

Beginning

- 1 Please rate how well this site is organized
- 2 Please rate the options available for navigating this site
- 3 Please rate how quickly pages load on this site
- 4 Please rate the consistency of speed from page to page on this site
- 5 Please rate the thoroughness of information provided on this site
- 6 Please rate how understandable this site's information is
- 7 Please rate the ability to sort information by criteria that are important to you on this site
- 8 Please rate the ability to narrow choices to find the information you are looking for on this site
- 9 Please rate the visual appeal of this site
- 10 Please rate the balance of graphics and text on this site
- 11 3 What is your overall satisfaction with this site How satisfied are you with your overall experience?
- 12 How well does this site meet your expectations?
- 13 How does this site compare to an ideal website?
- 14 How likely are you to return to medicaid.gov in the future?
- 15 How likely are you to recommend Medicaid.gov to someone else?
- 16 How likely are you to use this site as your primary resources for getting information or help?
- 17 2 What was your primary reason for visiting the website (listed options) What was the most helpful thing you learned from the website?
- 18 Which of the following issues, if any, did you experience while navigating the site (listed options)?
- 19 Did you use any of the following to look for information after arriving at Medicaid.gov (listed options)?
- 20 6 Did the search feature help you locate what you were looking for today? If you used the search feature, how often did it help you find what you were looking for?
- 21 Which of the following issues, if any, did you experience with information on the site (listed options)?
- 22 Did you find what you were looking for?
- 23 In which state/territory do you live?
- 24 1 Which of these best describes you (listed options)?
- 25 Are you affiliated with an American Indian/Alaskan Native Tribe?
- 26 Is there anything you haven't already told us about how the Medicaid.gov site experience was for you?
- 27 Would you like to be contacted by a CMS representative (If so, a contact form will display)?
- 4 Based on my experience on Medicaid.gov, I trust that Medicaid is working in the best interest of the people it serves.
- 5.1 What about today's interaction made the difference? (Select all that apply)
- 5.2 What could have been better? (Select all that apply)
- 7.1 You told us you were dissatisfied with one or more parts of your experience. To help us improve, please tell us what you think we should do.
- 7.1 How can we improve your overall experience on Medicaid.gov?

site

-this site

experience on Medicaid.gov?

Medicaid

main reason you came to Medicaid.gov today? If you came for more than one reason, please pick the main or

ed options, multi-select)

(listed options, multi-select)

e Medicaid.gov search feature, did it help you find what you were looking for today?

listed options, multi-select)-

nce could be improved? (Please do not enter any personal information)

lay upon completion of the survey)

nterest of the American public.

s improve, please tell us why.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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ne. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]