

Skip Logic Label	Question Text
	How frequently do you visit this site?
	Which of the following best describes your role in visiting this site today? (Check all that apply)
A	Please tell us who you are.
C	Are you a disabled service member/veteran?
D	What were you trying to accomplish on this site?
DD	What else were you trying to accomplish?
F	What were you trying to accomplish on this site?
FF	What else were you trying to accomplish?

Skip Logic Label	Question Text
	Which section of the VBA site did you <b>primarily</b> visit today?
A	What other section of this site did you primarily visit?
	How did you get to the section of the site you needed?
A	How else did you find the section you needed?
	Did you accomplish what you wanted to on this site?
A	No, I wanted to:
B	What will you do next?
C	What else will you do next?

Skip Logic Label	Question Text
	What was the <b>primary</b> way you looked for information on the VA pages?
A	How would you describe your navigation experience? (Select all that apply)
AA	Please describe your navigation experience.
B	Please tell us about your search experience. (Select all that apply)
BB	Please describe your search experience.
	Please select your age range.
	Please select your gender:
	If you could identify one improvement to this site, what improvement would you suggest?

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
This is my first time		Radio button, one-up vertical	Single	Y
Daily				
Weekly				
Monthly				
Several times a year or less				
<b>Depending on which persona is selected below, go on to the question(s) marked in the 1st column with "C," "D," or "F."</b>				Y
Veteran	C, D	Text area, no char limit	Open	
Active duty	C, D			
Reservist or National Guard member who has never been mobilized for Federal service	D			
Survivor/dependent of a service member or veteran	D			
Employer	D			
Lender	F			
Real Estate Professional	F			
Mortgage Servicer	F			
Other, please specify	A,D			
		Text area, no char limit	Single	N
Yes		Radio button, one-up vertical	Single	Y
No				
Apply for benefits	DD	Checkbox, one-up vertical	Multi	Y
Find a school				
Find a form				
Find a publication or manual				
Find out what programs VA offers				
Learn about a specific program I'm interested in				
Check to see if I'm eligible for a specific benefit				
Find out about benefits for my dependents				
Find out about my life insurance benefits				
Contact the Veterans Information Portal (VIP) help desk				
Find Home Loans Certificate of Eligibility Information				
Find Information About Specially Adapted Housing				
Find a Specially Adapted Housing Agent				
Other, please specify				
Apply for Lender Appraisal Processing	FF	Checkbox, one-up vertical	Multi	Y
Find a Regional Loan Center (RLC)				
Frequently Asked Questions				
Find the Lender's Handbook				
Find Homes for Sale				
Find Loan Limits				
Contact the Veterans Information Portal (VIP) help desk				
Other, please specify				
		Text area, no char limit		Y

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Education Benefits (GI Bill)	A	Radio button, one-up vertical	Single	Y
Compensation and Pension				
Vocational Rehabilitation				
Home Loans				
Survivors' Benefits				
Life Insurance				
VBA Manuals and Publications				
Benefits Reports				
Other, please specify				
		Text area, no char limit	Single	Y
Top navigation menu	A	Dropdown (Select-one)	Single	Y
Links within the benefits homepage				
Used search on the VA website				
Used a 3rd party search (i.e. Google or Yahoo)				
Link from another website				
Other, please specify				
		Text field, <100 char	Single	Y
Yes	A,B	Radio button, one-up vertical	Single	Y
I wasn't planning to accomplish anything in particular				
No, I wanted to:				
		Text area, no char limit	Single	Y
Nothing, although I did not find/complete what I wanted	C	Radio button, one-up vertical	Single	Y
Try the site again later				
Call a VA toll free number				
Visit a VA facility				
Try to contact VA by e-mail				
Other (please specify)				
		Text area, no char limit	Single	N

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Navigated (used links to information)	A	Radio button, one-up vertical	Single	Y
Used Search	B			
Had no difficulty		Checkbox, one-up vertical	Multi	Y
Too many links				
Too few links				
Links/labels are difficult to understand				
Often could not determine the best link				
Links did not take me where I expected				
Could not get started or did not know where to begin				
Had technical difficulties (e.g. broken links, error messages)				
Navigated to general area but could not find specific content				
Could not navigate back to previous information				
Other, please specify	AA			
		Text area, no char limit	Single	Y
Search results were helpful		Checkbox, one-up vertical	Multi	Y
Received no results				
Results were not relevant				
Not sure what words to use				
Search speed was too slow				
Search results not organized				
Other, please specify	BB			
		Text area, no char limit	Single	Y
17 or under		Radio button, one-up vertical	Single	N
18-24				
25-34				
35-44				
45-54				
55-64				
65+				
Male		Radio button, one-up vertical	Single	N
Female				
		Text area, no char limit	Single	N



**FORESEE™**

Special Instructional Results CQ Label

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group



**FORESEE™**

Special Instructional Results CQ Label

Skip Logic Group

Skip Logic Group

OPS Group

OPS Group

Skip Logic Group

Skip Logic Group

Skip Logic Group



**FORESEE™**

Special Instructions CQ Label

Skip Logic Group	Primarily Navigate
Skip Logic Group	Nav Exp
Skip Logic Group	OE_Nav Exp
Skip Logic Group	Search Exp
Skip Logic Group	OE_Search Exp