For this survey, you will need to browse a website for information, and then answer questions about what you’ve found and how enjoyable or easy the search experience was. The website you will be using is <http://www.stfrancisanimalclinicnaples.com/>. We recommend opening the page in another tab or browser window in order to complete the survey while viewing the site.

Please find basic information for this business, such as name, address, phone number, and hours of operation.

Were you easily able to find the information?

* Yes
* No

Was the information displayed for quick and easy access?

* Yes
* No

Was any basic information missing, which you would expect a business to have listed on their website?

* Yes, it should have \_\_\_\_\_\_\_\_\_\_\_\_
* No, all basic information was present.

Please find information on Flea prevention and Heartworm medication.

Was this information easy to obtain?

* Yes
* No

About how many times did you click the wrong link, and have to go back?

* 0
* 1
* 2
* 3
* 4
* 5+

Do you think it would be easy to find this information again?

* Yes
* No

Did this site have all the relevant information you expected?

* Yes, it had all the information I expected to find on a veterinarian site.
* No it should have had more information on \_\_\_\_\_\_\_\_\_\_\_\_.

Pretend that you are a member of the local community for this veterinarian. Find a connection between your local community and this veterinarian practice, such as recent events, local news stories, or future event planning.

Were you able to locate this information on the site?

* Yes
* No

About how many minutes did you spend searching for this information?

* 1
* 2-3
* 4-5
* 5-8
* 8-10
* 10+

On a scale of 1-10 with 1 being not at all satisfied and 10 being greatly satisfied, how satisfied are you with the community information provided on the site?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

Pretend that you have a dog with a cough. Find relevant information on what you should do, and whether or not to take him to this veterinarian.

Did you find the relevant information?

* Yes
* No

On a scale of 1-10, with 1 being extremely unpleasant and 10 being extremely pleasant, how pleasant was your experience finding this information?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being useless and 10 being extremely useful, how useful was the information you found on this subject?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being extremely unlikely and 10 being extremely likely, how likely would you be to remember how to find this type of relevant health information again?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being least likely and 10 being most likely, how likely would you be to utilize these resources in the future?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being least likely and 10 being most likely, how likely would you be to recommend these resources to a friend?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being not at all satisfied and 10 being greatly satisfied, how satisfied are you with the information provided on the site?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being not at all satisfied and 10 being greatly satisfied, how satisfied are you with the overall design and layout of the site?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being the hardest and 10 being the easiest, how easy was it to learn to navigate this site?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10

On a scale of 1-10, with 1 being very difficult and 10 being very easy, how easy was it to correct clicking or typing errors when using this site?

* 1
* 2
* 3
* 4
* 5
* 6
* 7
* 8
* 9
* 10