
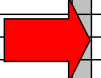


FORESEE RESULTS MODEL QUESTIONS

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (Drivers of Satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<i>All questions under each element are required. Element questions are partitioned among surveys.</i>	<i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i>	<i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i>
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)		Primary Resource (1=Not Very Likely, 10=Very Likely)
Please rate the usefulness of the services provided on this site.		How likely are you to use this site as your primary resource for regulatory information ?
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 number of clicks to get where you want on this site.		
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 from the RegInfo.gov search tool.		
Please rate the organization of search results from the RegInfo.gov search tool.		
Please rate how well the RegInfo.gov search tool's search results help you decide what to select.		
Please rate how well the RegInfo.gov search tool helps you to narrow the results to find what you want.		

PROPOSED CUSTOM QUESTIONS

NOTES

Question Text	Answer Choices (limited to 50 characters)	Type <i>drop-down menu</i> <i>check boxes</i> <i>radio buttons</i> <i>open-ended</i>	Required Y/N	Select one or all that apply
How frequently do you visit RegInfo.gov?	First time Daily or more often About once a week About once a month Less than once a month, but more than once a year Once a year or less	Radio buttons	N	select one
What is your role in visiting RegInfo.gov this visit?	Government employee (Federal) Government employee (State, Local, or Tribal) Academic/Researcher Employee at a company/organization affected by Federal regulations Employee at a company/organization that participates in the Federal regulatory process General public News media Other (please specify):	check boxes	N	select all that apply
How did you find out about the RegInfo.gov web site?	Search engine Link from another web site Newspaper, magazine, or other publication Word of mouth Don't know Other (please specify information source:)	Radio buttons	N	select one
Which of the following resources, if any, were you specifically looking for this visit? (Please select all that apply.)	The most recent Unified Agenda or Regulatory Plan Previous Unified Agenda(s) Previous Regulatory Plan(s) Regulatory Reviews Information Collection Reviews Related Links The Reg Map Other (please specify):	check boxes	N	select all that apply
What was the main type of information you were looking for on RegInfo.gov this visit?		Open-ended	N	
If you did not find what you want, please describe what you needed or the problem with using the site.		Open-ended	N	
If you did not accomplish what you wanted to, what will you do next?	Continue looking on RegInfo.gov Come back to RegInfo.gov later Look elsewhere online E-mail RISC@gsa.gov Give up Other (please specify):	check boxes	N	select all that apply
What sections of the RegInfo.gov web site did you view during this visit? (Please select all that apply.)	The Unified Agenda and the Regulatory Plan	check boxes	N	select all that apply
Please describe your experience with navigation on this web site.	I had no difficulty navigating this site Too many links or navigational choices Links did not take me where I expected I experienced broken links, error messages, or other technical difficulties I was able to navigate to the general area, but could not find the specific content I needed Other navigational issue (please specify):	check boxes	N	select all that apply
Did you use a RegInfo.gov search tool this visit?	Yes No	Radio buttons	N	select one
If you used the RegInfo.gov search tool this visit, please describe your experience.	I had no difficulty searching on this site Too many results Too few results Returned no results Received an error message Results were not pertinent to my search criteria Response time too long Other search issue (please specify):	check boxes	N	select all that apply
Do you have any suggestions on how we can improve our site?		Open-ended	N	
How will you be using the information you obtained during this visit?		Open-ended	N	