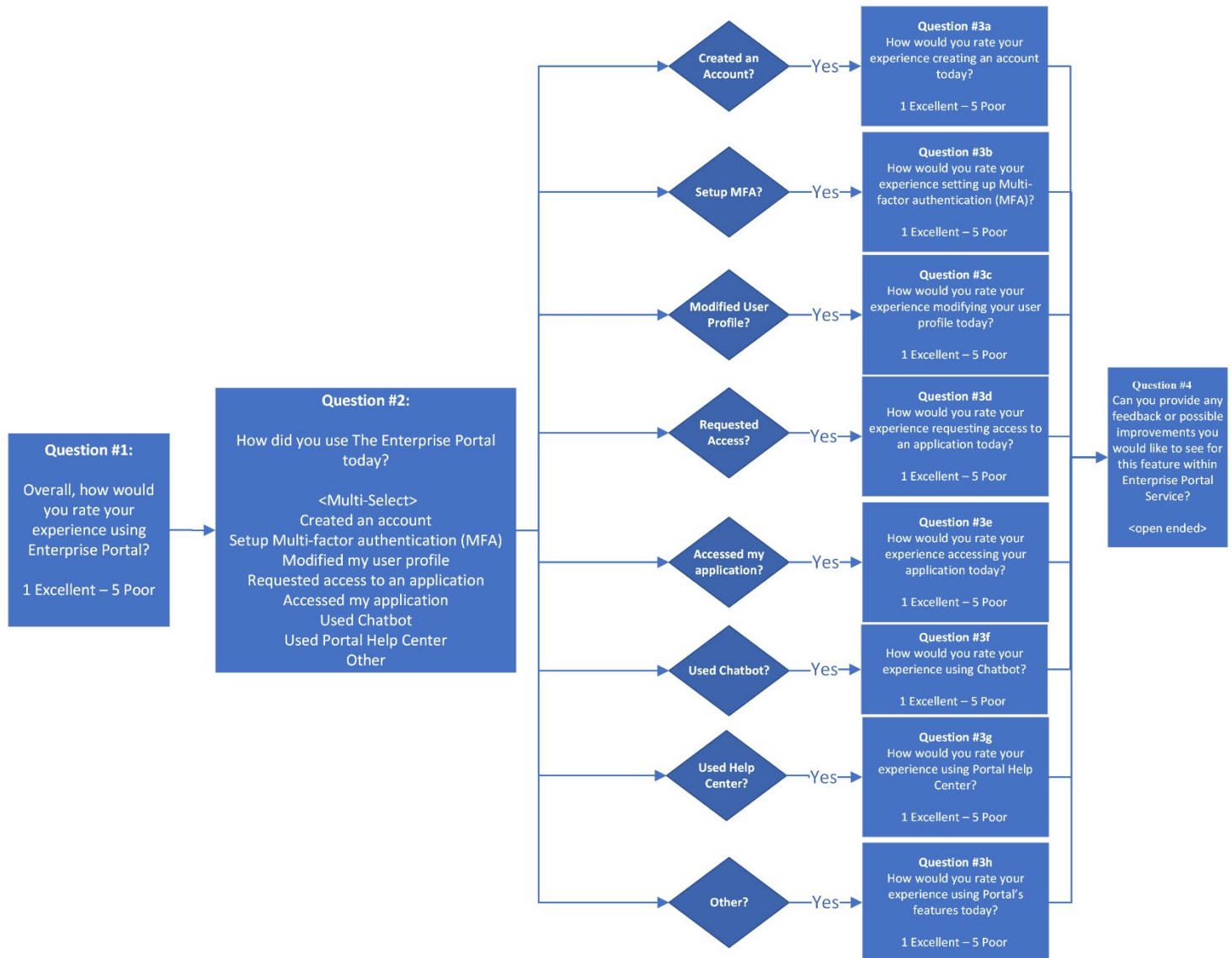# Skip Logic

The EPS Customer Satisfaction Survey will use skip logic and branching to present end users with a customized survey experienced, tailored to their usage of the system. As part of the PRA package, an overall pool of questions were defined. Some questions are more generic questions, asking about the user's overall experience using the system, while other questions are more specific, asking about the user's experience using a certain feature or screen in the system.

The user will first be presented with one or two generic questions from the pool of questions, in order to capture feedback on their overall experience.

Next, the user will be presented with a conditional question, such as "Which feature(s) did you use in the system today?" The answers to this question will determine which additional questions the user is presented. Additional questions will be follow-up questions about the specific "features" of the system used by the user.

In the example below, the user is asked one initial, generic question (Question #1), about their experience using the system. The second question (Question #2) is more specific, and asks the user to identify which system features they used during their session. This question then branches to eight sub-questions (Questions #3a – 3h). The user is only presented with the sub-questions that apply to the selections they made in Question #2. Finally, the user is asked a generic follow-up question (Question #4) where they can provide open-ended feedback about the features used.

By using a Generic Instrument Collection, the survey can evolve over time. Within the CMS Enterprise Portal, features are frequently added, and sometimes even removed. The team needs to be able to add new survey questions, specific to those new features, in order to capture valuable feedback on the effectiveness, ease-of-use, pain points, and areas of improvement for the feature. When features are removed from the CMS Enterprise Portal, questions relevant to those features must be modified or removed from the survey as well. In general, given that the CMS Enterprise Portal is a dynamic system, designed to meet enterprise needs that change over time, a Generic Instrument Collection will allow the survey to evolve as the system evolves, and remain relevant, capturing up-to-date feedback on the system.