

Welcome and Thank You Text

Welcome Text

Thank you for visiting Palmetto GBA JM. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of Palmetto GBA JM. Please take a minute or two to give us your opinions. The feedback you provide will help Palmetto GBA JM enhance its site and serve you better in the future. All results are strictly confidential.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

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.

Thank You Text - Alternate

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 web site.



Customer Satisfaction Survey

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 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 web site.

Cancel

Submit

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Model Name CMS - Palmetto GBA JM MAC
 Model ID New
 Partitioned Yes
 Date 6/29/2015

Red & Strikethrough: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Content <i>(1=Poor, 10=Excellent, Don't Know)</i> 1 Please rate the accuracy of information on this site. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.		Satisfaction <i>(1=Poor, 10=Excellent)</i> 21 What is your overall satisfaction with this site? 22 How well does this site meet your expectations ? 23 How does this site compare to your idea of an ideal website ?		Likelihood to Return <i>(1=Not Very Likely, 10=Very Likely)</i> 24 How likely are you to return to this site ?
	Functionality <i>(1=Poor, 10=Excellent, Don't Know)</i> 4 Please rate the usefulness of the services provided on this site. 5 Please rate the convenience of the services on this site. 6 Please rate the ability to accomplish what you wanted to on this site.				Recommend <i>(1=Not Very Likely, 10=Very Likely)</i> 25 How likely are you to recommend this site to someone else ?
	Look and Feel <i>(1=Poor, 10=Excellent, Don't Know)</i> 7 Please rate the ease of reading this site. 8 Please rate the clarity of site organization . 9 Please rate the clean layout of this site.				Primary Resource <i>(1=Not Very Likely, 10=Very Likely)</i> 26 How likely are you to use this site as your primary resource for getting information on Medicare?
	Navigation <i>(1=Poor, 10=Excellent, Don't Know)</i> 10 Please rate the degree to which the number of steps it took to get where you want is acceptable. 11 Please rate the ability to find information you want on this site. 12 Please rate the clarity of the site map/directory . 13 Please rate the ease of navigation on this site.				
	Site Performance <i>(1=Poor, 10=Excellent, Don't Know)</i> 14 Please rate the speed of loading the page on this site. 15 Please rate the consistency of speed on this site. 16 Please rate the reliability of site performance on this site.				
	Search <i>(1=Poor, 10=Excellent, Don't Know)</i> 17 Please rate the usefulness of search results on this site. 18 Please rate how this site provides comprehensive search results . 19 Please rate the organization of search results on this site. 20 Please rate how the search feature helps you to narrow the results to find				

