

2023 DOL/EBSA - Quantitative UX Survey

Start of Block: Screener

Consent **OMB Control No. 1225-0093** Expiration Date: **02/29/2024**

Informed Consent for Research Participation:

Thanks for taking the time to complete the survey. Please read the statements below and sign where indicated.

By submitting this form you are indicating that you have read the description of the study and that you agree to the terms as described.

If you have any questions, or would like a copy of this consent form, please contact surveys@cmrignite.com.

What this study is about

This survey is being conducted by the CMRignite on behalf of the Department of Labor, Employment and Benefits Security Administration (EBSA). This survey is about enhancing the information and resources provided by EBSA on the website and improving the website user experience. You were asked to participate by M-S-G, a third-party sample provider.

Your Involvement in the Study

We will ask you a series of questions about your awareness of EBSA, awareness of various rights related to job-based health benefit and retirement benefit plans, and your opinions about the EBSA website. The survey should take a maximum of 20 minutes total.

Your Participation is Voluntary

Participation is completely voluntary. You may refuse to answer any questions or end participation at any time.

Confidentiality

We will take necessary and appropriate precautions to keep what you tell us confidential. We may develop and present research reports that summarize the results of all the participants who complete the survey. The reports are for internal use only. We will not use your real name in any of our materials.

Storage of Personal Information and Session Data

We will securely store and process your personal information and session data until we deem

the content no longer necessary for the research purposes outlined above. This data can include your name, email address, and phone number.

Statement of Consent

I have read the above information and received answers to any questions I have asked. I consent to take part in this survey and to have any information I provide be used in the manner described above. I understand that my name will not be used in connection to survey responses. I expressly release CMRignite from and against any and all claims that I have or may have for invasion of privacy, defamation, or any other cause of action arising out of the production, distribution, display, or publication of the results of the project, so long as the conditions of use described above are met.

By clicking here, you agree to participate in this study

Page Break

Intro Please answer a few questions to see if you qualify for the survey. These questions help us combine your responses with others like you. Your answers provided will be kept confidential and not shared outside the project team.

Page Break

Q1 What is your age group? (*Select one*)

- Less than 18 years old
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-67
- 68+

Page Break

End of Block: Screener

Start of Block: State

Q2 Where do you live? (*Select one*)

▼ Alabama ... I do not live in the United States

[Disqualify and end survey]" if potential respondents were younger than 18, over 68, and live outside the U.S.

Page Break

End of Block: State

Start of Block: Main Questions

Intro The OMB control number for this collection is 1225-0093 and expires on 02/29/2024. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. Collection of this information is authorized by OMB. The obligation to respond to this collection is voluntary. We estimate it takes about 20 minutes to complete.

Thank you for answering these questions. You qualify to take part in the survey. Please answer the following questions about websites.

Page Break



Q3 What device do you typically use to find information online, such as websites? (*Select the one you use the most*)

- Computer/laptop
- Tablet (iPad, Microsoft Surface, etc.)
- Mobile phone
- Other (specify) _____
- None of the above

Page Break _____



Q4 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
You are familiar with the U.S. Department of Labor, Employee Benefits Security Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You would visit the U.S. Department of Labor, Employee Benefits Security Administration website in the next 6 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You have seen information online (e.g., social media) related to or about the U.S. Department of Labor, Employee Benefits Security Administration, in the last 6 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You are familiar with workers' rights related to job-based health benefit and retirement benefit plans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I trust the U.S. Department of Labor, Employee Benefits Security Administration, to fulfill our country's commitment to people with job-based health benefit and retirement benefit plans.



Page Break

WebIntro Please take a moment to review the website <https://www.dol.gov/agencies/ebsa> and answer the following questions.

Page Break

Q5 Have you visited this website before? (*Select one*)

- Yes
- No
- Don't Know

Page Break



Q6 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The font is easy to read	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The colors work well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The website design is user-friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is inclusive and welcoming for all types of people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q7 What would it take for you to consider visiting the website <https://www.dol.gov/agencies/ebsa> in the future? (Select all that apply)

- Advice from a coworker/Human Resource person
- Advice from a spouse/family member/friend
- Being able to speak to an agency representative
- A video/webinar about the agency
- A letter/flyer in the mail about the agency
- Ads about the agency
- Stories/examples from people who have used the website
- If you need information about workers' rights related to health benefit or retirement benefit plans
- Other (specify) _____
- Nothing would get me to consider visiting the website

Page Break

Q8 How likely is it that you would recommend the website <https://www.dol.gov/agencies/ebsa> to a friend, family member, or someone you work with?

- 0 - Not at all likely
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Extremely likely
- Don't know

End of Block: Main Questions

Start of Block: About Us Webpage

AboutUsIntro Please take a moment to review this web page [About Us](#) and answer the following questions.



Q9 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You learned new information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

AskEBSAIntro Please take a moment to review this web page [Ask EBSA](#) and answer the following questions.



Q10 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You learned new information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Start of Block: Resources

ResourcesIntro Please take a moment to review this web page [Resources](#) and answer the following questions.



Q11 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You learned new information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

MHPAEAIntro Please take a moment to review this web page [MHPAEA - Mental Health Parity and Addiction Equity Act](#) and answer the following questions.



Q12 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You learned new information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Start of Block: Surprise Billing

BillingIntro Please take a moment to review this web page [Surprise Billing \(Consolidated Appropriations Act, 2021\)](#) and answer the following questions.



Q13 What best reflects your level of agreement with the following statements?

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
The information is relevant to you or a loved one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is logically organized	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You learned new information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

End of Block: Surprise Billing

Start of Block: Messaging



Q14 Where would you prefer to hear/see messages about the U.S. Department of Labor, Employee Benefits Security Administration? (*Select all that apply*)

- Digital/online ads (social media, online searches, websites, etc.)
- Billboards
- Radio ads
- Television
- Ads at different locations (grocery stores, gyms, gas stations, public transportation)
- Word of mouth/friends
- Other (specify) _____
- Don't know/Unsure
- None of these

Page Break

Display This Question:

If Where would you prefer to hear/see messages about the U.S. Department of Labor, Employee Benefits... = Digital/online ads (social media, online searches, websites, etc.)



Q15 On what digital sources would you prefer to see ads about the U.S. Department of Labor, Employee Benefits Security Administration? (Select all that apply)

- Facebook
 - Gather
 - Instagram
 - Twitter
 - Snapchat
 - TikTok
 - Reddit
 - Google search
 - YouTube
 - A website
 - Other (specify) _____
 - Don't know/Unsure
 - None of these
-

End of Block: Messaging

Start of Block: Demographics

Page Break

Q16 About You: *These questions help us combine your responses with others like you.*

Were you born in the United States? *(Select one)*

- Yes
- No
- I prefer not to answer

Page Break

Q17 What is the combined income of all members of your household for the past 12 months (before taxes and from all sources)? (*Select one*)

- Less than \$10,000
- \$10,000 to under \$25,000
- \$25,000 to under \$50,000
- \$50,000 to under \$75,000
- \$75,000 to under \$100,000
- \$100,000 to under \$150,000
- \$150,000 to under \$200,000
- \$200,000 or more
- I prefer not to answer

Page Break

Q18 Are you of Spanish, Hispanic, or Latino origin? (*Select one*)

- Yes
- No
- I prefer not to answer

Page Break



Q19 What race best describes you? *(Select all that apply)*

- American Indian or Alaska Native
- Asian/Pacific Islander
- Black/African American
- White/Caucasian
- Other (specify) _____
- I prefer not to answer

Page Break



Q20 What is the highest level of school you completed? (*Select one*)

- No high school diploma or GED
- High school diploma or GED
- Some college, no degree
- College degree, or vocational training degree or certificate (2-year program)
- College degree (4-year program)
- Master's/Graduate degree or higher
- I prefer not to answer

Page Break

Q21 What was your gender at birth?

- Male
- Female
- Prefer not to answer

Page Break

Q22 How do you describe your gender identity? (*Select the best fit*)

- Woman, female, or feminine
- Man, male, or masculine
- Transgender woman, female, or feminine
- Transgender man, male, or masculine
- Nonbinary, gender queer, or gender fluid
- Not listed here/I prefer to self-describe: (specify)

- I prefer not to answer

Page Break

Q23 What is your marital status?

- Currently married
- Other

Page Break _____

Q24 Including yourself, how many individuals 18 to 67 are in this household?

- One
- Two
- Three
- Four or more

Page Break

Q25 Would you say that in general your health is:

- Excellent 1
- Very good 2
- Good 3
- Fair 4
- Poor 5

Page Break

Q26 What language(s) do you speak? *(Select all that apply)*

- English
- Spanish
- Chinese
- Vietnamese
- Korean
- Haitian Creole
- Polish
- Tagalog
- Arabic
- Russian
- Portuguese
- French
- Other (specify) _____
- I prefer not to answer

Page Break

Q27 Do you identify with any of the following statements? *(Select all that apply)*

- I wear glasses.
- I have difficulty seeing small words or shapes.
- I have difficulty seeing certain colors. (Please specify.)

- I have a vision impairment. (Please specify.)

- I prefer not to answer.
- None of the above

Page Break

Q28 Do you have job-based health insurance or a job-based retirement plan? (*Select one*)

- Yes
- No
- I don't know

Page Break

Display This Question:

If Do you have job-based health insurance or a job-based retirement plan? (Select one) = No

Or Do you have job-based health insurance or a job-based retirement plan? (Select one) = I don't know

Q29 Do you receive benefits from a family member who has job-based health insurance or a job-based retirement plan? *(Select one)*

Yes

No

Page Break

Q30 Does the company/organization you work for (or the insured family member works for) have more than 100 employees? (*Select one*)

- Yes
- No
- I don't know

Page Break

Q31 Do you have coverage through any of these programs: Medicare, Medicaid, Indian Health Services, Veterans Affairs Health Care, or TRICARE? (*Select one*)

- Yes
- No
- I don't know

Page Break

What do you do when you run into a website in a language you don't know? (*Select all that apply*)

- I use Google translate
- I use translation settings on my browser like Chrome, Safari, etc.
- I search for the language change on the website (i.e., translation options on the site)
- I avoid websites in languages that I don't know
- Other, please specify

