All of Us Research Program

2023 CX Surveys – Always On Website Survey

Survey will display globally through a link/button on the following digital properties:
1. joinallofus.org,
2. participant.joinallofus.org (participant portal/account website) and

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Survey Disclose Statement

Thank you for taking the time to tell us about your experience today. This survey should take about 1-3 minutes to complete. Your answers are anonymous and will help us improve the experience.

Required
Q1. Overall, how satisfied are you with your recent *All of Us* Research Program experience?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied

Optional
Q2. Please tell us the reason for your score. Comment Box

Optional

Optional

Q3. (joinallofus.org)What was the main purpose of your visit to the website today? Select all that apply

   a. To join *All of Us*
   b. To learn about the benefits of joining
   c. To learn about ways to access *All of Us* research data
   d. To learn about who is eligible to join
   e. To learn about how *All of Us* protects my information
   f. To learn about what I'll have to do if I join
   g. To learn about *All of Us*
   h. To read about the latest *All of Us* news or events
   i. To learn about the nearest *All of Us* locations
   j. Other, Please Specify: _____

Optional

Q3. (participant.joinallofus.org) What was the main purpose of your visit to the website today? Select all that apply

   a. To join *All of Us*
   b. To sign my consent forms
   c. To take a survey
   d. To share my Fitbit data
   e. To share my Apple healthcare data
   f. To connect my medical or health records
   g. To update my contact information
   h. To learn about a health topic
   i. To contact support or request help
   j. To check my health results
   k. To submit my physical measurements
   l. To read more about the latest *All of Us* news and events
   m. To withdraw or leave *All of Us*
   n. *Other, Please Specify:_____ _____* -

Q6. Were you able to do what you wanted to on the website today?
   a. Yes
   b. No
   c. Unsure

Required

Q4. How easy was it to find the information you needed?

Difficult	Somewhat Difficult	Neutral	Somewhat Easy	Easy

Add questions using Likert scale to both websites; allofus.nih.gov and joinallofus.org.
Optional
Q5. Please tell us the reason for your score. Comment Box

Required

Q. How easy was it to understand the information?

Difficult	Somewhat Difficult	Neutral	Somewhat Easy	Easy

Please tell us the reason for your score. Comment Box

Required

Q7. How likely are you to recommend *All of Us* to a friend or family member?

Not at all Likely										Extremely Likely
0	1	2	3	4	5	6	7	8	9	10

Optional

Q8. Please tell us the reason for your score. Comment Box

Optional

Q. How did you find out about the *All of Us* Research Program? Select one
   a. A friend or family member
   b. An invitation in the mail
   c. An invitation by email
   d. A post on social media (Facebook, Instagram, Twitter, etc.)
   e. A search engine
   f. At a hospital or healthcare facility
   g. Other: Please specify

Optional

Q9. Is there anything else you would like to share to help us improve this website? Comment Box

Add this question to both websites; allofus.nih.gov and joinallofus.org
Thank you! We value your feedback. We will use this information to provide a better site experience for all.

If you need assistance, please call us at (844) 842-2855, start a Live Chat [link: https://home-c73.niceincontact.com/incontact/chatclient/index.html], or contact us at help@joinallofus.org.