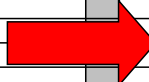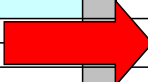## FORESEE RESULTS MODEL QUESTIONS - Fish and Wildlife
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
*NOTE: **All** questions under each element are **required.** Element questions are partitioned among surveys.*		*Satisfaction questions are required. Satisfaction questions appear on all surveys.*		*Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.*
REQUIRED ELEMENTS (common to all websites)				
Content *(1=Poor, 10=Excellent, Don't Know)*		**Satisfaction** *(1=Poor, 10=Excellent)*		**Likelihood to Return** *(1=Not Very Likely, 10=Very Likely)*
Please rate the **accuracy of information** on this site.		What is your **overall satisfaction** with this site?		How likely are you to **return to this site**?
Please rate the **quality of information** on this site.		How well does this site **meet your expectations**?		**Recommend** *(1=Not Very Likely, 10=Very Likely)*
Please rate the **freshness of content** on this site.		How well does this site **compare with your idea of an ideal website**?		How likely are you to **recommend this site to someone else**?
Functionality (1=Poor, 10=Excellent, Don't Know)				
Please rate the **usefulness of the services provided** on this site.				
Please rate the **convenience of the services** on this site.				
Please rate the **ability to accomplish what you wanted to** on this site.				
Look and Feel *(1=Poor, 10=Excellent, Don't Know)*				
Please rate the **visual appeal** of the site.				
Please rate the amount of **graphics and text** on each page of the site.				
Please rate the **ease of reading** the pages on this site.				
Navigation *(1=Poor, 10=Excellent, Don't Know)*				
Please rate **how well the site is organized**.				
Please rate the **options that are available for you to navigate** on this site.				
Please rate **how well the site layout helps you find what you are looking for.**				
Please rate the degree to which **the number of clicks to get where you want** is acceptable.				
Site Performance *(1=Poor, 10=Excellent, Don't Know)*				
Please rate the **speed that pages load** on this site.				
Please rate the **consistency of speed from page-to-page** on this site.				
Please rate the **ability to load pages without getting errors** on this site.				
Search *(1=Poor, 10=Excellent, Don't Know)*				
Please rate the **relevance of search results** on this site.				
Please rate the **organization of search results** on this site.				
Please rate how well the **search results help you decide what to select**.				
Please rate how well the **search feature helps you to narrow the results** to find what you want.				

Please See Next Tab for Recommended Custom Questions

CUSTOM QUESTIONS - Fish and Wildlife

Custom questions complement the model questions and allow for additional data analysis

Question Text	Answer Choices (limited to 50 characters)
How **frequently** do you visit this site?	First time Daily About once a week About once a month Every 6 months or less
Which **best describes** you?	Student Educator General Public Contractor Employee of a Federal, State, local government agency Member of the news media or Congressional staff Non-government/outdoor related employee or representative Farmer, rancher or land manager Other, please specify:
What is your **primary reason** for visiting this site today?	Just browsing Fishing, hunting, birdwatching or outdoor recreation How FWS regulations or actions may affect public Availability of grants Technical assistance Managing land for conservation Environmental educaiton materials or information for school projects Other, please specify:
Did you **find** what you were looking for?	Yes Not yet No, what were you looking for:
How did you **look for information** today?	Top Navigation Bar Left Navigation Bar Search Tool All of the above Other No Preference / Not Sure
Do you **reside** in the U.S.?	Yes No
In which **country** do you reside?	List of countries-