

Satisfaction questions: asked after user completes the survey

Please Note: The questionnaire will be electronic with word labels on either end of 7 radio buttons. See image below for an idea of what the final format will look like.

1. Overall reaction to the Web Survey:

Terrible 1 2 3 4 5 6 7 Wonderful NA

1. Overall experience with the survey

Unpleasant to Pleasant

2. The survey screens are visually pleasing

Never to Always

3. The survey screens look professional

Never to Always

4. Characters (words/text) on the screen

Barely legible to Very legible

5. The survey questions follow a logical sequence

Never to Always

6. Words used in the survey questions and answers

Hard to understand to Easy to understand

7. Coming up with answers to the questions

Never bothered me to Always bothered me

8. [Display only in Round 2] It was helpful to see information I provided last time to answer today's questions.

Not at all helpful to Very helpful

9. Logging in to the survey

Difficult to Easy

10. Instructions for correcting errors

Confusing to Clear

11. Entering your answers into the survey

Difficult to Easy

12. You knew what to do if you needed help answering the question

Never to Always

13. [Display only in Round 2] Overall experience with **both** surveys, today's survey and the prior survey

Unpleasant to Pleasant

14. Additional Comments _____