

Model Instance Name:

Disability.gov V2

MID: R1E1JscENsQ08YktMkZpxA==

Date: Fill In Date



## Welcome and Thank You Text

### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

### Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

## Examples

### Welcome Text Example

The screenshot shows a browser window with the URL <http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkg100h5w>. The page content includes the ForeSee logo, the title "Customer Satisfaction Survey", and a welcome message: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve." Below this is another welcome message: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." A note states "Required questions are denoted by an \*". The first question is: "1: \*Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The response options are a scale from 1 to 10, with "1=Poor" and "Excellent=10" labels, and a "Don't Know" option.

### Thank You Text Example

The screenshot shows a survey page with a thank you message: "Thank you for taking our survey - and for helping us serve you better." Below this is a note: "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." There are "Cancel" and "Submit" buttons. At the bottom, it says "Copyright 2010 - all rights reserved" and provides links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?	What style of jean were you shopping for today?
<input type="radio"/> 1	<input type="radio"/> Boot cut
<input type="radio"/> 3	<input type="radio"/> Low rise
<input type="radio"/> 5	<input type="radio"/> Flare

'web site' has been corrected to now read 'website' in the text to the left

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MID: 5f0gF1IR98F1NkBM0FUZBw==

Partitioned (Y/N)? Y

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 1/6/2012



Disability.gov V2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Content (1=Poor, 10=Excellent, Don't Know/NA)</b>		<b>Satisfaction</b>		<b>Primary Resource</b>
1	Please rate how well the content on this website <b>provides a clear explanation</b> of available resources.	16	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	How likely are you to use this site as your <b>primary resource for disability-related information</b> ?
2	Please rate <b>how up-to-date</b> the content appears to be on this website.	17	How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)		<b>Recommend</b>
3	Please rate <b>how accurate</b> the information appears to be on this website.	18	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20	How likely are you to <b>recommend this site to someone else</b> ?
	<b>Functionality (1=Poor, 10=Excellent, Don't Know/NA)</b>				<b>Return</b>
4	Please rate the <b>usefulness of the website tools</b> (Search box, Information by Topic menus, etc.) provided on this site.			21	How likely are you to <b>return to this site</b> ?
5	Please rate the <b>convenient placement of the website tools</b> on this site (Search box, Information by Topic menus, etc.).				<b>Subscribe</b>
6	Please rate the <b>variety of website tools</b> on this site (Search box, Information by Topic menus, etc.).			22	How likely are you to <b>subscribe for, or continue to receive, e-mail updates</b> from Disability.gov?
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know/NA)</b>				
7	Please rate the <b>visual appeal</b> of this site.				
8	Please rate the <b>balance of graphics and text</b> on this site.				
9	Please rate the <b>readability of the pages</b> on this site.				
	<b>Navigation (1=Poor, 10=Excellent, Don't Know/NA)</b>				
10	Please rate <b>how well the site is organized</b> .				
11	Please rate the <b>options available for navigating</b> this site.				
12	Please rate <b>how well the site layout helps you find what you are looking for</b> .				
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know/NA)</b>				
13	Please rate how <b>quickly pages load</b> on this site.				
14	Please rate the <b>consistency of speed from page to page</b> on this site.				
15	Please rate the <b>ability to load pages without getting error messages</b> on this site.				



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Date: 11/3/2011



**Disability.gov V2**

*Model questions utilize the ACSI methodology to determine scores and impacts*

**ELEMENTS (drivers of satisfaction)**

**CUSTOMER SATISFACTION**

**FUTURE BEHAVIORS**

NO ELEMENTS

**Satisfaction**

What is your **overall satisfaction** with this site?  
(1=Very Dissatisfied, 10=Very Satisfied)

How well does this site **meet your expectations**?  
(1=Falls Short, 10=Exceeds)

How does this site **compare to your idea of an ideal website**?  
(1=Not Very Close, 10=Very Close)

NO FUTURE BEHAVIORS



**Model Instance Name:**

DisabilityInfo.gov Satisfaction Survey

MID: Nswlh199Bc8pNU099ZJkA==

Date: 12/9/2008

**DisabilityInfo.gov Satisfaction Survey MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know/NA)</b>	<b>Satisfaction</b>	<b>Primary Resource</b>
1 Please rate the accuracy of information on this site.	21 What is your overall satisfaction with this site?	How likely are you to use this site as your primary resource for disability-related information?
2 Please rate the quality of information on this site.	22 How well does this site meet your expectations?	<b>Recommend</b>
3 Please rate the freshness of content on this site.	23 How well does this site compare with your idea of an ideal website?	How likely are you to recommend this site to someone else?
<b>Functionality (1=Poor, 10=Excellent, Don't Know/NA)</b>		<b>Return</b>
4 Please rate the usefulness of the services provided on this site.		How likely are you to return to this site?
5 Please rate the convenience of the services on this site.		<b>Subscribe</b>
6 Please rate the ability to accomplish what you wanted to on this site.		How likely are you to subscribe for, or continue to receive, e-mail updates from Disability.gov?
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know/NA)</b>		
7 Please rate the visual appeal of the site.		
8 Please rate the amount of graphics and text on each page of the site.		
9 Please rate the ease of reading the pages on this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know/NA)</b>		
10 Please rate how well the site is organized.		
11 Please rate the options that are available for you to navigate on this site.		
12 Please rate how well the site layout helps you find what you are looking for.		
13 Please rate the number of clicks to get where you want on this site.		
<b>Search (1=Poor, 10=Excellent, Don't Know/NA)</b>		
14 Please rate the relevance of search results from the Disability.gov search tool.		
15 Please rate the organization of search results from the Disability.gov search tool.		
16 Please rate how well the Disability.gov search tool's search results help you decide what to select.		
17 Please rate how well the Disability.gov search tool helps you to narrow the results to find what you want.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know/NA)</b>		
18 Please rate the speed that pages load on this site.		
19 Please rate the consistency of speed from page-to-page on this site.		
20 Please rate the ability to load pages without getting errors on this site.		

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Date: 1/6/2012



Disability.gov V2

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	<b>Content (1=Poor, 10=Excellent, Don't Know/NA)</b>		<b>Satisfaction</b>		<b>Primary Resource</b>
1	Please rate how well the content on this website provides a clear explanation of available resources.	16	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	How likely are you to use this site as your primary resource for disability-related information?
2	Please rate how up-to-date the content appears to be on this website.	17	How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)		<b>Recommend</b>
3	Please rate how accurate the information appears to be on this website.	18	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20	How likely are you to recommend this site to someone else?
	<b>Functionality (1=Poor, 10=Excellent, Don't Know/NA)</b>				<b>Return</b>
4	Please rate the usefulness of the website tools (Search box, Information by Topic menus, etc.) provided on this site.			21	How likely are you to return to this site?
5	Please rate the convenient placement of the website tools on this site (Search box, Information by Topic menus, etc.).				<b>Subscribe</b>
6	Please rate the variety of website tools on this site (Search box, Information by Topic menus, etc.).			22	How likely are you to subscribe for, or continue to receive, e-mail updates from Disability.gov?
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know/NA)</b>				
7	Please rate the visual appeal of this site.				
8	Please rate the balance of graphics and text on this site.				
9	Please rate the readability of the pages on this site.				
	<b>Navigation (1=Poor, 10=Excellent, Don't Know/NA)</b>				
10	Please rate how well the site is organized.				
11	Please rate the options available for navigating this site.				
12	Please rate how well the site layout helps you find what you are looking for.				
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know/NA)</b>				
13	Please rate how quickly pages load on this site.				
14	Please rate the consistency of speed from page to page on this site.				
15	Please rate the ability to load pages without getting error messages on this site.				

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**Disability.gov V3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
SAC6967		How often do you visit Disability.gov?	Today was my first time Every day A few times a week At least once a week At least once a month Every few months Once a year or less		Radio button, one-up vertical	single	Y		Visit frequency
SAC6942		Which sentence <b>best describes you?</b>	I am a person with a disability or am disabled I am a <b>parent</b> , caregiver, family member or friend of someone with a disability I am a professional or service provider who works with people with disabilities I am an educator who works with students with disabilities I am an employer or human resource (HR) professional <b>None of the above</b>	<b>A</b>	Radio button, one-up vertical	single	Y	Skip Logic Group	Role
SAC6943	<b>A</b>	Please tell us what role best describes you:			Text field, <100 char		N	Skip Logic Group	Other role
SAC6944		Which <b>topic(s) did you want to get information about?</b> Please choose all that apply:	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability) <b>Benefits</b> (such as getting Social Security (SSI/SSDI) benefits or other financial assistance) <b>Housing</b> (such as finding an affordable apartment, paying for-home repairs, making your home accessible, or filing a charge of housing discrimination) <b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations, voting or filing a complaint) <b>Education</b> (such as getting money for school, going to college or teaching students with disabilities) <b>Health</b> (such as information on different disabilities, finding health care, or getting health or dental insurance) <b>Community Life</b> (such as sports, volunteering or independent living) <b>Technology</b> (such as assistive technology, accessible technology or help paying for technology) <b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications) <b>Emergency Preparedness</b> (such as emergency or disaster preparedness or emergency management) <b>I do not know which subject to choose</b>		Checkbox, one-up vertical	Multi	Y		Specific Information
HAR0047945		Did you <b>find the information</b> you were looking for on Disability.gov today?	Yes Somewhat No	<b>N</b> <b>N</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find
HAR0047947	<b>N</b>	Please tell us <b>what you did not find</b> on Disability.gov:			Text area, no char limit	Single	N	Skip Logic Group	Unable to Find
HAR0047948		How did you <b>begin to look</b> for information on Disability.gov? Please choose the best answer:	I began my search with the "Information by Topic" icon list. For example, I selected "Benefits" (next to the dollar sign icon), "Health" (next to the heart icon) or "Housing" (next to the house icon), etc. I began my search with the "Guide Me/Get Started " tool on the home page, which used four steps to take me to information I began my search by typing a word into the Search Box next to the sentence, "What are you looking for?" I began my search by clicking on one of the "Need Help?" links (such as "How to Use This Site" or "Contact Us") I began my search by clicking on one of the "Learn More" or "News and Events" links (such as "About Us" or "Disability.gov's Guides to Information") I do not know how I began my search None of the above		Radio button, one-up vertical	Single	Y		First Look

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
HAR0047950		Which sentence best describes the <b>method you used most often today when looking for information</b> on the site?	I used the "Information by Topic" icon list most often. For example, I selected "Benefits" (next to the dollar sign icon), "Health" (next to the heart icon) or "Housing" (next to the house icon), etc. I used the "Guide Me/Get Started" tool on the home page most often I used the Search Box next to the sentence, "What are you looking for?" on the home page most often I used both the Search Box on the home page and the "Information by Topic" icons equally I do not know which method I used most often None of the above	I, K  G S, K  Z, K  K	Radio button, one-up vertical	Single	Y	Skip Logic Group	Method of Looking
HAR0047951	G	Which sentence best describes your <b>experience with the "Guide Me/Get Started" tool</b> ?	The "Guide Me/Get Started" tool was very easy to use and understand The "Guide Me/Get Started" tool was somewhat easy to use and understand My experience was neutral The "Guide Me/Get Started" tool was somewhat hard to use and understand The "Guide Me/Get Started" tool was very hard to use and understand	   H  H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Guide Me Rating
HAR0047952	H	Please tell us why you think the "Guide Me" tool was hard to use and understand:			Text area, no char limit		N	Skip Logic Group*	Guide Me Issue
HAR0047953	I	After you chose an "Information by Topic" icon (such as "Benefits" next to the dollar sign, or "Health" next to the heart icon), what did you do next?	I chose a sub-topic (for example, Medicare under the major Health category) I chose to "view all resources," not just one of the sub-topics I do not know what I did next		Radio button, one-up vertical	Single		Skip Logic Group	Topic Next Act
HAR0047954	S	Please tell us about your <b>experience with the site's Search Box</b> today. <i>Please choose all that apply:</i>	The resources listed in the search results were helpful The resources listed in the search results were not helpful There were too many resources listed in the search results There were not enough resources listed in the search results There were no resources listed in the search results I received an error message(s) The search speed was too slow I experienced a different search issue	  T T T T U  U	Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Search Experience
HAR0047955	T	What search term(s) did you use?			Text area, no char limit		N	Skip Logic Group*	Search Terms
HAR0047956	U	Please tell us about the search issue(s) and/or errors you experienced:			Text area, no char limit		N	Skip Logic Group*	Search Issue
HAR0047957	Z	Which sentence best describes your experience using both the Search Box and "Information by Topics" icon list?	I liked using the Search Box to find information better I liked using the "Information by Topics" icon list to find information better Both methods worked equally well for me today Neither method helped me find the information I was looking for		Radio button, one-up vertical	Single	Y	Skip Logic Group	Both Experience
HAR0047958	K	<b>After receiving your results, how did you look through them?</b> <i>Please choose all that apply:</i>	I picked the resources I wanted to look at from the main screen I sorted the resources that came up by "Newest" or "Oldest" I used the "Filter Your Results" options (e.g., topics, location, audiences, disabilities) to help me find what I was looking for After looking at my results, I decided to search through them by using the search box at the top of the page I decided to start my search over None of the above	  L	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Method of Review
HAR0047967	L	Did the <b>"Filter by Results" options help you</b> find the resources you were looking for?	Yes Somewhat No	  M	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Filter Rating

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Disability.gov V3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
HAR0047968	M	Please tell us how the "Filter your Results" option could be improved to help you find resources on the site:			Text area, no char limit		N	Skip Logic Group*	Filter Improve
HAR0047970		Were you looking for resources or information in the United States or its territories?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Area National
HAR0047971	A	Please tell us which state or territory you were looking for information from:	Alabama Alaska American Samoa Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana N. Mariana Islands Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Puerto Rico Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Virgin Islands Washington		Drop down, select one	Single	N	Skip Logic Group	Area State

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			West Virginia Wisconsin Wyoming						
ACQinh0019392		Please tell us if there is anything else Disability.gov could do to improve your experience on the website:			Text area, no char limit		N		Improvement
SAC6966		Disability.gov is a website that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a website that sends you to other sites for information?	Yes No		Drop down, select one	Single	Y		Portal

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SAC6941		What information were you looking for on Disability.gov today? Please select the best answer.	<del>Only information on programs or services in my state</del> <del>Only information on national programs or services</del> <del>Information on national and state programs or services</del>		Radio button, one-up vertical	Single	Y		Type of Information
SAC6967		How often do you visit Disability.gov?	Today was my first time Every day A few times a week At least once a week At least once a month Every few months Once a year or less		Radio button, one-up vertical	single	Y		Visit frequency
SAC6942		Which of the following statements best describes you? Please select the best answer. Which sentence best describes you?	I am a person with a disability or am disabled I am a parent, caregiver, family member or friend of someone with a disability I am a professional or service provider who works with people with disabilities I am an educator who works with students with disabilities I am an employer or human resource (HR) professional Other None of the above	A	Radio button, one-up vertical	single	Y	Skip Logic Group	Role
SAC6943	A	Please explain briefly tell us what role best describes you:			Text field, <100 char		N	Skip Logic Group	Other role
SAC6944		In general, which subject(s) did you want to get information about? Please select all that apply. Which topic(s) did you want to get information about? Please choose all that apply:	Employment (such as finding a job, starting a business or hiring someone with a disability) Benefits (such as getting Social Security (SSI/SSDI) benefits, paying for prescriptions or access to financial assistance or other financial assistance) Housing (such as finding an affordable apartment, paying for home repairs, making your home accessible, or filing a charge of housing discrimination) Civil Rights (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations, voting or filing a complaint) Education (such as getting money for school, going to college or teaching students with disabilities) Health (such as information on different disabilities, finding health care, or getting health or dental insurance) Community Life (such as sports, volunteering or independent living) Technology (such as assistive technology, accessible technology or help paying for technology) Transportation (such as getting a ride, accessible transportation and paying for vehicle modifications) Emergency Preparedness (such as emergency or disaster preparedness or emergency management) I'm not sure I do not know which subject to choose	KILL SKIP B	Checkbox, one-up vertical	Multi	Y		Specific Information
SAC6945	B	Please explain what information you were looking for on Disability.gov. (open-ended)			Text area, no char limit		N	Skip Logic Group	QE Information
		Did you find the information you were looking for on Disability.gov today?	Yes Somewhat No	N N	Radio button, one-up vertical	Single	Y	Skip Logic Group	Able to Find
	N	Please tell us what you did not find on Disability.gov:			Text area, no char limit	Single	N	Skip Logic Group	Unable to Find
ACQinh0019382		How did you first start to look for information on Disability.gov? Please select the best answer.	I used the search engine at the top of the page I used the "Information by Topic" menu on the left side of the page I am not sure	C I	Radio button, one-up vertical	Single	Y	Skip Logic Group	First Look
ACQinh0019383	C	Did the search engine help you find the information you were looking for on Disability.gov?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search Helped

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ACQinh0019396	D	Tell us more about your search experience. Please select all that apply.	<del>I didn't know which word or phrase to enter into the search engine.</del> <del>I did not receive any search results.</del> <del>There were not enough search results.</del> <del>There was not enough information in the description of the results to decide which resource to choose.</del> <del>Many of the search results looked like the same resource.</del> <del>The results were not organized in a helpful way.</del> <del>The search results did not answer my question.</del> <del>I had a different problem with the search results.</del>	X X X F F F F E, F	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Search Experience
ACQinh0019776	X	What search term or phrase did you use?			Text area, no char limit	Single	N	Skip Logic Group	OE_Search Term
ACQinh0019397	E	Please explain the problem you had with your search results.			Text area, no char limit	Single	N	Skip Logic Group	OE_Search Problem
ACQinh0019398	F	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	Yes No	H G, H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search Narrow
ACQinh0019399	G	Please tell us why you didn't "Narrow Your Results."			Text area, no char limit	Single	N	Skip Logic Group	OE_Search Narrow
ACQinh0019400	H	How can we make the search engine more useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_Search Changes2
ACQinh0019385	I	Did you have any problems using the "Information by Topic" menu on the left side of the page to find information on the site?	Yes No	J, K	Radio button, one-up vertical	Single	Y	Skip Logic Group	Info by Topic Usage
ACQinh0019387	J	How can we make the "Information by Topic" menu on the left side of the page more useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_Info by Topic Changes
ACQinh0019388	K	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	Yes No	L	Radio button, one-up vertical	Single	Y	Skip Logic Group	Info by Topic Narrow
ACQinh0019391	L	Please tell us why you didn't "Narrow Your Results."			Text area, no char limit		N	Skip Logic Group	OE_Info by Topic Narrow
		How did you begin to look for information on Disability.gov? Please choose the best answer.	I began my search with the "Information by Topic" icon list. For example, I selected "Benefits" (next to the dollar sign icon), "Health" (next to the heart icon) or "Housing" (next to the house icon), etc. I began my search with the "Guide Me/Get Started" tool on the home page, which used four steps to take me to information I began my search by typing a word into the Search Box next to the sentence, "What are you looking for?" I began my search by clicking on one of the "Need Help?" links (such as "How to Use This Site" or "Contact Us") I began my search by clicking on one of the "Learn More" or "News and Events" links (such as "About Us" or "Disability.gov's Guides to Information") I do not know how I began my search None of the above		Radio button, one-up vertical	Single	Y		First Look
		Which sentence best describes the method you used most often today when looking for information on the site?	I used the "Information by Topic" icon list most often. For example, I selected "Benefits" (next to the dollar sign icon), "Health" (next to the heart icon) or "Housing" (next to the house icon), etc. I used the "Guide Me/Get Started" tool on the home page most often I used the Search Box next to the sentence, "What are you looking for?" on the home page most often I used both the Search Box on the home page and the "Information by Topic" icons equally I do not know which method I used most often None of the above	I, K G S, K Z, K K	Radio button, one-up vertical	Single	Y	Skip Logic Group	Method of Looking
	G	Which sentence best describes your experience with the "Guide Me/Get Started" tool?	The "Guide Me/Get Started" tool was very easy to use and understand The "Guide Me/Get Started" tool was somewhat easy to use and understand		Radio button, one-up vertical	Single	Y	Skip Logic Group	Guide Me Rating

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 pink: ADDITION  
 blue + -->: REWORDING

**Disability.gov V3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			My experience was neutral						
			The "Guide Me/Get Started" tool was somewhat hard to use and understand	H					
			The "Guide Me/Get Started" tool was very hard to use and understand	H					
	H	Please tell us why you think the "Guide Me" tool was hard to use and understand:			Text area, no char limit		N	Skip Logic Group*	Guide Me Issue
	I	After you chose an "Information by Topic" icon (such as "Benefits" next to the dollar sign, or "Health" next to the heart icon), what did you do next?	I chose a sub-topic (for example, Medicare under the major Health category)		Radio button, one-up vertical	Single		Skip Logic Group	Topic Next Act
			I chose to "view all resources," not just one of the sub-topics						
			I do not know what I did next						
	S	Please tell us about your experience with the site's Search Box today. Please choose all that apply:	The resources listed in the search results were helpful		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Search Experience
			The resources listed in the search results were not helpful	T					
			There were too many resources listed in the search results	T					
			There were not enough resources listed in the search results	T					
			There were no resources listed in the search results	T					
			I received an error message(s)	U					
			The search speed was too slow						
			I experienced a different search issue	U					
	T	What search term(s) did you use?			Text area, no char limit		N	Skip Logic Group*	Search Terms
	U	Please tell us about the search issue(s) and/or errors you experienced:			Text area, no char limit		N	Skip Logic Group*	Search Issue
	Z	Which sentence best describes your experience using both the Search Box and "Information by Topics" icon list?	I liked using the Search Box to find information better		Radio button, one-up vertical	Single	Y	Skip Logic Group	Both Experience
			I liked using the "Information by Topics" icon list to find information better						
			Both methods worked equally well for me today						
			Neither method helped me find the information I was looking for						
	K	After receiving your results, how did you look through them? Please choose all that apply:	I picked the resources I wanted to look at from the main screen		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Method of Review
			I sorted the resources that came up by "Newest" or "Oldest"						
			I used the "Filter Your Results" options (e.g., topics, location, audiences, disabilities) to help me find what I was looking for	L					
			After looking at my results, I decided to search through them by using the search box at the top of the page						
			I decided to start my search over						
			None of the above						
	L	Did the "Filter by Results" options help you find the resources you were looking for?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Filter Rating
			Somewhat						
			No	M					
	M	Please tell us how the "Filter your Results" option could be improved to help you find resources on the site:			Text area, no char limit		N	Skip Logic Group*	Filter Improve
		Were you looking for resources or information in the United States or its territories?	Yes	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Area National
			No						
	A	Please tell us which state or territory you were looking for information from:	Alabama		Drop down, select one	Single	N	Skip Logic Group	Area State
			Alaska						
			American Samoa						
			Arizona						
			Arkansas						
			California						
			Colorado						
			Connecticut						
			Delaware						
			District of Columbia						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Florida						
			Georgia						
			Guam						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			N. Mariana Islands						
			Nebraska						
			Nevada						
			New Hampshire						
			New Jersey						
			New Mexico						
			New York						
			North Carolina						
			North Dakota						
			Ohio						
			Oklahoma						
			Oregon						
			Pennsylvania						
			Puerto Rico						
			Rhode Island						
			South Carolina						
			South Dakota						
			Tennessee						
			Texas						
			Utah						
			Vermont						
			Virginia						
			Virgin Islands						
			Washington						
			West Virginia						
			Wisconsin						
			Wyoming						
ACQinh0019392		What would you like to see improved on Disability.gov? Please tell us if there is anything else Disability.gov could do to improve your experience on the website:			Text area, no char limit		N		Improvement
SAC6966		Disability.gov is a <del>web portal website</del> that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a <del>portal website</del> that sends you to other sites for information?	Yes		Drop down, select one	Single	Y		Portal
			No						

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**Disability.gov V3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6941		What information were you looking for on Disability.gov today? <i>Please select the best answer.</i>	SAC6941A001	Only information on programs or services in my state		Radio button, one-up vertical	Single	Y
			SAC6941A002	Only information on national programs or services				
			SAC6941A003	Information on national and state programs or services				
SAC6942		Which of the following statements best describes you? <i>Please select the best answer.</i>	SAC6942A001	I am a person with a disability or am disabled	A	Radio button, one-up vertical	single	Y
			SAC6942A002	I am a caregiver, family member or friend of someone with a disability				
			SAC6942A003	I am a professional or service provider who works with people with disabilities				
			SAC6942A004	I am an educator who works with students with disabilities				
			SAC6942A006	I am an employer or human resource (HR) professional				
			SAC6942A007	Other				
SAC6943	A	Please explain briefly what role best describes you:				Text field, <100 char		N
SAC6944		In general, which subject(s) did you want to get information about? <i>Please select all that apply.</i>	SAC6944A001	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability)	B	Checkbox, one-	Multi	Y
			SAC6944A002	<b>Benefits</b> (such as getting Social Security (SSI/SSDI) benefits, paying for prescriptions or access to financial assistance)				
			SAC6944A003	<b>Housing</b> (such as finding an affordable apartment, paying for a house, home repairs or housing discrimination)				
			SAC6944A004	<b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations, voting or filing a complaint)				
			SAC6944A005	<b>Education</b> (such as getting money for school, going to college or teaching students with disabilities)				
			SAC6944A006	<b>Health</b> (such as information on specific disabilities, getting health insurance, dental or health care or caregiver resources)				
			SAC6944A007	<b>Community Life</b> (such as sports, volunteering or independent living)				
			SAC6944A008	<b>Technology</b> (such as assistive technology, accessible technology or help paying for technology)				
			SAC6944A009	<b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications)				
			SAC6944A010	<b>Emergency Preparedness</b> (such as emergency or disaster preparedness or emergency management)				
			SAC6944A011	<b>I'm not sure which subject to choose</b>				
SAC6945	B	Please explain what information you were looking for on Disability.gov. (open-ended)				Text area, no char limit		N
ACQinh0019382		How did you first start to look for information on Disability.gov? <i>Please select the best answer.</i>	ACQinh0019382A01	I used the search engine at the top of the page	C	Radio button, or	Single	Y
			ACQinh0019382A02	I used the "Information by Topic" menu on the left side of the page	I			
			ACQinh0019382A03	I am not sure				
ACQinh0019383	C	Did the search engine help you find the information you were looking for on Disability.gov?	ACQinh0019383A01	Yes	D	Radio button, or	Single	Y
			ACQinh0019383A02	No				

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Disability.gov V3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
ACQinh0019396	D	Tell us more about your search experience. <i>Please select all that apply.</i>	ACQinh0019396A01	I didn't know which word or phrase to enter into the search engine	X	Checkbox, one-	Multi	Y
			ACQinh0019396A02	I did not receive any search results	X			
			ACQinh0019396A03	There were not enough search results	X			
			ACQinh0019396A04	There was not enough information in the description of the results to decide which resource to choose	F			
			ACQinh0019396A05	Many of the search results looked like the same resource	F			
			ACQinh0019396A06	The results were not organized in a helpful way	F			
			ACQinh0019396A07	The search results did not answer my question	F			
			ACQinh0019396A08	I had a different problem with the search results	E, F			
	X	What search term or phrase did you use?				Text area, no char limit	Single	N
ACQinh0019397	E	Please explain the problem you had with your search results.				Text area, no char limit	Single	N
ACQinh0019398	F	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	ACQinh0019398A01	Yes	H	Radio button, or	Single	Y
			ACQinh0019398A02	No	G, H			
ACQinh0019399	G	Please tell us why you didn't "Narrow Your Results."				Text area, no char limit	Single	N
ACQinh0019400	H	How can we make the search engine more useful?				Text area, no char limit	Single	N
ACQinh0019385	I	Did you have any problems using the "Information by Topic" menu on the left side of the page to find information on the site?	ACQinh0019385A01	Yes	J, K	Radio button, or	Single	Y
			ACQinh0019385A02	No				
ACQinh0019387	J	How can we make the "Information by Topic" menu on the left side of the page more useful?				Text area, no char limit	Single	N
ACQinh0019388	K	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	ACQinh0019388A01	Yes	L	Radio button, or	Single	Y
			ACQinh0019388A02	No				
ACQinh0019391	L	Please tell us why you didn't "Narrow Your Results."				Text area, no char limit	Single	N
ACQinh0019392		What would you like to see improved on Disability.gov?				Text area, no char limit	Single	N
SAC6966		Disability.gov is a web portal that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a portal that sends you to other sites for information?	SAC6966A001	Yes		Drop down, select	Single	Y
			SAC6966A002	No				

Special Instructions	
Special Instructions	CQ Label
	Type of Information
Skip Logic Group	Role
Skip Logic Group	Other role
Skip Logic Group	Specific Information
Skip Logic Group	OE_Information
Skip Logic Group	First Look
Skip Logic Group	Search Helped

Special Instructions	
Special Instructions	CQ Label
Skip Logic Group	Search Experience
Skip Logic Group	OE_Search Term
Skip Logic Group	OE_Search Problem
Skip Logic Group	Search Narrow
Skip Logic Group	OE_Search Narrow
Skip Logic Group	OE_Search Changes2
Skip Logic Group	Info by Topic Usage
Skip Logic Group	OE_Info by Topic Changes
Skip Logic Group	Info by Topic Narrow
Skip Logic Group	OE_Info by Topic Narrow
	Improvement
	Portal

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**Disability.gov V3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
SAC6941		What information were you looking for on Disability.gov today? <i>Please select the best answer.</i>	SAC6941A001	Only information on programs or services in my state		Radio button, one-up vertical	Single	Y
			SAC6941A002	Only information on national programs or services				
			SAC6941A003	Information on national and state programs or services				
SAC6942		Which of the following statements best describes you? <i>Please select the best answer.</i>	SAC6942A001	I am a person with a disability or am disabled	A	Radio button, one-up vertical	single	Y
			SAC6942A002	I am a caregiver, family member or friend of someone with a disability				
			SAC6942A003	I am a professional or service provider who works with people with disabilities				
			SAC6942A004	I am an educator who works with students with disabilities				
			SAC6942A006	I am an employer or human resource (HR) professional				
			SAC6942A007	Other				
SAC6943	A	Please explain briefly what role best describes you:				Text field, <100 char		N
SAC6944		In general, which subject(s) did you want to get information about? <i>Please select all that apply.</i>	SAC6944A001	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability)	B	Checkbox, one-	Multi	Y
			SAC6944A002	<b>Benefits</b> (such as getting Social Security (SSI/SSDI) benefits, paying for prescriptions or access to financial assistance)				
			SAC6944A003	<b>Housing</b> (such as finding an affordable apartment, paying for a house, home repairs or housing discrimination)				
			SAC6944A004	<b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations, voting or filing a complaint)				
			SAC6944A005	<b>Education</b> (such as getting money for school, going to college or teaching students with disabilities)				
			SAC6944A006	<b>Health</b> (such as information on specific disabilities, getting health insurance, dental or health care or caregiver resources)				
			SAC6944A007	<b>Community Life</b> (such as sports, volunteering or independent living)				
			SAC6944A008	<b>Technology</b> (such as assistive technology, accessible technology or help paying for technology)				
			SAC6944A009	<b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications)				
			SAC6944A010	<b>Emergency Preparedness</b> (such as emergency or disaster preparedness or emergency management)				
			SAC6944A011	<b>I'm not sure which subject to choose</b>				
SAC6945	B	Please explain what information you were looking for on Disability.gov. (open-ended)				Text area, no char limit		N
ACQinh0019382		How did you first start to look for information on Disability.gov? <i>Please select the best answer.</i>	ACQinh0019382A01	I used the search engine at the top of the page	C	Radio button, or	Single	Y
			ACQinh0019382A02	I used the "Information by Topic" menu on the left side of the page	I			
			ACQinh0019382A03	I am not sure				
ACQinh0019383	C	Did the search engine help you find the information you were looking for on Disability.gov?	ACQinh0019383A01	Yes	D	Radio button, or	Single	Y
			ACQinh0019383A02	No				

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from)	Single or Multi	Required Y/N
ACQinh0019396	D	Tell us more about your search experience. <i>Please select all that apply.</i>	ACQinh0019396A01	I didn't know which word or phrase to enter into the search engine	X	Checkbox, one or more	Multi	Y
			ACQinh0019396A02	I did not receive any search results	X			
			ACQinh0019396A03	There were not enough search results	X			
			ACQinh0019396A04	There was not enough information in the description of the results to decide which resource to choose	F			
			ACQinh0019396A05	Many of the search results looked like the same resource	F			
			ACQinh0019396A06	The results were not organized in a helpful way	F			
			ACQinh0019396A07	The search results did not answer my question	F			
			ACQinh0019396A08	I had a different problem with the search results	E, F			
ACQinh0019397	E	Please explain the problem you had with your search results.				Text area, no character limit	Single	N
<del>ACQinh0019410</del>	<del>X</del>	<del>How can we make the search engine more useful?</del>				<del>Text area, no character limit</del>	<del>Single</del>	<del>N</del>
ACQinh0019398	F	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	ACQinh0019398A01	Yes	H	Radio button, one or more	Single	Y
			ACQinh0019398A02	No	G, H			
ACQinh0019399	G	Please tell us why you didn't "Narrow Your Results."				Text area, no character limit	Single	N
ACQinh0019400	H	How can we make the search engine more useful?				Text area, no character limit	Single	N
ACQinh0019385	I	Did you have any problems using the "Information by Topic" menu on the left side of the page to find information on the site?	ACQinh0019385A01	Yes	J, K	Radio button, one or more	Single	Y
			ACQinh0019385A02	No				
ACQinh0019387	J	How can we make the "Information by Topic" menu on the left side of the page more useful?				Text area, no character limit	Single	N
ACQinh0019388	K	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?	ACQinh0019388A01	Yes	L	Radio button, one or more	Single	Y
			ACQinh0019388A02	No				
ACQinh0019391	L	Please tell us why you didn't "Narrow Your Results."				Text area, no character limit	Single	N
ACQinh0019392		What would you like to see improved on Disability.gov?				Text area, no character limit	Single	N
SAC6966		Disability.gov is a web portal that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a portal that sends you to other sites for information?	SAC6966A001	Yes		Drop down, select one	Single	Y
			SAC6966A002	No				

Special Instructions	
Special Instructions	CQ Label
	Type of Information
Skip Logic Group	Role
Skip Logic Group	Other role
Skip Logic Group	Specific Information
Skip Logic Group	OE_Information
Skip Logic Group	First Look
Skip Logic Group	Search Helped

Special Instructions	
Special Instructions	CQ Label
Skip Logic Group	Search Experience
Skip Logic Group	OE_Search Problem
<del>Skip Logic Group</del>	<del>OE_Search Changes1</del>
Skip Logic Group	Search Narrow
Skip Logic Group	OE_Search Narrow
Skip Logic Group	OE_Search Changes2
Skip Logic Group	Info by Topic Usage
Skip Logic Group	OE_Info by Topic Changes
Skip Logic Group	Info by Topic Narrow
Skip Logic Group	OE_Info by Topic Narrow
	Improvement
	Portal

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Disability.gov V3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Response (select from)	Single or Multi	Required Y/N
SAC6941		What information were you looking for on Disability.gov today? <i>Please select the best answer.</i>	SAC6941A001	Only information on programs or services in my state		Radio button, one-up vertical	Single	Y
			SAC6941A002	Only information on national programs or services				
			SAC6941A003	Information on <b>both</b> national and state programs or services				
SAC6942		Which of the following statements best describes you? <i>Please select the best answer.</i>	SAC6942A001	I am a person with a disability or am disabled	A	Radio button, one-up vertical	single	Y
			SAC6942A002	I am a <b>caregiver, family member or friend</b> of someone with a disability				
			SAC6942A003	I am a professional <b>or service provider</b> who works with people with disabilities				
			SAC6942A004	I am an educator who works with students with disabilities				
			SAC6942A005	<del>I am a student who is doing research</del>				
			SAC6942A006	I am an employer or human resource (HR) professional				
			SAC6942A007	Other <del>(please specify):</del>				
SAC6943	A	Please explain briefly what role best describes you:				Text field, <100 char		N
SAC6944		In general, which subject(s) did you want to get information about? <i>Please select all that apply.</i>	SAC6944A001	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability)	B	Checkbox, one-	Multi	Y
			SAC6944A002	<b>Benefits</b> (such as getting Social Security (SSI/SSDI) <b>benefits, Veterans or other benefits</b> , paying for prescriptions or <b>home energy assistance</b> ) <b>access to financial assistance</b> )				
			SAC6944A003	<b>Housing</b> (such as <del>getting Section 8 housing, finding an affordable apartment, buying a house or housing discrimination</del> <b>finding an affordable apartment, paying for a house, home repairs or housing discrimination</b> )				
			SAC6944A004	<b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations. <b>voting</b> or filing a complaint)				
			SAC6944A005	<b>Education</b> (such as <b>getting</b> money for school, going to college or teaching students with disabilities)				
			SAC6944A006	<b>Health</b> (such as <b>information on</b> specific disabilities, getting health insurance, dental or health care or caregiver resources)				
			SAC6944A007	<b>Community Life</b> (such as <b>accessible</b> sports, volunteering or independent living)				
			SAC6944A008	<b>Technology</b> (such as assistive technology, accessible technology or help paying for technology)				
			SAC6944A009	<b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications)				
			SAC6944A010	<b>Emergency Preparedness</b> (such as emergency or disaster preparedness <b>at home or work</b> or emergency management)				
			SAC6944A011	<b>I'm not sure which subject to choose</b>				
SAC6945	B	Please explain what information you were looking for on Disability.gov. (open-ended)				Text area, no char limit		N
SAC6946		How did you look for information on Disability.gov? <i>Please select the best answer.</i>	SAC6946A001	<del>I used the search engine at the top of the page</del>	A, B	Radio button, one-	Single	Y
			SAC6946A002	<del>I used the "Information by Topic" and other menus on the left side of the page</del>	G			

Model Instance Name  
 Disability.gov V3  
 MID: 5I0gF1IR98F1NkBM0FUZBw==  
 Date: 1/17/2012

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 pink: ADDITION  
 blue + -->: REWORDING

Disability.gov V3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Response (select from)	Single or Multi	Required Y/N
			SAC6946A003	I used both the search engine at the top of the page, as well as the "Information by Topic" and other menus on the left side of the page	M, N, R			
SAC6947	A	Please rate your overall happiness with the site's search engine.	SAC6947A001 SAC6947A002 SAC6947A003 SAC6947A004 SAC6947A005 SAC6947A006 SAC6947A007 SAC6947A008 SAC6947A009 SAC6947A010	1 = Very unhappy 2 3 4 5 6 7 8 9 10 = Very happy		Radio button, scale	Single	Y
SAC6948	B	Did the search engine help you find the information you were looking for on Disability.gov today?	SAC6948A001 SAC6948A002	Yes No	F, I, Y	Radio button, scale	Single	Y
SAC6949	F	How can we make the search engine more useful to you?				Text area, no choice	Single	N
SAC6950	I	Tell us more about your search experience. Please select all that apply.	SAC6950A001 SAC6950A002 SAC6950A003 SAC6950A004 SAC6950A005 SAC6950A006 SAC6950A007 SAC6950A008 SAC6950A009	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for There were not enough results There was not enough information in the description of the results to decide which resource to choose Many of the search results looked like the same resource There were too many results The results were not organized in a helpful way The link didn't take me to where I thought it was going to go I had a different problem with the search results	J K	Checkbox, one or more	Multi	Y
SAC6951	Y	Please tell us if there are any other websites you like to use to find similar information. (open-ended)				Text area, no choice	Single	N
SAC6952	J	Please explain where you thought the link would take you.				Text area, no choice	Single	N
SAC6953	K	Please explain the problem you had with your search results.				Text area, no choice	Single	N
SAC6954	G	Did you have any problems using the "Information by Topic" and other menus on the left side of the page to find information on the site?	SAC6954A001 SAC6954A002	Yes No	L, AA	Radio button, scale	Single	Y
SAC6955	L	How can we make the "Information by Topic" and other menus on the left side of the page easier to use? (open-ended)				Text area, no choice	Single	Y
SAC6956	AA	Please tell us if there are any other websites you like to use to find similar information. (open-ended)				Text area, no choice	Single	N

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**Disability.gov V3 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Response (select from)	Single or Multi	Required Y/N
SAC6957	M	Which option was more helpful?	SAC6957A001 SAC6957A002	I liked using the "Information by Topic" and other menus on the left side of the page to find resources on the site I liked using the search engine at the top of the page to find resources on the site		Radio button, or	Single	Y
SAC6958	N	Did the search engine at the top of the page help you find the information you were looking for on Disability.gov today?	SAC6958A001 SAC6958A002	Yes No	T, U, Z	Radio button, or	one-up-vertical	
SAC6959	T	How can we make the search engine more useful to you?				Text area, no char limit		
SAC6960	U	Tell us more about your search experience. (Please select all that apply)	SAC6960A001 SAC6960A002 SAC6960A003 SAC6960A004 SAC6960A005 SAC6960A006 SAC6960A007 SAC6960A008 SAC6960A009	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for There were not enough results There was not enough information in the description of the results to decide which resource to choose Many of the search results looked like the same resource There were too many results The results were not organized in a helpful way The link didn't take me to where I thought it was going to go I had a different problem with the search results	V W	Checkbox, or	one-up-vertical	
SAC6961	V	Please explain where you thought the link would take you.				Text area, no char limit	Single	N
SAC6962	Z	Please tell us if there are any other websites you like to use to find similar information. (open-ended)				Text area, no char limit	Single	N
SAC6963	W	Please explain the problem you had with your search results.				Text area, no char limit	Single	N
SAC6964	R	Did you have any problems using the "Information by Topic" and other menus on the left side of the page to find information on the site?	SAC6964A001 SAC6964A002	Yes No	X	Radio button, or	Single	Y
SAC6965	X	How can we make the "Information by Topic" and other menus on the left side of the page easier to use?				Text area, no char limit	Single	Y
		How did you first start to look for information on Disability.gov? Please select the best answer.		I used the search engine at the top of the page I used the "Information by Topic" menu on the left side of the page I am not sure	C I	Radio button, or	Single	Y
	C	Did the search engine help you find the information you were looking for on Disability.gov?		Yes No	D	Radio button, or	Single	Y
	D	Tell us more about your search experience. Please select all that apply.		I didn't know which word or phrase to enter into the search engine I did not receive any search results There were not enough search results	H H H	Checkbox, or	Multi	Y

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Disability.gov V3 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
				There was not enough information in the description of the results to decide which resource to choose	F			
				Many of the search results looked like the same resource	F			
				The results were not organized in a helpful way	F			
				The search results did not answer my question	F			
				I had a different problem with the search results	E, F			
	E	Please explain the problem you had with your search results.				Text area, no char limit	Single	N
	F	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?		Yes	H	Radio button, or checkbox	Single	Y
				No	G, H			
	G	Please tell us why you didn't "Narrow Your Results."				Text area, no char limit	Single	N
	H	How can we make the search engine more useful?				Text area, no char limit	Single	N
	I	Did you have any problems using the "Information by Topic" menu on the left side of the page to find information on the site?		Yes	J, K	Radio button, or checkbox	Single	Y
				No				
	J	How can we make the "Information by Topic" menu on the left side of the page more useful? (open-ended)				Text area, no char limit	Single	N
	K	Did you choose to "Narrow Your Results" by topic(s), audience(s) or disability type(s), using the options on the left side of the page?		Yes		Radio button, or checkbox	Single	Y
				No	L			
	L	Please tell us why you didn't "Narrow Your Results."				Text area, no char limit		N
		What would you like to see improved on Disability.gov?				Text area, no char limit		N
SAC6966		Disability.gov is a web portal that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a portal that sends you to other sites for information?	SAC6966A001	Yes		Drop down, select	Single	Y
			SAC6966A002	No				

Special Instructions	CQ Label
	Type of Information
Skip Logic Group	Role
Skip Logic Group	Other role
Skip Logic Group	Specific Information
Skip Logic Group	OE_Information
<del>Skip Logic Group</del>	<del>Look for Information</del>

Special Instructions	
Special Instructions	CQ Label
Skip-Logic-Group	S_Search-Rating
Skip-Logic-Group	S_Search-Helped
Skip-Logic-Group	S_OE_Search-Changes
Skip-Logic-Group	S_Search-Experience
Skip-Logic-Group	S_OE_Other-Sites
Skip-Logic-Group	S_OE_Unexpected-Link
Skip-Logic-Group	S_OE_Problem-with-Search
Skip-Logic-Group	T_Info-by-Topic-Usage
Skip-Logic-Group	T_OE_Improve-Info-by-Topic
Skip-Logic-Group	S_OE_Other-Sites

Special Instructions	
Special Instructions	CQ Label
Skip Logic Group	<del>B_Option</del>
	<del>B_Search Helped</del>
	<del>B_OE_Search Changes</del>
	<del>B_Search Experience</del>
Skip Logic Group	B_OE_Unexpected Link
Skip Logic Group	B_OE_Other Sites
Skip Logic Group	<del>B_OE_Problem with Search</del>
Skip Logic Group	B_Info by Topic Usage
Skip Logic Group	<del>B_OE_Improve Info by Topic</del>
Skip Logic Group	First Look
Skip Logic Group	Search Helped
Skip Logic Group	Search Experience

Special Instructions	
Special Instructions	CQ Label
Skip Logic Group	OE_Search Problem
Skip Logic Group	Search Narrow
Skip Logic Group	OE_Search Narrow
Skip Logic Group	OE_Search Changes
Skip Logic Group	Info by Topic Usage
Skip Logic Group	OE_Info by Topic Changes
Skip Logic Group	Info by Topic Narrow
Skip Logic Group	OE_Info by Topic Narrow
	Improvement
	Portal

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**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AML001032		What information were you looking for on Disability.gov today? Please select the best answer.	Only information on programs or services in my state Only information on national programs or services Information on both national and state programs or services		Radio button, one-up vertical	Single
		Which of the following statements best describes you? Please select the best answer.	I am a person with a disability or am disabled I am a friend or family member of someone with a disability I am a professional who works with people with disabilities I am an educator who works with students with disabilities I am a student who is doing research I am an employer or human resource (HR) professional Other (please specify):	A	Radio button, one-up vertical	single
	A	Other reason for visiting Disability.gov			Text field, <100 char	
AML001033		In general, which subject(s) did you want to get information about? Please select all that apply.	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability) <b>Benefits</b> (such as getting Social Security (SSI/SSDI), Veterans or other benefits, paying for prescriptions or home energy assistance) <b>Housing</b> (such as getting Section 8 housing, finding an affordable apartment, buying a house or housing discrimination) <b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws and regulations or filing a complaint) <b>Education</b> (such as money for school, going to college or teaching students with disabilities) <b>Health</b> (such as specific disabilities, getting health insurance, dental or health care or caregiver resources) <b>Community Life</b> (such as accessible sports, volunteering or independent living) <b>Technology</b> (such as assistive technology, accessible technology or help paying for technology) <b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications) <b>Emergency Preparedness</b> (such as emergency or disaster preparedness at home or work or emergency management) I'm not sure which subject to choose	A	Checkbox, one-up vertical	Multi
AML001034	A	Please explain what information you were looking for on Disability.gov. (open-ended)			Text area, no char limit	
AML001035		How did you look for information on Disability.gov? Please select the best answer.	I used the search engine at the top of the page I used the "Information by Topic" and other menus on the left side of the page I used both the search engine at the top of the page, as well as the "Information by Topic" and other menus on the left side of the page	A, B, C, D, E, G, H, M, N, O, P, Q, R, S	Radio button, one-up vertical	Single
AML001036	A	Please rate your overall happiness with the site's search engine.	1 = Very unhappy 2		Radio button, scale, no don't kn	Single

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**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			3 4 5 6 7 8 9 10=Very happy			
AML001037	B	Did the search engine help you find the information you were looking for on Disability.gov today?	Yes No	F, I, Y	Radio button, one-up vertical	Single
AML001038	F	How can we make the search engine more useful to you?			Text area, no char limit	Single
AML001039	I	Tell us more about your search experience. <i>Please select all that apply.</i>	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for There were not enough results There was not enough information in the description of the results to decide which resource to choose Many of the search results looked like the same resource There were too many results The results were not organized in a helpful way The link didn't take me to where I thought it was going to go I had a different problem with the search results	J K	Checkbox, one-up vertical	Multi
	Y	<i>Please tell us if there are any other websites you like to use to find similar information. (open-ended)</i>			<i>Text area, no char limit</i>	<i>Single</i>
AML001040	J	<i>Please explain where you thought the link would take you.</i>			Text area, no char limit	Single
AML001041	K	Please explain the problem you had with your search results.			Text area, no char limit	Single
AML001042	C	Did you use the magnifying glass icon under each search result to see where the resource is located on the site?	Yes No		Radio button, one-up vertical	Single
AML001043	D	<i>Please tell us the exact word or phrase you typed into the search engine:-</i>			<i>Text area, no char limit</i>	<i>Single</i>
AML001044	E	Did you use the Advanced Search?	Yes No		Radio button, one-up vertical	Single
AML001045	G	Did you have any problems using the "Information by Topic" and other menus on the left side of the page to find information on the site?	Yes No	L, AA	Radio button, one-up vertical	Single
AML001046	L	How can we make the "Information by Topic" and other menus on the left side of the page easier to use? (open-ended)			Text area, no char limit	Single

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**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
	AA	Please tell us if there are any other websites you like to use to find similar information. (open-ended)			Text area, no char limit	Single
AML001047	H	Please tell us which categories and subcategories you visited today:-			Text area, no char limit	Single
AML001048	M	Which option was more helpful?	I liked using the "Information by Topic" and other menus on the left side of the page to find resources on the site I liked using the search engine at the top of the page to find resources on the site		Radio button, one-up vertical	Single
AML001049	N	Did the search engine at the top of the page help you find the information you were looking for on Disability.gov today?	Yes		Radio button, one-up vertical	
			No	T, U, Z		
AML001050	T	How can we make the search engine more useful to you?			Text area, no char limit	
AML001051	U	Tell us more about your search experience. (Please select all that apply)	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for There were not enough results There was not enough information in the description of the results to decide which resource to choose Many of the search results looked like the same resource There were too many results The results were not organized in a helpful way The link didn't take me to where I thought it was going to go I had a different problem with the search results	V W	Checkbox, one-up vertical	
AML001052	V	Please explain where you thought the link would take you.			Text area, no char limit	Single
	Z	Please tell us if there are any other websites you like to use to find similar information. (open-ended)			Text area, no char limit	Single
AML001053	W	Please explain the problem you had with your search results.			Text area, no char limit	Single
AML001054	O	Did you use the magnifying glass icon under each search result to see where the resource was located on the site?	Yes		Radio button, one-up vertical	Single
			No			
AML001055	P	Please tell us the exact word or phrase you typed into the search engine:			Text area, no char limit	Single
AML001056	Q	Did you use the Advanced Search?	Yes		Radio button, one-up vertical	Single
			No			
AML001057	R	Did you have any problems using the "Information by Topic" and other menus on the left side of the page to find information on the site?	Yes	X	Radio button, one-up vertical	Single
			No			

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**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AML001058	X	How can we make the "Information by Topic" and other menus on the left side of the page easier to use?			Text area, no char limit	Single
<del>AML001059</del>	<del>S</del>	<del>Please tell us which categories and subcategories you visited today:</del>			<del>Text area, no char limit</del>	<del>Single</del>
AML001060		Disability.gov is a web portal that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a portal that sends you to other sites for information?	Yes		Drop down, select one	Single
			No			

Required Y/N	Special Instructions	CQ Label
Y		Type of Information
N		Role
N		Other role
Y	OPS Group	Specific Information
	OPS Group	OE_Information
Y	Skip Logic Group	Look for Information
Y	Skip Logic Group	S_Search Rating



Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	S_Search Helped
N	Skip Logic Group	S_OE_Search Char
Y	Skip Logic Group	S_Search Experien
N	Skip Logic Group	S_OE_Other Sites
N	Skip Logic Group	S_OE_Unexpected
N	Skip Logic Group	S_OE_Problem with
<del>Y</del>	<del>Skip Logic Group</del>	<del>S_Magnifying Glass</del>
<del>N</del>	<del>Skip Logic Group</del>	<del>S_OE_Search Phra</del>
<del>Y</del>	<del>Skip Logic Group</del>	<del>S_Advanced Seare</del>
Y	Skip Logic Group	T_Info by Topic Use
Y	Skip Logic Group	T_OE_Improve Info

Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group	S_OE_Other Sites
N	Skip Logic Group	T_OE_Topic Categ
Y	Skip Logic Group	B_Option
		B_Search Helped
		B_OE_Search Char
		B_Search Experien
N	Skip Logic Group	B_OE_Unexpected
N	Skip Logic Group	B_OE_Other Sites
N	Skip Logic Group	B_OE_Problem with
Y	Skip Logic Group	B_Magnifying Glass
N	Skip Logic Group	B_OE_Search Phra
Y	Skip Logic Group	B_Advanced Search
Y	Skip Logic Group	B_Info by Topic Usa

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	B_OE_Improve Info
N	<del>Skip Logic Group</del>	<del>B_OE_Topic Categ</del>
Y		Portal

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**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AML001032		Which type of information were you looking for on Disability.gov today? (Please select the best answer.)	Only information on programs or services in my state Only information on national programs or services Information on both national and state programs or services		Radio button, one-up vertical	Single
AML001033		In general, which subject(s) did you want to get information about? (Please select all that apply.)	<b>Employment</b> (such as finding a job, starting a business or hiring someone with a disability) <b>Benefits</b> (such as getting Social Security (SSI/SSDI), Veterans or other benefits, paying for prescriptions or home energy assistance) <b>Housing</b> (such as getting Section 8 housing, finding an affordable apartment, buying a house or housing discrimination) <b>Civil Rights</b> (such as information about the Americans with Disabilities Act (ADA) and other laws & regulations or filing a complaint) <b>Education</b> (such as money for school, going to college or teaching students with disabilities) <b>Health</b> (such as specific disabilities, getting health insurance, dental or health care or caregiver resources) <b>Community Life</b> (such as accessible sports, volunteering or independent living) <b>Technology</b> (such as assistive technology, accessible technology or help paying for technology) <b>Transportation</b> (such as getting a ride, accessible transportation and paying for vehicle modifications) <b>Emergency Preparedness</b> (such as emergency/disaster preparedness at home or work or emergency management) <b>I'm not sure which subject to choose</b>	A	Checkbox, one-up vertical	Multi
AML001034	A	Please explain what information you were looking for:			Text area, no char limit	
AML001035		How did you look for information on Disability.gov? (Please select the best answer.)	I used the search engine I used the "Information by Topic" menu on the left side of the page I used both the search engine and the "Information by Topic" menu on the left side of the page	A, B, C, D, E G, H M, N, O, P, Q, R, S	Radio button, one-up vertical	Single
AML001036	A	Please rate your overall happiness with the site's search engine.	1 = Very unhappy 2 3 4 5 6 7 8 9 10=Very happy		Radio button, scale, no don't kn	Single
AML001037	B	Did the search engine help you find the information you were looking for on Disability.gov today?	Yes		Radio button, one-up vertical	Single

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			No	F, I		
AML001038	F	How can we make the search engine more useful to you?			Text area, no char limit	Single
AML001039	I	Tell us more about your search experience. (Please select all that apply)	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for There were not enough results There was not enough information in the description of the results to decide which resource to choose Many of the search results looked like the same resource There were too many results The results were not organized in a helpful way The link didn't take me to where I thought it was going to go I had a different problem with the search results	J K	Checkbox, one-up vertical	Multi
AML001040	J	Please explain where you expected the link to take you:			Text area, no char limit	Single
AML001041	K	Please explain the problem you had with your search results:			Text area, no char limit	Single
AML001042	C	Did you use the magnifying glass icon under each search result to see where the resource is located on the site?	Yes No		Radio button, one-up vertical	Single
AML001043	D	Please tell us the exact word or phrase you typed into the search engine:			Text area, no char limit	Single
AML001044	E	Did you use the Advanced Search?	Yes No		Radio button, one-up vertical	Single
AML001045	G	Did you have any problems using the "Information by Topic" menu on the left side of the page to find information on the site?	Yes No	L	Radio button, one-up vertical	Single
AML001046	L	How can we make the "Information by Topic" menu easier to use?			Text area, no char limit	Single
AML001047	H	Please tell us which categories and subcategories you visited today:			Text area, no char limit	Single
AML001048	M	Which option was more helpful?	I liked using the "Information by Topic" menu on the left side of the page to help me find the resources I wanted I liked using the search engine to help me find the resources I wanted		Radio button, one-up vertical	Single
AML001049	N	Did the search engine help you find the information you were looking for on Disability.gov today?	Yes No	T, U	Radio button, one-up vertical	
AML001050	T	How can we make the search engine more useful to you?			Text area, no char limit	
AML001051	U	Tell us more about your search experience. (Please select all that apply)	I didn't know which word or phrase to enter into the search engine to find the information I was looking for The results were not what I was looking for		Checkbox, one-up vertical	

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 blue + -->: REWORDING

**Disability.gov V2 CUSTOM QUESTION LIST**

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			There were not enough results	V W		
			There was not enough information in the description of the results to decide which resource to choose			
			Many of the search results looked like the same resource			
			There were too many results			
			The results were not organized in a helpful way			
			The link didn't take me to where I thought it was going to go			
			I had a different problem with the search results			
AML001052	V	Please explain where you expected the link to take you:			Text area, no char limit	Single
AML001053	W	Please explain the problem you had with your search results:			Text area, no char limit	Single
AML001054	O	Did you use the magnifying glass icon under each search result to see where the resource was located on the site?	Yes		Radio button, one-up vertical	Single
			No			
AML001055	P	Please tell us the exact word or phrase you typed into the search engine:			Text area, no char limit	Single
AML001056	Q	Did you use the Advanced Search?	Yes		Radio button, one-up vertical	Single
			No			
AML001057	R	Did you have any problems using the "Information by Topic" menu to find information on the site?	Yes	X	Radio button, one-up vertical	Single
			No			
AML001058	X	How can we make the "Information by Topic" menu easier to use?			Text area, no char limit	Single
AML001059	S	Please tell us which categories and subcategories you visited today:			Text area, no char limit	Single
AML001060		Disability.gov is a web portal that directs people to information and resources on other websites. Before reading this statement, did you know that Disability.gov is a portal that sends you to other sites for information?	Yes		Drop down, select one	Single
			No			



Required Y/N	Special Instructions	CQ Label
Y		Type of Information
Y	OPS Group	Specific Information
	OPS Group	OE Information
Y	Skip Logic Group	Look for Information
Y	Skip Logic Group	S_Search Rating
Y	Skip Logic Group	S_Search Helped



Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group	S_OE_Search Cha
Y	Skip Logic Group	S_Search Experien
N	Skip Logic Group	S_OE_Unexpected
N	Skip Logic Group	S_OE_Problem with
Y	Skip Logic Group	S_Magnifying Glass
N	Skip Logic Group	S_OE_Search Phra
Y	Skip Logic Group	S_Advanced Search
Y	Skip Logic Group	T_Info by Topic Usa
Y	Skip Logic Group	T_OE_Improve Info
N	Skip Logic Group	T_OE_Topic Categ
Y	Skip Logic Group	B_Option
		B_Search Helped
		B_OE_Search Cha
		B_Search Experien



Required Y/N	Special Instructions	CQ Label
N	Skip Logic Group	B_OE_Unexpected
N	Skip Logic Group	B_OE_Problem with
Y	Skip Logic Group	B_Magnifying Glass
N	Skip Logic Group	B_OE_Search Phra
Y	Skip Logic Group	B_Advanced Search
Y	Skip Logic Group	B_Info by Topic Usa
Y	Skip Logic Group	B_OE_Improve Info
N	Skip Logic Group	B_OE_Topic Categ
Y		Portal

Holiday 2010 Custom Question Setup

**YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B**

~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	A lot more			Single	Y
Spend intention with this retailer		Do you expect to spend more or less online during the 2010 holiday season with <b>retailer.com</b> compared to 2009?	A lot more A little less A lot less Not sure	S S			Y
	R	Why do you expect to spend more online with <b>retailer.com</b> this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify):	Z	Checkbox, one-up vertical	Multi	Y

Please use the following guidelines:  
 - DO NOT MODIFY THE WORDING of the ANSWER CHOICES  
 - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES  
 - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization  
 - DO NOT change the CQ LABELS  
 - You may change your company name in the question which is highlighted in BLUE



**Special Instructions**

Skip Logic Group

Skip Logic Group