

Welcome and Thank You Text

Welcome Text

Thank you for visiting www.niddk.nih.gov. You have been randomly selected to take this survey conducted by ForeSee for the **National Institute of Diabetes & Digestive & Kidney Diseases (NIDDK)**. Please take a minute or two to give us your opinions. The feedback you provide will help **NIDDK** enhance its site and serve you better in the future. All results are strictly confidential.

Thank You Text

Your survey has been submitted. Thank you for your input!

Welcome Text - Alternate

Thank You Text - Alternate



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!

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

Model Name	NIDDK Mobile v2	Red & Strike-Through: Delete	
Model ID	B9QE8s14EMYw1Q4YptUF8g4C	Underlined & Italicized: Re-order	
Partitioned	2MQ	Pink: Addition	
Date	10/1/2021	Blue: Reword	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend Company (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this mobile site.	16 Satisfaction - Overall	What is your overall satisfaction with this mobile site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Recommend Company	How likely are you to recommend NIDDK to someone else?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this mobile site.	17 Satisfaction -	How well does this mobile site meet your expectations ?		Return
3 Look and Feel - Readability	Please rate the readability of the pages on this mobile site.	18 Satisfaction - Ideal	How does this mobile site compare to your idea of an ideal mobile site ? <i>(1=Not Very Close, 10=Very Close)</i>	20 Return	How likely are you to return to www.nidDK.nih.gov in the future?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this mobile site.			21 Information Use	How likely are you to use the information you found on our website ?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this mobile site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this mobile site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well this mobile site is organized .				
8 Navigation - Options	Please rate the options available for navigating this mobile site.				
9 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)				
10 Information Browsing - Features	Please rate how well the features on the mobile site help you find the information you need .				
11 Information Browsing - Sort	Please rate the ability to sort through information by criteria that are important to you on this mobile site.				
12 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this mobile site.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information on this mobile site.				
14 Site Information - Understandable	Please rate how understandable information is on this mobile site.				
15 Site Information - Answers	Please rate how well the information provides answers to your questions .				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
SBD9379Q001	Role		Which of the following best describes your role in coming to the site today?	Person with health concerns Family member or friend of a patient Scientific research professional Student Health care provider (e.g., doctor, nurse) Other health or medical professional Other		Y	Radio button, one-up vertical		Role
SBD9379Q002			What type of information were you looking for today?	Information about a disease or health condition NIDDK-supported scientific research, funding, or resources NIDDK news & announcements General information about NIDDK Other	T T T	Y	Radio button, one-up vertical	Skip Logic Group*	Type of Info
SBD9379Q003		T	Which disease area(s) best categorize the type of information you were looking for?	Digestive Diseases Diabetes Kidney Disease Urologic Diseases Liver Disease Endocrine Diseases Blood Diseases Diet & Nutrition Weight Management Other		Y	Checkbox, one-up vertical	Skip Logic Group*	Disease Area
SBD9379Q004	Accomplish		Did you find the information you were looking for?	Yes No	ZZ	Y	Radio button, one-up vertical	Skip Logic Group*	Find Information
SBD9379Q005		ZZ	Please rate how easy it was to find the information you were looking for.	1 = Very hard 2 3 4 5 6 7 8 9 10 = Very easy		Y	Radio button, scale, no don't know	Skip Logic Group*	Find Info Time
SBD9379Q006			Please rate how well photos and videos helped you understand information:	1 = Didn't help at all 2 3 4 5 6 7 8 9 10 = Helped a lot Don't know/does not apply		Y	Radio button, scale, has don't know		UX Photo Video
SBD9379Q007			Please rate your ability to share content from this website:	1 = Poor 2 3 4 5 6 7 8 9 10 = Excellent Don't know/does not apply		Y	Radio button, scale, has don't know		UX Sharing
SBD9379Q008	Demographics: Gender		What is your gender?	Male Female Non-binary Prefer not to answer		Y	Radio button, one-up vertical		Gender
SBD9379Q009			Which category includes your age?	Younger than 18 18 to 29 30 to 49		Y	Radio button, one-up vertical		Age

			50 to 64 65 or older Prefer not to answer					
SBD9379Q010		What is your highest level of education completed?	Some high school or less High school graduate or GED Some college credit, no degree Associate's degree/technical degree Undergraduate degree Graduate degree Doctorate degree Prefer not to answer	Y	Radio button, one-up vertical		Education	
SBD9379Q011		What is your ethnicity/race?	White Hispanic or Latino Black or African American Native American or American Indian Asian/Pacific Islander Other Prefer not to answer	Y	Checkbox, one-up vertical		Ethnicity	
SBD9379Q012		What is your first language?	English Spanish/Español Other Prefer not to answer	Y	Radio button, one-up vertical	Mutually Exclusive	Language	
SBD9379Q013		Are you a resident or citizen of the United States?	Yes No	Y	Radio button, one-up vertical		US_Country	
SBD9379Q014	OE_Improve Experience	If you could make one improvement to the site, what would it be?		N	Text area, no char limit		OE_Improvements	

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SBD9379Q004	Accomplish		Did you find the information you were looking for?	Yes No	ZZ	Y	Radio button, one-up vertical	Skip Logic Group*	Find Information
SBD9379Q005		ZZ	Please rate how easy it was to find the information you were looking for.	1 = Very hard 2 3 4 5 6 7 8 9 10 = Very easy		Y	Radio button, scale, no don't know	Skip Logic Group*	Find Info Time
SBD9379Q006			Please rate how well photos and videos helped you understand information:	1 = Didn't help at all 2 3 4 5 6 7 8 9 10 = Helped a lot Don't know/does not apply		Y	Radio button, scale, has don't know		UX Photo Video
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SBD9379Q008	Demographics: Gender		What is your gender?	Male Female Non-binary Prefer not to answer		Y	Radio button, one-up vertical		Gender
SBD9379Q009			Which category includes your age?	Younger than 18 18 to 29 30 to 49		Y	Radio button, one-up vertical		Age

			50 to 64					
			65 or older					
			Prefer not to answer					
SBD9379Q010		What is your highest level of education completed?	Some high school or less		Y	Radio button, one-up vertical		Education
			High school graduate or GED					
			Some college credit, no degree					
			Associate's degree/technical degree					
			Undergraduate degree					
			Graduate degree					
			Doctorate degree					
			Prefer not to answer					
SBD9379Q011		What is your ethnicity/race?	White		Y	Checkbox, one-up vertical		Ethnicity
			Hispanic or Latino					
			Black or African American					
			Native American or American Indian					
			Asian/Pacific Islander					
			Other					
			Prefer not to answer					
SBD9379Q012		What is your first language?	English		Y	Radio button, one-up vertical	Mutually Exclusive	Language
			Spanish/Español					
			Other					
			Prefer not to answer					
SBD9379Q013		Are you a resident or citizen of the United States?	Yes		Y	Radio button, one-up vertical		US_Country
			No					
SBD9379Q014	OE_Improve Experience	If you could make one improvement to the site, what would it be?			N	Text area, no char limit		OE_Improvements

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Attribute	Value
Channel	Mobile
Touchpoint Name	Browse
Hierarchy	No
Model Type	PredCSAT Mobile Browse
Journey Phase	Browse
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	18.1

Survey Type CSAT
Look and Feel Single Page
Theme Color #009fea