

## Website User Survey Questions

For Older Adults, Caregivers, and Members of the Senior Support Network

Thank you for taking a few minutes to let us know how you use the Internet and your suggestions for the kinds of content and online resources you value in a website.

- How often do you go online?
- A. All the time (once or more a day)
  - B. Often (nearly once a day)
  - C. Occasionally
  - D. Rarely
  - E. Never

- How do you and your friends use the Internet?  
[Multiple answers are ok]
- A. Book travel or purchase tickets
  - B. Shop online
  - C. Look up healthcare information
  - D. Look up other things
  - E. Search for resources and things to do
  - F. Send and receive email
  - G. Online games, for example playing bridge
  - H. Learn what's happening where you live
  - I. Read a newspaper or magazine online
  - J. Follow current events
  - K. Other (Please explain)

- Thinking about an ideal website for an [organization] [care facility] [senior living community] like ours, what features do you feel would be important to include?  
[each item has three choices: very important; somewhat important; not important]
- eNews with information on healthy aging
  - Factsheets and checklists on healthy aging
  - Information on advance directives and making good healthcare decisions
  - Ability to search for and find community resources
  - Calendar of upcoming events
  - Information to help stay physically active
  - Information about the services we provide
  - Information about our staff -- Who's Who
  - Ability to find a care facility that meets your needs
  - Ability to submit comments and questions online
  - Information about "what's happening" – news and opportunities you'd like to know about
  - Information to welcome newcomers
  - Information on volunteer opportunities
  - Information on education opportunities
  - Other (please describe)

How do you connect to the Internet? [more than one answer is ok]

- A. Cable broadband
- B. DSL
- C. Wireless
- D. Dial-up
- E. Handheld device
- F. Other (please describe)

Which best describes you? [more than one answer is ok]

- A. Resident
- B. Family or Friend of a Resident
- C. Interested in Becoming a Resident
- D. Volunteer
- E. Aging services professional
- F. Health care professional
- G. Other (please describe)

May we contact you if we have follow-up questions? If so, please tell us:

Your Name: \_\_\_\_\_

Facility or Organization: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**About IlluminAge Communication Partners** -- IlluminAge (formerly Caresource Healthcare Communications) provides communication design, content and delivery for organizations dealing with complex issues. This includes supporting the aging services network in reaching and empowering older Americans, non-profits in communicating with their donors and clients, and associations in serving their members. See us online at [www.illuminAge.com](http://www.illuminAge.com) or call 800-448-5213 for more information.