

**Common Usability Issues with Web Surveys:
Results from Usability Testing of the
American Community Survey/
Puerto Rico Community Survey and
Census Quality Survey Online Instruments**


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Census Bureau Demographic Surveys Online

- Census Quality Survey (live summer 2010)
- National Survey of College Graduates (live)
- American Community Survey (ACS)- goes live Spring 2011
- Puerto Rico Community Survey (PRCS) – also goes live Spring 2010
- More coming soon!



Small Sampler of Findings

- ACS, PRCS, and CQS- commonalities, similarities, and differences
- Benefits of Iterative Testing
- Advantages of Iterative Testing
 1. Login Screen- Improvements through iterative testing
 2. Roster & Residence Rules
 3. Progress Indicator
 4. Use (or lack thereof) of “Help” Links
 5. Grid formatted yes/no question (ACS/PRCS Facilities & Insurance)

1. Login-Screen



ACS 946 839 215 01 111 1103 08

SEQ004-49315



TO THE RESIDENT OF:

198 Young Rd

Anytown, MD 03612

ACS Round 2


USCENSUS BUREAU

Helping You Make Informed Decisions

1. Login-Screens

USCENSUSBUREAU
Helping You Make Informed Decisions

**AMERICAN
COMMUNITY**



ACS 999 999 999 01 111 1234 50
SEQ004-49315

Household ID

PIN

TO THE RESIDENT OF:
101 Main St
Anytown, MD 00043

Login

TO THE RESIDENT OF:
101 Main St
Anytown, MD 00043

**** WARNING ****

You have accessed a UNITED STATES GOVERNMENT computer. Use of this computer without authorization or for the purposes for which authorization has not been extended is a violation of federal law and can be punished with fines or imprisonment (PUBLIC LAW 99-474). System usage may be monitored, recorded, and subject to audit. Use of this system indicates consent to monitoring and recording.

ACS Login Screen Round 2 – 9s

Round 2 Login Screen

- Participant enters the example numbers

Do not include any spaces.

Household ID:

PIN:

Participant 34

Round 2 Login Screen

Participant enters the spaces with the Household ID (HHID)



Do not include any spaces

Household ID:

PIN:

Login

Participant 32

Round 2 Login Screen - Xs

The example numbers were replaced with Xs.



** WARNING **

You have accessed a UNITED STATES GOVERNMENT computer. Use of this computer without authorization or for the purposes for which authorization has not been extended is a violation of federal law and can be punished with fines or imprisonment (PUBLIC LAW 99-474). System usage may be monitored, recorded, and subject to audit. Use of this system indicates consent to monitoring and recording.

Round 2 LoginScreen

3 of the 4 of the participants who saw this option put in the Xs from the example image (and spaces)

Do not include any spaces.

Household ID:

PIN:

Login

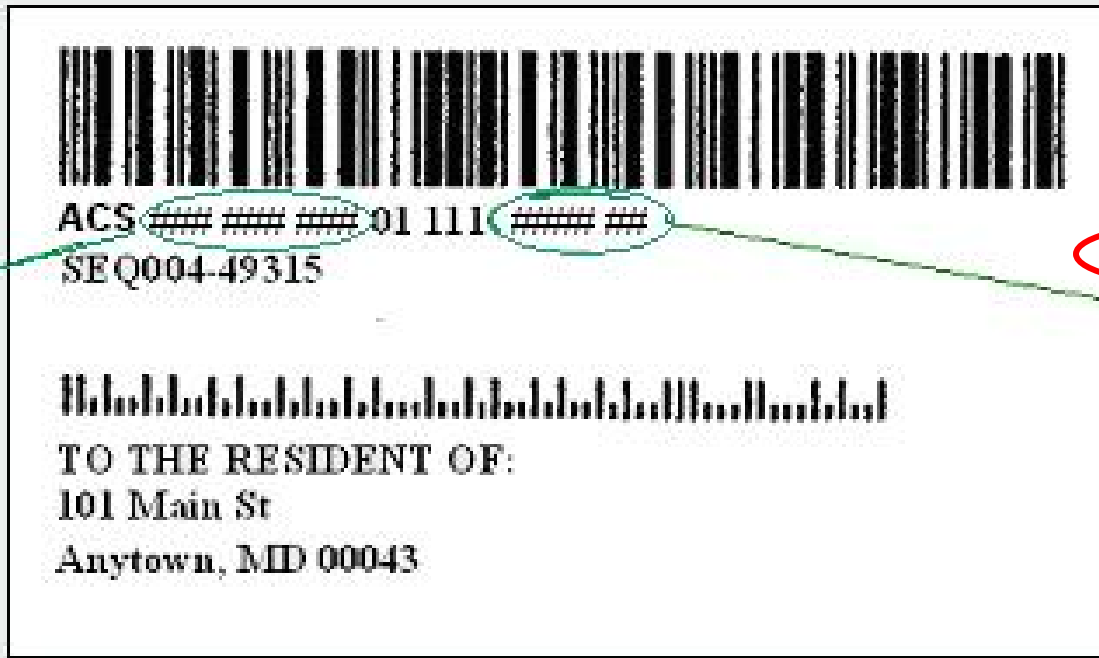
Participant 41

Round 2 Login Screen

The image was changed again to include #s



Example Household ID



Example PIN

The word "example" was also added to the image

Round 2 LoginScreen

Participant entered it correctly

Do not include any spaces.

Household ID:

PIN:

Participant 45

Round 2 Test Screen: Welcome Screen

The last participant entered both the ACS and SEQ lines *and* included the spaces



Do not include any spaces.

Household ID: 15 01 111 1103 08

PIN: E Q004-49312

Login

Participant 50

Login Screen

- No one entered #s for the following rounds of ACS testing
- The image was also changed for CQS before the fully programmed instrument was tested
 - Also no #s entered
- Perhaps this is the best method (so far) of presenting an example user ID

2. Roster & Residence Rules

- In general, Ps have some difficulty with deciding whom to include on their list of household residents
 - Esp. in complex household (e.g., commuters, shared custody, boarding school students, roomers and boarders, etc.)

2. Roster & Residence Rules

2010 Census Quality Survey

USCENSUSBUREAU
Helping You Make Informed Decisions

Brother or sister
Father or mother
Grandchild
What is this person's sex?
Male Female
How is this person related to you?
Husband or wife
Biological son or daughter
Adopted son or daughter
Stepson or stepdaughter

Instructions **FAQs** **Logout** **Where You Are**

→ **Household Information**
Person Information
Residence Information

Please list the names of each person who was living and sleeping at 123 Any Street on January 1, 2010. ([Help](#))

Enter names until you have listed everyone who lives or stays there, then click Next.

First Name	MI	Last Name
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

[Click here to add more people](#)

[Accessibility](#) [Privacy](#)

2. Roster & Residence Rules

USCENSUSBUREAU
Helping You Make Informed Decisions

AMERICAN
COMMUNITY
SURVEY

[Instructions](#)

[FAQs](#)

[Save & Logout](#)

➔ The following questions are about everyone who is living or staying at 198 Young Rd..

First, create a list of people. Enter one person on each line. Leave any extra lines blank. Enter names until you have listed everyone who lives or stays there, then click Next. [\(Help\)](#)

First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Click here to add more people](#)

<< Previous

Next >>

[Contact Us](#)

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ACS ROSTER A

USCENSUSBUREAU

Helping You Make Informed Decisions

2. Roster & Residence Rules

USCENSUSBUREAU
Helping You Make Informed Decisions

ENCUESTA SOBRE LA COMUNIDAD DE PUERTO RICO

[Instrucciones](#)

[Preguntas Frecuentes](#)

[Guarde y Termine la Sesión](#)

➔ Las siguientes preguntas son acerca de todas las personas que viven o se quedan en URB LAGO DE PLATA, 253 CALLE HIBISCUS.

Primero, cree una lista de personas. Entre una persona en cada línea. Deje en blanco cualquier línea extra. Entre los nombres hasta que haya listado a todas las personas que viven o se quedan allí, y entonces oprima en [Siguiete](#). [\(Ayuda\)](#)

Nombre	Inicial	Apellidos
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Oprima aquí para añadir a más personas](#)

<< Anterior

Siguiete >>

[Comuníquese con nosotros](#)

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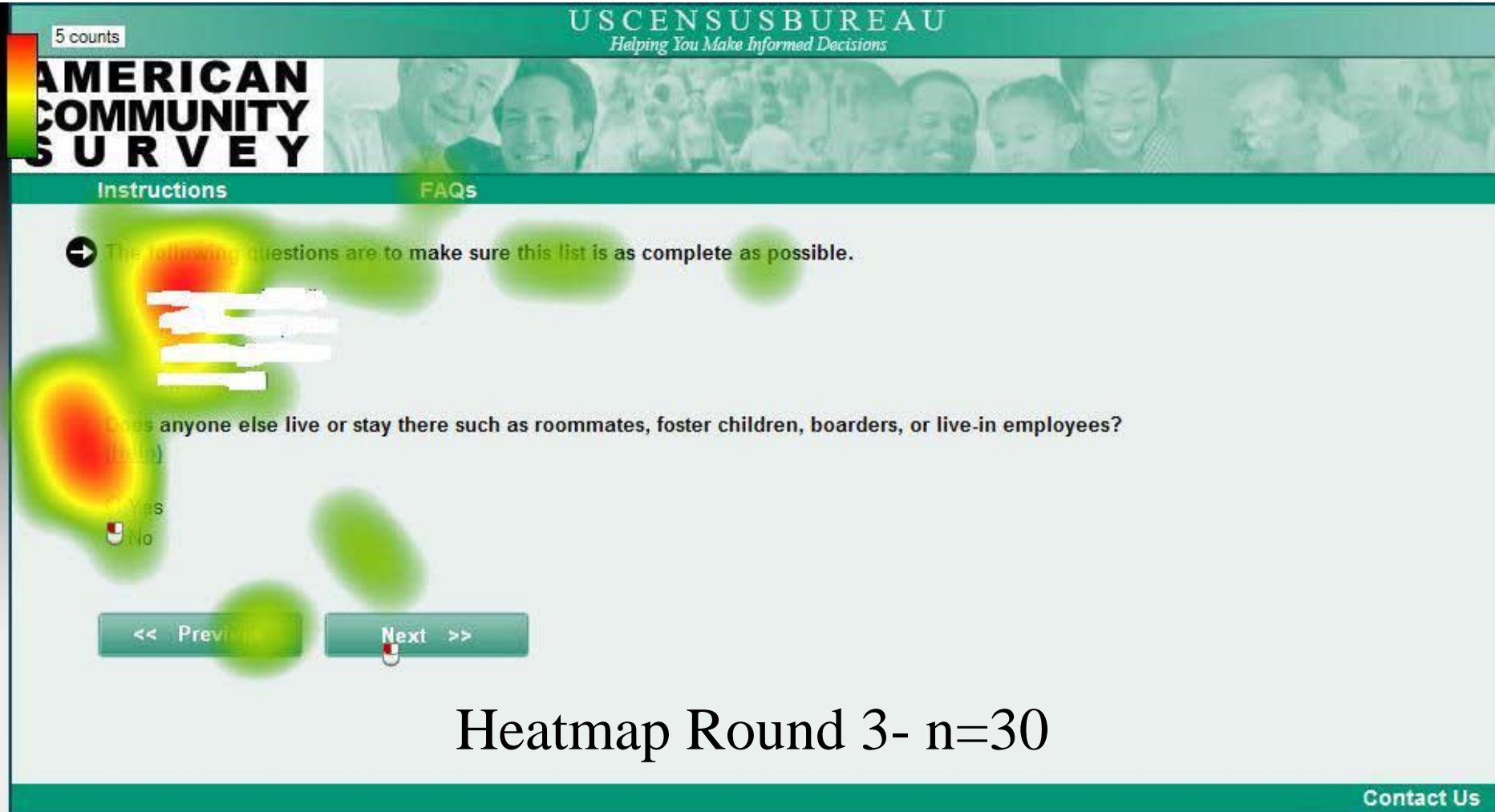
PRCS ROSTER A

USCENSUSBUREAU

Helping You Make Informed Decisions

2. Roster & Residence Rules

Rounds 3 & 4A: ACS ROSTER B Duplication –name added to Roster A and then again at Roster B



Heatmap Round 3- n=30

2. Roster & Residence Rules

USCENSUSBUREAU
Helping You Make Informed Decisions

AMERICAN
COMMUNITY
SURVEY

Instructions

FAQs

Save & Logout

➔ The following questions are to make sure this list is as complete as possible.

Other than the person listed below, does ANYONE ELSE live or stay there? [\(Help\)](#)

For example, roommates, foster children, boarders, or live-in employees.

Name Here
Name Here

- Yes
 No

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Next >>

Contact Us

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2. Roster & Residence Rules

2010 Census Quality Survey

USCENSUSBUREAU
Helping You Make Informed Decisions

Brother or sister
Father or mother
Grandchild
What is this person's sex?
Male Female
How is this person related to you?
Husband or wife
Biological son or daughter
Adopted son or daughter
Stepson or stepdaughter

Instructions **FAQs** **Logout** **Where You Are**

→ **Household Information**
Person Information
Residence Information

Names listed:

Name Here
Name Here
Name Here

We do not want to miss any people who might have been staying at 123 Any Street on January 1, 2010. Were there any additional people that you did not already list?
[\(Help\)](#)

For Example:

- Children, such as newborn babies and foster children
- Relatives, such as adult children, cousins, or in-laws
- Nonrelatives, such as roommates or live-in babysitters
- Any other people with no permanent place to live

Yes
 No

Accessibility Privacy

2. Roster & Residence Rules

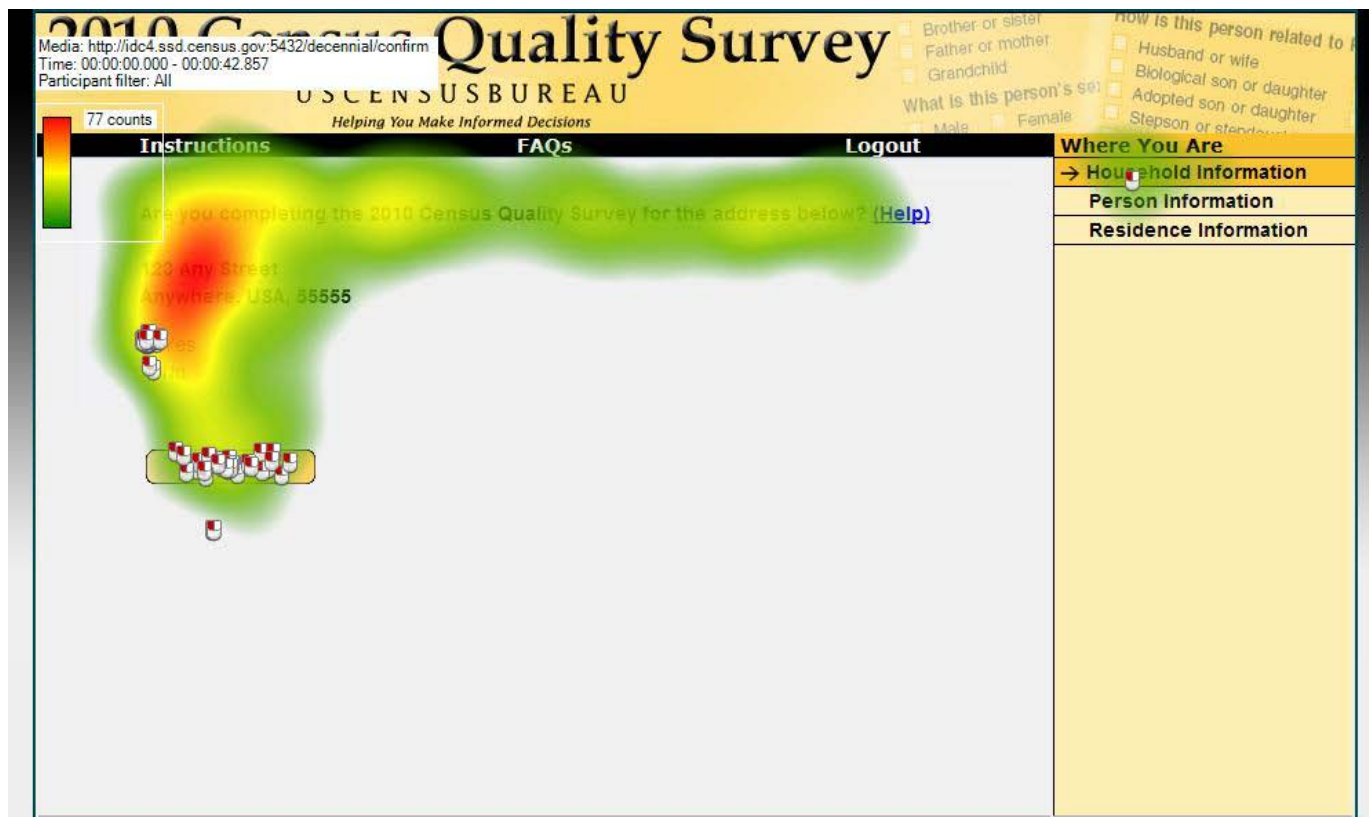
- Important to make the point of Roster B/MISS type screens clear
- To include additional people NOT already listed.
- When possible, ask the question first before giving a list of names.



3. Progress Indicator

- Although a non-clickable progress indicator was added to each of the 3 surveys, no participants reliably used it
- Eye-tracking shows little interest in the feature in its current form
 - Ps only really glanced at it when something changed
- CQS is much shorter than ACS

3. Progress Indicator



3. Progress Indicator

2010 Census Quality Survey

Media: <http://idc4.ssd.census.gov/5432/decennial/relation/1>
Time: 00:00:00.000 - 00:01:29.333
Participant filter: All

US CENSUS BUREAU
Helping You Make Informed Decisions

63 counts

Instructions FAQs Logout

Where You Are

- Household Information
- Person Information
- Residence Information

We need to record each person's relationship to [redacted] ([Help](#))

[redacted] is [redacted]

- Husband or wife
- Biological son or daughter
- Adopted son or daughter
- Stepson or stepdaughter
- Brother or sister
- Father or mother
- Grandchild
- Parent-in-law
- Son-in-law or daughter-in-law
- Other relative
- Roomer or boarder
- Unmarried partner or roommate
- Unmarried partner
- Other nonrelative

<< Previous [Relationship Selection]

3. Progress Indicator

The screenshot displays the USCENSUSBUREAU Community Survey interface. At the top, the header includes the text "USCENSUSBUREAU" and "Helping You Make Informed Decisions". Below the header, there is a navigation bar with links for "Instructions", "FAQs", and "Save & Logout". A sidebar on the right contains a "Where You Are" section with sub-sections for "Basic Info", "Housing Questions", and "Person Info". The main content area shows a question: "Of the people listed, who owns or rents this place? If the person who owns or pays rent on this place does NOT live here, choose any adult living or staying here." Below the question are two input fields, each with a red and white striped icon to its left. At the bottom of the main content area, there are two buttons: "<< Previous" and "> Next". A heatmap overlay is present on the page, showing a large area of high interaction (red and yellow) centered over the question and input fields. A small box in the top left corner contains the following text: "Media: http://idc4.ssd.census.gov:3125/acsx/ref_per", "Time: 00:00:00.000 - 00:00:55.932", and "Participant filter: All". The bottom of the page features a footer with the text "USCENSUSBUREAU" and "Helping You Make Informed Decisions", along with links for "Contact Us", "Accessibility", "Privacy", and "Security".

3. Progress Indicator

The screenshot displays the USCensusBureau Community Survey interface. At the top, the USCensusBureau logo and tagline "Helping You Make Informed Decisions" are visible. Below this, a navigation bar includes "Instructions", "FAQs", and "Save & Logout". A sidebar on the right, titled "Where You Are", lists "Basic Info", "Housing Questions", and "Person Info". The main content area shows a question about the building type, with a progress indicator on the left. The progress indicator is a vertical bar with a color gradient from green at the top to red at the bottom, and a small icon of a house with a red roof. The question asks "Which best describes this building?" and lists several options, each with a radio button. The options are: "A mobile home", "A one-family house detached from any other house", "A one-family house attached to one or more houses", "A building with 2 apartments", "A building with 3 to 4 apartments", "A building with 5 to 9 apartments", "A building with 10 to 19 apartments", "A building with 20 to 49 apartments", "A building with 50 or more apartments", and "Boat, RV, van, etc.". A "Previous" button is located at the bottom left of the question area. The bottom of the page features a footer with "Contact Us", "Accessibility", "Privacy", and "Security" links.

Media: <http://idc4.ssd.census.gov:3125/acsx/typeofunit>
Time: 00:00:00.000 - 00:01:31.813
Participant filter: All

COMMUNITY SURVEY
51 counts

Instructions FAQs Save & Logout

Where You Are

- Basic Info
- Housing Questions**
- Person Info

➔ Please answer the following questions about the house, apartment, or mobile home at:

198 Young Rd.
Anytown, MD 03612

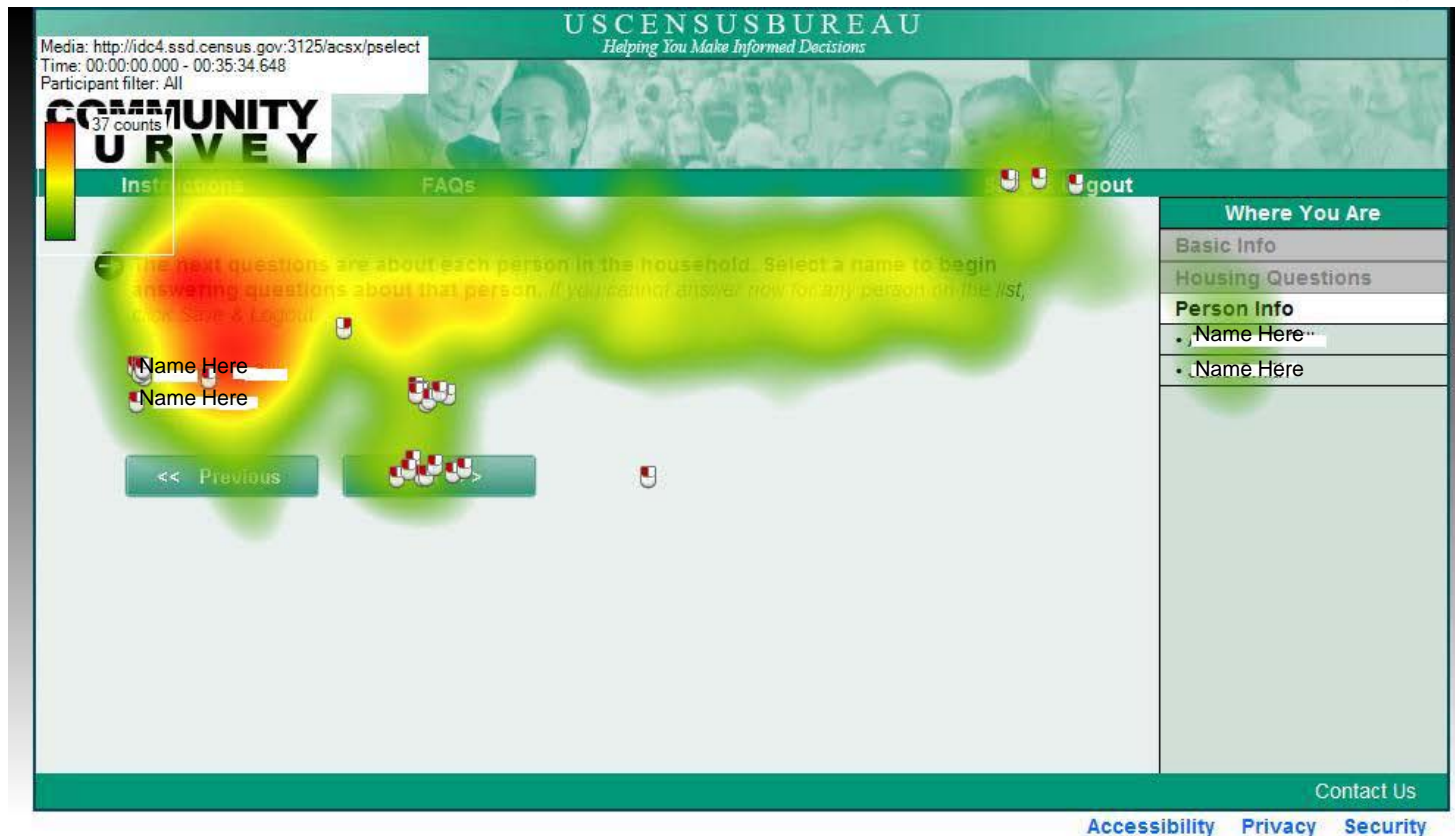
1 Which best describes this building? Include all apartments, flats, etc., even if vacant. [\(Help\)](#)

- A mobile home
- A one-family house detached from any other house
- A one-family house attached to one or more houses
- A building with 2 apartments
- A building with 3 to 4 apartments
- A building with 5 to 9 apartments
- A building with 10 to 19 apartments
- A building with 20 to 49 apartments
- A building with 50 or more apartments
- Boat, RV, van, etc.

<< Previous

Contact Us
[Accessibility](#) [Privacy](#) [Security](#)

3. Progress Indicator



ACS PSELECT Screen

3. Progress Indicator

USCENSUSBUREAU
Helping You Make Informed Decisions

Media: https://respond.census.gov/prcs/ref_per
Time: 00:00:00.000 - 00:00:41.818
Participant filter: All

LA COMUNIDAD DE PUERTO RICO
127 counts

Instrucciones Preguntas Frecuentes Guarde y Termine la Sesión

De las personas listadas, ¿quién es dueño(a) o quién alquila esta vivienda? Si no existe tal persona, seleccione a cualquier adulto que está viviendo o quedándose aquí.

- Name Here
- Name Here
- Name Here
- Name Here

<< Anterior Si >>

Dónde se encuentra

- Información básica
- Información sobre la vivienda
- Información sobre la persona

Comuníquese con nosotros

[Accessibility](#) [Privacy](#) [Security](#)

3. Progress Indicator

USCENSUSBUREAU
Helping You Make Informed Decisions

Media: <https://respond.census.gov/prcs/typeofunit>
Time: 00:00:00.000 - 00:02:24.820
Participant filter: All

LA COMUNIDAD DE PUERTO RICO
30 counts

Instrucciones Preguntas Frecuentes Guarde y Termine la Sesión

Dónde se encuentra


- Información básica
- Información sobre la vivienda
- Información sobre la persona

Por favor, conteste las siguientes preguntas sobre la casa, apartamento o casa móvil en:

URB LAGO DE PLATA
253 CALLE HIBISCUS
CUALQUIER PUEBLO, PR 03631

1 ¿Cuál describe mejor este edificio? *Incluya todos los apartamentos, pisos, etc. aunque estén desocupados. (Ayuda)*

- Una casa móvil
- Una casa separada de cualquier otra casa
- Una casa unida a una o más casas
- Un edificio con 2 apartamentos
- Un edificio con 3 a 4 apartamentos
- Un edificio con 5 a 9 apartamentos
- Un edificio con 10 a 19 apartamentos
- Un edificio con 20 a 49 apartamentos
- Un edificio con 50 apartamentos o más
- Bote o barco, vehículo recreativo, van, etc.

<< Anterior 

Comuníquese con nosotros
[Accessibility](#) [Privacy](#) [Security](#)

3. Progress Indicator

The screenshot displays the USCENSUS BUREAU interface for the PRCS PSELECT screen. At the top, the header reads "USCENSUS BUREAU" with the tagline "Helping You Make Informed Decisions". Below the header, there is a URL "Media: https://respond.census.gov/prcs/pselect", a timer "Time: 00:00:00.000 - 00:54:35.306", and a filter "Participant filter: All".

The main content area features a map of Puerto Rico with a heatmap overlay. A legend on the left indicates "100 counts" with a color scale from green to red. The map is populated with numerous small icons of a Puerto Rican flag. A navigation bar at the top of the map area includes "Instrucciones", "Preguntas Frecuentes", and "Terminar Sesión".

Below the map, there is a text prompt: "Seleccione el nombre de la siguiente persona por la que puede responder. Si usted no quiere contestar ahora para alguna persona en la lista, clique Guardar y Termine la Sesión." Below this prompt are two input fields labeled "Name Here" and two buttons: "Anterior" and "Siguiente >>".

On the right side, there is a sidebar with a "Dónde se encuentra" section. The sidebar contains the following items: "Información básica", "Información sobre la vivienda", "Información sobre la persona", "Name Here", "Name Here...", and "Name Here...".


At the bottom right of the screen, there is a link that says "Comuníquese con nosotros".

PRCS PSELECT Screen



3. Progress Indicator

- Should consider clickable content in the future for progress indicator
- Possibly examine and test other locations and designs for static design
- Did not seem to have negative impact. How can positive impact be improved?



4. Use of “Help” Links

- Across all 3 surveys, Ps did not tend to use the help links
- For each link that was used, only 1-2 Ps used it
 - Some people tended to click on help links more than others – inflated help link usage rates
- Possibly not prominent enough and/or Ps possibly won't click help no matter how prominent it is

4. Use of "Help" Links

The screenshot displays the '2010 Census Quality Survey' interface. At the top, it says 'USCENSUSBUREAU Helping You Make Informed Decisions'. The main heading is '2010 Census Quality Survey'. Below this, there are navigation links: 'Instructions', 'FAQs', and 'Logout'. A 'Where You Are' sidebar on the right lists 'Household Information', 'Person Information', and 'Residence Information'. The main content area is titled 'We need to record each person's relationship to' and features a list of relationship options with radio buttons. A heatmap overlay is present, with a red circle highlighting a '(Help)' link next to the first option. A larger inset box shows a magnified view of the '(Help)' link. At the bottom, there is a '<< Previous' button and a button with a relationship icon.

Media: <http://idc4.ssd.census.gov:5432/decennial/relation/1>
Time: 00:00:00.000 - 00:01:29.333
Participant filter: All

63 counts

Instructions FAQs Logout

Where You Are

- Household Information
- Person Information
- Residence Information

We need to record each person's relationship to

(Help)

- Husband or wife
- Biological son or daughter
- Adopted son or daughter
- Stepson or stepdaughter
- Brother or sister
- Father or mother
- Grandchild
- Parent-in-law
- Son-in-law or daughter-in-law
- Other relative
- Roomer or boarder
- Housemate or roommate
- Unmarried partner
- Other nonrelative

b. (Help)

<< Previous

Accessibility Privacy

CQS Relationship 1

4. Use of "Help" Links

Media: http://idc4.ssd.census.gov:3125/acsx/relationship/1
Time: 00:00:00.000 - 00:00:06.530
Participant filter: All

COMMUNITY SURVEY
3 counts

Instructions FAQs Save & Logout

Where You Are

Basic Info
Housing Questions
Person Info

How is this person related to you? [\(Help\)](#)

- Married or wife
- Biological son or daughter
- Adopted son or daughter
- Stepson or stepdaughter
- Brother or sister
- Father or mother
- Grandchild
- Parent-in-law
- Son-in-law or daughter-in-law
- Other relative
- Roomer or boarder
- Housemate or roommate
- Unmarried partner
- Foster child
- Other nonrelative

<< Previous >>

Contact Us

Accessibility Privacy Security

ACS Relationship 1

4. Use of "Help" Links

USCENSUSBUREAU
Helping You Make Informed Decisions

Media: <https://respond.census.gov/prcs/relationship/1>
Time: 00:00:00.000 - 00:00:37.319
Participant filter: All

LA COMUNIDAD DE PUERTO RICO

6 counts

Instrucciones Preguntas Frecuentes Guarde y Termine la Sesión

2 ¿Cómo está relacionado(a) con [redacted] ? (Ayuda)

- Espos(a)
- Hija(a) biológico(a)
- Hija(a) adoptivo(a)
- Hijo(a)
- Hermano(a)
- Padre o madre
- Nieto(a)
- Suegro(a)
- Yerno o nuera
- Otro pariente
- Inquilino(a) pupilo(a)
- Compañero(a) de casa o de cuarto
- Pareja no casada
- Hija(a) de crianza (foster)
- Otro no pariente

<< Anterior Siguiente >>

Dónde se encuentra

- Información básica
- Información sobre la vivienda
- Información sobre la persona

PRCS Relationship 1

Comuníquese con nosotros



5. Grid-Formatted Questions

- For complex questions with multiple sub-questions, two questions on the ACS were formatted as grids
 - Consistent with other modes
 - Facilities and Insurance questions

5. Grid-Formatted Questions

35 counts

USCENSUSBUREAU
Helping You Make Informed Decisions

AMERICAN COMMUNITY SURVEY

Instructions FAQs Save & Logout

Where You Are

- Basic Info
- Housing Questions
- Person Info

8 Does this apartment have — [\(Help\)](#)

	Yes	No
a. hot and cold running water?	<input checked="" type="radio"/>	<input type="radio"/>
b. a trash can?	<input checked="" type="radio"/>	<input type="radio"/>
c. a bathroom or shower?	<input checked="" type="radio"/>	<input type="radio"/>
d. a sink with a faucet?	<input checked="" type="radio"/>	<input type="radio"/>
e. a stove or range?	<input checked="" type="radio"/>	<input type="radio"/>
f. a refrigerator?	<input checked="" type="radio"/>	<input type="radio"/>
g. telephone service from a landline or cell phone? If you can both make and receive calls? (Include cell phones)	<input checked="" type="radio"/>	<input checked="" type="radio"/>

<< previous next >>

Contact Us

[Accessibility](#) [Privacy](#) [Security](#)

ACS Facilities

5. Grid-Formatted Questions

USCENSUSBUREAU
Media: http://idc4.ssd.census.gov:3006/acstest?page=insurance&next.x=60&next.y=11 (CRC) Informed Decisions
Time: 00:00:00.000 - 00:28:46.334
Participant filter: All

COMMUNITY SURVEY
42 counts

Instructions Page Save Logout

11 Are you CURRENTLY covered by any of the following types of health insurance or health coverage plans? Select "Yes" or "No" for EACH type of coverage in items a-f. (Help)

	Yes	No
a. Insurance through a current or former employer or union (by you or another family member)	<input type="radio"/>	<input type="radio"/>
b. Insurance purchased directly from an insurance company (by you or another family member)	<input type="radio"/>	<input type="radio"/>
c. Medicare for people 65 and older, or people with certain disabilities	<input type="radio"/>	<input type="radio"/>
d. Medicaid, Medical Assistance, or any kind of government-assistance plan for those with low incomes or a disability	<input type="radio"/>	<input type="radio"/>
e. TRICARE or other military health care	<input type="radio"/>	<input type="radio"/>
f. VA (including those who have ever used or enrolled for VA health care)	<input type="radio"/>	<input type="radio"/>
g. Indian Health Service	<input type="radio"/>	<input type="radio"/>
h. Any other type of health insurance or health coverage plan - Specify	<input type="radio"/>	<input type="radio"/>

Previous Next

Where You Are
Person Info
Housing Questions
More Person Info
• Pat Smith

Contact Us

ACS Insurance (Round 1)

5. Grid-Formatted Questions

Media: <http://dc4.ssd.census.gov:3125/acsx/insurance/>
Time: 00:00:00.000 - 00:01:37.812
Participant filter: All

USCENSUSBUREAU
Helping You Make Informed Decisions

COMMUNITY SURVEY
43 counts

Instructions FAQs Save & Logout

16 Is [Name Here] CURRENTLY covered by any of the following types of health insurance coverage plans?
Select "Yes" or "No" for EACH type of coverage in items a - h. (Help)

	Yes	No
a. Insurance through a current or former employer or union (or another family member)	<input checked="" type="radio"/>	<input type="radio"/>
b. Insurance purchased directly from an insurance company (or another family member)	<input checked="" type="radio"/>	<input type="radio"/>
c. Medicare for people 65 and older, or people with certain disabilities	<input type="radio"/>	<input type="radio"/>
d. Medicaid, Medical Assistance, or any kind of government-assistance plan for those with low incomes or a disability	<input type="radio"/>	<input type="radio"/>
e. TRICARE or other military health care	<input type="radio"/>	<input type="radio"/>
f. VA (including those who have ever used or enrolled for VA health care)	<input type="radio"/>	<input type="radio"/>
g. Indian Health Service	<input type="radio"/>	<input type="radio"/>
h. Any other type of health insurance or health coverage plan - Specify	<input type="radio"/>	<input type="radio"/>

<< Previous Next >>

Where You Are
Basic Info
Housing Questions
Person Info
Name Here
Name Here

Contact Us
Accessibility Privacy Security

ACS Insurance (Round 5)

5. Grid-Formatted Question

USCENSUSBUREAU
Helping You Make Informed Decisions

Media: https://respond.census.gov/prcs/insurance/1
Time: 00:00:00.000 - 00:35:18.280
Participant filter: All

LA COMUNIDAD DE PUERTO RICO
127 counts

Instrucciones Preguntas Frecuentes Guarde y Termine la Sesión

16 ¿Tiene **Name Here** cobertura ACTUALMENTE de cualquiera de los siguientes planes de seguro de salud?

Seleccione "Sí" o "No" para CADA tipo de cobertura en las respuestas a-h. [\(Ayuda\)](#)

	Sí	No
a. Seguro a través de su empleador o sindicato (público, actual o previo, de jubilación, familia o de cualquier otro miembro de la familia)	<input type="radio"/>	<input type="radio"/>
b. Seguro adquirido directamente de una compañía de seguro (por jubilación o ramos o por cualquier otro miembro de la familia)	<input type="radio"/>	<input type="radio"/>
c. Medicare para personas que tienen 65 años o más, o personas con ciertos incapacidades	<input type="radio"/>	<input type="radio"/>
d. Medicaid (Medical Assistance, la Reforma de Salud o cualquier otro tipo de plan de asistencia gubernamental para esas personas con un ingreso bajo o incapacidad)	<input type="radio"/>	<input type="radio"/>
e. TRICARE o cualquier otro seguro médico militar	<input type="radio"/>	<input type="radio"/>
f. Administración de Veteranos (VA) incluye a esas personas que alguna vez hayan usado o se hayan registrado en el sistema de cuidado médico de la VA)	<input type="radio"/>	<input type="radio"/>
g. Servicio de Salud Indio (Indian Health Service)	<input type="radio"/>	<input type="radio"/>
h. Cualquier otro tipo de seguro o plan médico - <i>Especifique</i>	<input type="radio"/>	<input type="radio"/>

<< Anterior >>

Comuníquese con nosotros



5. Grid-Formatted Question

- Some questions are better asked as a grid format, like the facilities question.
- Consider asking questions like the insurance Q as separate questions, unless there is a mechanism on the back end to easily handle this pattern of response

Conclusions/Discussion

- Iterative usability testing can catch unanticipated issues with Web surveys before they go live
- Respondents do not necessarily recognize an example user ID, so explicit labels and blurry #s are a good way to go
- When rostering, ask questions, then provide lists of names if possible.
 - Ps tend not to be good at interp. & applying rules

Conclusions/Discussion

- Future work should investigate progress indicators that are helpful for long surveys with complex skip patterns
- If there is information that a P needs to answer a question, put it on the screen and not behind a help link – it won't be seen much!
- Grid-formatted questions can work for some questions that are intuitively either-or in nature, but be careful when it seems like a “select one” type of question
- Leave time in the design schedule for usability testing! It works!

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Questions?

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