personal information.)			N N	Text area, no char limit	Skip Logic Group*	OE Info Not Useful
JHR7446Q003 Ro	le		Which of these best describes you?	Federal employee		Y	Radio button, one-up vertical		Role
				State government employee Local government employee					
				Elected official Academic researcher					
				Media Healthcare policy analyst					
				Intergovernmental liaison					
				Professional healthcare provider (doctor, physician assistant, nurse, etc.) Individual looking for Medicaid coverage information for myself or another person.					
JHR7446Q004			What best describes your organization?	Research institute or association Law firm		Y	Radio button, one-up vertical		Organization
				National state government association (Executive Branch) National state government association (Legislative Branch) National local government association (Legislative Branch)					
				National local government association (county) National local government association (citylmunicipal) National healthcare policy association					
SZA0405905		A	Please describe your organization. (Please refrain from entering personal information.)	Other	A	N	Text field, <100 char	Skip Logic Group*	OE Organization Other
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				Search feature Clicked on links on the page	Y,X,Z				
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JHR7446Q006		A	Please tell us how else you looked for information. (Please refrain from entering any personal information.)	Don't recall		N	Text field, <100 char	Mutually Exclusive Skip Logic Group*	Navigation Method - Other
JHR7446Q007		Y	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted		Y	Checkbox, one-up vertical	Randomize	Search Experience
				Too many results! needed to refine my search				Skip Logic Group*	
				Not enough results Received error message(s)				Logo Goap	
				Received error message(s) Search speed was too slow I experienced a different search issue:	c			Anchor Answer Choice	
JHR7446Q008		С	Please specify the search issue you experienced. (Please refrain from entering any personal information.)	I had no difficulty with search/results were helpful		N	Text area, no char limit	Mutually Exclusive Skip Logic Group*	Search Issue - Other
JHR7446Q009			Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first		Y	Radio button, one-up vertical		Search or Nav First
				Yes, I navigated first No, I went straight to the search feature Don't recall					
JHR7446Q010		Z	Did the search feature help you to locate what you were looking for today?	Yes Partially	B B	Y	Radio button, one-up vertical	Skip Logic Group*	Search Help Locate
			Please describe in detail what you were primarily searching for. (Please refrain from entering any personal information.)	No	В	N	Text area. no char limit		
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			Rhode Island		1			
			South Carolina		1			
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			Tennessee		1			
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			U.S. Virgin Islands		1			
			Utah		1			
			Vermont		1			
			Virginia		1			
			Washington		1			
			West Virginia		1			
			Wisconsin		1			
			Wyoming		1			
			I live outside of the United States		1			
			Prefer not to respond		1			
SZA0405906		How often do you visit our site?	Every 6 months or less		Y	Drop down, select one		Visit Frequency Overall
			About once a month		1			
			About once a week		1			
			Daily		1			
			More than once a day		1			
JHR7446Q021	Visit Frequency	How often do you visit our site using a mobile device?	Every 6 months or less		Y	Drop down, select one		Mobile Visit Frequency
			About once a month		1			
			About once a week		1			
			Daily		1			
			More than once a day		1			
1			I have never accessed the site using a mobile device		1			
JHR7446Q022		Are you affiliated with an American Indian/Alaskan Native Tribe?	Yes		Y	Drop down, select one		Native Tribe Affiliation
			No		1			
			Prefer not to respond	_	1			
JHR7446Q023	OE Improve	What else would you like to share with us to belo improve your online experience with the medicaid of			Y	Text area. no char limit		Improve
	Experience	What else would you like to share with us to help improve your online experience with the medicaid site? (Please refrain from entering any personal information.)	***					
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new		Would you like to be contacted by a CMS representative? (If so, a contact form will display upon	Yes		Y	Orop down, select one		Contact
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	IESTION META		n Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
JHR7446Q001 P	rimary Reason	1011	What was your primary reason for visiting the website?	Federal policy or program information for Medicaid or CHIP		Y/N	Radio button, one-up vertical		Primary Reason
				State-specific policy or program information for Medicaid or CHIP COVID-19 information and/or policy details Federal Medicaid or CHIP guidance (regulation, SHO and SMD policy letters, etc.)					
				Medicaid or CHIP data Section 1115 demonstration or other waiver information					
JHR74460002			Please explain your primary reason for visiting the website. (Please refrain from entering personal	Other (Please specify).	A	N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
JHR7446Q002 SZA0405901		A	Please explain your primary reason for visiting the website. (Please refrain from entering personal information.) Did you find what you were looking for?	Yes	В	N Y	Radio button, one-up vertical		Info Found
SZA0405902		В	Was the information you found useful?	No Yes	B C	Y	Radio button, one-up vertical		Info Useful
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SZA0405904		D	Information.) Please describe what was not useful about the information you found. (Please refrain from entering personal information.)			N N	Text area, no char limit	Skip Logic Group*	OE Info Not Useful
JHR7446Q003 Ro	le		Which of these best describes you?	Federal employee		Y	Radio button, one-up vertical		Role
				State government employee Local government employee					
				Elected official Academic researcher					
				Media Healthcare policy analyst					
				Intergovernmental liaison					
				Professional healthcare provider (doctor, physician assistant, nurse, etc.) Individual looking for Medicaid coverage information for myself or another person.					
JHR7446Q004			What best describes your organization?	Research institute or association Law firm		Y	Radio button, one-up vertical		Organization
				National state government association (Executive Branch) National state government association (Legislative Branch) National local government association (Legislative Branch)					
				National local government association (county) National local government association (citylmunicipal) National healthcare policy association					
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SZA0405905 JHR7446Q005			Please describe your organization. (Please refrain from entering personal information.) How did you look for information or navigate the site today? (Please select all that apply.)	Top navigation bar Middle navigation bar		Ÿ	Checkbox, one-up vertical	Skip Logic Group*	Navigation Method
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				Site map Google or other search engine Other (Please specify). Don't recall	A				
JHR7446Q006		A	Please tell us how else you looked for information. (Please refrain from entering any personal information.)	Don't recall		N	Text field, <100 char	Mutually Exclusive Skip Logic Group*	Navigation Method - Other
JHR7446Q007		Y	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted		Y	Checkbox, one-up vertical	Randomize	Search Experience
				Too many results! needed to refine my search				Skip Logic Group*	
				Not enough results Received error message(s)				Logo Goap	
				Search speed was too slow i experienced a different search issue:	c			Anchor Answer Choice	
JHR7446Q008		С	Please specify the search issue you experienced. (Please refrain from entering any personal information.)	I had no difficulty with search/results were helpful		N	Text area, no char limit	Mutually Exclusive Skip Logic Group*	Search Issue - Other
JHR7446Q009			Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first		Y	Radio button, one-up vertical		Search or Nav First
				Yes, I navigated first No, I went straight to the search feature Don't recall					
JHR7446Q010		Z	Did the search feature help you to locate what you were looking for today?	Yes Partially	B B	Y	Radio button, one-up vertical	Skip Logic Group*	Search Help Locate
			Please describe in detail what you were primarily searching for. (Please refrain from entering any personal information.)	No	В	N	Text area. no char limit		
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JHR7446Q011 JHR7446Q012		В	How would you describe your browsing experience on the site today? (Please select all that apply.)	Links often did not take me where I expected	L	Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience
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	JHR7446Q023	OE_Improve Experience		What else would you like to share with us to help improve your online experience with the medicaid.gov site? (Please refrain from entering any personal information.)		Y	Text area, no char limit		Improve

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	.,			State-specific policy or program information for Medicaid or CHIP COVID-19 information and/or policy details		1			
				Federal Medicaid or CHIP guidance (regulation, SHO and SMD policy letters, etc.) Medicaid or CHIP data Section 1115 demonstration or other waiver information		}			
				Section 1115 demonstration or other waiver information Other (Please specify).	A	1	F	010-1-1-1-0	
JHR7446Q002		A	Please explain your primary reason for visiting the website. (Please refrain from entering personal information.)	Man		N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
new		B	Was the information you found useful?	Tes No Ves	Č	<u> </u>	Radio button, one-up vertical	Skin Logic Group*	Info Useful
			Please describe what you were looking for but couldn't find. (Please refrain from entering personal	No	D		Text area, no char limit	Skip Logic Group*	OE Info Not Found
new		С	information.) Please describe what was not useful about the information you found. (Please refrain from entering			N N	Text area, no char limit	Skip Logic Group*	OE Info Not Useful
JHR7446Q003	Role	В	personal information.) Which of these best describes you?	Federal employee		Y	Radio button, one-up vertical		Role
				State government employee Local government employee		1			
				Elected official					
				Academic researcher Media					
				Healthcare policy analyst Intergovernmental liaison		1			
				Professional healthcare provider (doctor, physician assistant, nurse, etc.) Individual looking for Medicaid coverage information for myself or another person.					
JHR7446Q004			What best describes your organization?	Research institute or association Law firm		Y	Radio button, one-up vertical		Organization
				National state government association (Executive Branch) National state government association (Legislative Branch)		1			
				National local government association (county) National local government association (city/municipal)					
new		Δ.	Please describe your grasnization. (Please refrain from entering personal information 1	National healthcare policy association Other	A	N	Text field. <100 char	Skip Logic Groun*	OE Organization Other
JHR7446Q005			How did you look for information or navigate the site today? (Please select all that apply.)	Top navigation bar Middle navigation bar		Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Method
				Middle navigation bar Search feature Clicked on links on the page	Y,X,Z				
				Page bookmark or favorite link					
				Google or other search engine Other (Please specify).	A				
JHR7446Q006		A	Please tell us how else you looked for information. (Please refrain from entering any personal information.)	Don't recall		N	Text field, <100 char	Mutually Exclusive Skip Logic Group*	Navigation Method - Other
JHR7446Q007		Y	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted		Y	Checkbox, one-up vertical	Randomize	Search Experience
				Too many results/I needed to refine my search Not enough results				Skip Logic Group*	
				Not enough results Returned NO results Received error message(s)					
				Search speed was too slow I experienced a different search issue: I had no difficulty with search/results were helpful	С	1		Anchor Answer Choice	
JHR7446Q008		С	Please specify the search issue you experienced. (Please refrain from entering any personal information.)	had no difficulty with search/results were helpful		N	Text area, no char limit	Mutually Exclusive Skip Logic Group*	Search Issue - Other
JHR7446Q009		х	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first No, I went straight to the search feature		Y	Radio button, one-up vertical	Skip Logic Group*	Search or Nav First
JHR7446Q010		Z	Did the search feature help you to locate what you were looking for today?	No, I went straight to the search feature Don't recall Vae	В		Radio button, one-up vertical	Skin Lovic Grount	Search Help Locate
3.1K1440Q010			on the season reason in the you to see an anyou were sooking for today?	Partially No	B B B	1	tualo oution, one-up vertical	owh rodic clonb.	ocare nep cocate
JHR7446Q011		В	Please describe in detail what you were primarily searching for. (Please refrain from entering any personal information.)			N	Text area, no char limit	Skip Logic Group*	Search Detail OE
JHR7446Q012			How would you describe your browsing experience on the site today? (Please select all that apply.)	Links often did not take me where I expected I had difficulty finding relevant information	L	Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience
				Links and labels were difficult to understand There were too many links or navigation options to choose from	U			Randomize	
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JHR7446Q013 JHR7446Q014		L	Please specify your navigation difficulty. (Please refrain from entering personal information.) Please describe any specific nexigiation links or paths that did not take you where they should have. (Please refrain from entering personal information.)			N N	Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group*	Navigation Experience - Other Navigation Not Expected OE
JHR7446Q015		U	What specific links or labels were difficult to understand? (Please refrain from entering personal			N	Text area, no char limit	Skip Logic Group*	Nav Links and Labels OE
JHR7446Q016		т	information.) Please describe the technical difficulty you encountered (include as much detail as possible). (Please refrain from entering personal information.)			N	Text area, no char limit	Skip Logic Group*	Navigation Technical Issue OE
JHR7446Q017			Which of the following issues, if any, did you experience while reviewing information? (Please select all that apply.)	Information was not up to date		Y	Checkbox, one-up vertical	Skip Logic Group*	Information Issues
				Information did not answer my questions Information was not presented in a concise format	В				
				Wording was not clear Text was difficult to read		1			
JHR7446Q018			Diseas describe the incur and experienced residually information. These refers from a	Other (please specify) I did not experience any issues while reviewing information	A	1	Text area, no char limit	Mutually Exclusive Skip Logic Group*	Other Information Issues
JHR7446Q018 JHR7446Q019		A B				N N	Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group*	Other Information Issues Information Looking For
JHR7446Q019 JHR7446Q020		В	What information were you looking for that you could not find? (Please refrain from entering personal information.) In which statetelerizing do you live?	Alabama		V	Drop down, select one	owh rodic clonb.	State
				Alabama Alaska American Samoa		1	p annu, street one		
				American Samosi Arizona Arkansas		1			
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				Maryland Massachusetts		1			
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			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			I live outside of the United States			
			Prefer not to respond			
iew		How often do you visit our site?	Every 6 months or less	Y	Drop down, select one	Visit Frequency Overall
			About once a month			
			About once a week			
			Daily			
			More than once a day			
IHR7446Q021	Visit Frequency		Every 6 months or less	Y	Drop down, select one	Mobile Visit Frequency
			About once a month			
			About once a week			
			Daily			
			More than once a day			
			I have never accessed the site using a mobile device			
IHR7446Q022		Are you affiliated with an American Indian/Alaskan Native Tribe?	Yes	Y	Drop down, select one	Native Tribe Affiliation
			No		1	
			Prefer not to respond			
HR7446Q023	OE_Improve Experience	What else would you like to share with us to help improve your online experience with the medicaid.gov site? (Please refrain from entering any personal information.)		Y	Text area, no char limit	Improve
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JHR7446Q001	Primary Reason		What was your primary reason for visiting the website?	Federal policy or program information for Medicaid or CHIP		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				State-specific policy or program information for Medicaid or CHIP Federal Medicaid or CHIP guidance (regulation, SHO and SMD policy letters, etc.)					
				Medicaid or CHIP data					
				Section 1115 demonstration or other waiver information Other (Please specify).	A				
JHR7446Q002		Α	Please explain your primary reason for visiting the website. (Please refrain from entering personal information.)			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Othe
IR7446Q003	Role		Which of these best describes you?	Federal employee		Y	Radio button, one-up vertical		Role
			·	State government employee				ĺ	
				Local government employee				ĺ	
				Elected official Academic researcher		-		ĺ	
				Academic researcher Media		•		ĺ	
				Healthcare policy analyst		1		ĺ	
				Intergovernmental liaison				ĺ	
				Professional healthcare provider (doctor, physician assistant, nurse, etc.)				ĺ	
JHR7446Q004	1		What best describes your organization?	Individual looking for Medicaid coverage information for myself or another person. Research institute or association		Y	Radio button, one-up vertical		Organization
				Law firm				ĺ	
				National state government association (Executive Branch) National state government association (Legislative Branch)		1		ĺ	
				National local government association (county)				ĺ	
				National local government association (city/municipal) National healthcare policy association				ĺ	
UD7440000F				Other			0111	01: 1 : 0 : 4	
HR7446Q005			How did you look for information or navigate the site today? (Please select all that apply.)	Top navigation bar Middle navigation bar		Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Method
				Search feature	Y,X,Z				
				Clicked on links on the page Page bookmark or favorite link					
				Site map					
				Google or other search engine Other (Please specify).	A				
UD74460000			Name tall up have also very leaded for information (C)	Don't recall			Tout field <100	Mutually Exclusive	Marriage 11 11
HR7446Q006		Α	Please tell us how else you looked for information. (Please refrain from entering any personal information.			N	Text field, <100 char	Skip Logic Group*	Navigation Method - O
HR7446Q007		Y	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted		Y	Checkbox, one-up vertical	Randomize	Search Experience
				Too many results/I needed to refine my search					
				Not enough results				Skip Logic Group*	
				Returned NO results Received error message(s)					
				Search speed was too slow					
				I experienced a different search issue: I had no difficulty with search/results were helpful	С			Anchor Answer Choice Mutually Exclusive	
HR7446Q008		С	Please specify the search issue you experienced. (Please refrain from entering any personal information.)	That the difficulty will occurreduce were neighbor		N	Text area, no char limit	Skip Logic Group*	Search Issue - Other
IHR7446Q009		x	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first			Radio button, one-up vertical	Skin Logic Group*	Search or Nav First
		_ ^	out you by daing the site a raivigational lines before daing the section readire today.	No, I went straight to the search feature		i i	Tradio batton, one up vertical	Skip Logic Group	Dediction Nav 1 ii St
HR7446O010		Z	Did the search feature help you to locate what you were looking for today?	Don't recall	В	Y	Radio button, one-up vertical	Skin Logic Group*	Search Help Locate
11K7440Q010			on the search leature help you to locate what you were looking for loday?	Yes Partially	В		readio buttori, orie-up vertical	Skip Logic Group	Search Help Locate
HR7446Q011		В	Please describe in detail what you were primarily searching for. (Please refrain from entering any	No	В	N	Text area. no char limit	Skip Logic Group*	Search Detail OE
		В	personal information.)			IN			
HR7446Q012			How would you describe your browsing experience on the site today? (Please select all that apply.)	Links often did not take me where I expected	L	Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience
				I had difficulty finding relevant information Links and labels were difficult to understand	U				
				There were too many links or navigation options to choose from	Т			Randomize	
				I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information					
				had a different navigation difficulty	Α			Anchor Answer Choice	
HR7446Q013		A	Please specify your navigation difficulty. (Please refrain from entering personal information.)	I had no difficulty navigating the site		N	Text area, no char limit	Mutually Exclusive Skip Logic Group*	Navigation Experience
HR7446Q014		L	Please describe any specific navigation links or paths that did not take you where they should have. (Please refrain from entering personal information.)			N	Text area, no char limit	Skip Logic Group*	Navigation Not Expecte
HR7446Q015		U	What specific links or labels were difficult to understand? (Please refrain from entering personal						
			information.)			N	Text area, no char limit	Skip Logic Group*	Nav Links and Labels (
JHR7446Q016			Oleans describe the technical difference and the second of					Skip Logic Group*	
		Т	Please describe the technical difficulty you encountered (include as much detail as possible). (Please refrain from entering personal information.)			N N	Text area, no char limit Text area, no char limit	Skip Logic Group* Skip Logic Group*	
HR7446Q017		Т	refrain from entering personal information.) Which of the following issues, if any, did you experience while reviewing information? (Please select all	Information was not up to date					
HR7446Q017		Т	refrain from entering personal information.)		В	N	Text area, no char limit	Skip Logic Group*	Navigation Technical Is
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