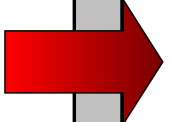
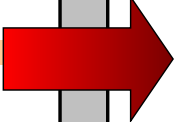


ACSI Model for J-Net
Administrative Office of the United States Courts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p align="center"><i>NOTE: All questions under each element are required. Element questions are <u>partitioned</u> among surveys.</i></p>	<p align="center"><i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i></p>	<p align="center"><i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i></p>
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction (1=Poor, 10=Excellent)</p>	<p>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</p>
<p>1 Please rate the accuracy of information on J-Net. 2 Please rate the quality of information on J-Net.</p>	<p>17 What is your overall satisfaction with J-Net? 18 How well does J-Net meet your expectations?</p>	<p>20 How likely are you to return to this site? Recommend (1=Not Very Likely, 10=Very Likely)</p>
<p>3 Please rate the freshness of content on J-Net.</p>	<p>19 How well does J-Net compare with your idea of an ideal intranet?</p>	<p>21 How likely are you to recommend this site to another employee? Primary Resource (1=Not Very Likely, 10=Very Likely)</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		<p>22 How likely are you to use J-Net to perform tasks that could be achieved by some other means? (ie. ask a co-worker; call AO)</p>
<p>4 Please rate the visual appeal of J-Net.</p>		
<p>5 Please rate the balance of graphics and text on J-Net. 6 Please rate the readability of the pages on J-Net.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate how well J-Net is organized. 8 Please rate the options available for navigating J-Net. 9 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>10 Please rate the degree to which the number of clicks to get where you want on J-Net is acceptable.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>11 Please rate how quickly pages load on J-Net. 12 Please rate the consistency of speed from page to page on J-Net. 13 Please rate the ability to load pages without getting error messages on J-Net.</p>		
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate the usefulness of the features provided on this site. 15 Please rate the convenience of the features on this site. 16 Please rate the variety of features on this site.</p>		



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Order	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N
1	How frequently do you access J-Net?	First time Daily Weekly Monthly Every 6 months or less often	Dropdown (Select-one)	Single	Y
2	Which of the following best describes your role ?	Judge Court Unit Executive Supervisor Non-supervisor	Dropdown (Select-one)	Single	Y
3	What was your primary reason for accessing J-net today?	Download a form Find contact information Find information to do my job Find pay and/or benefits information Look for a job Read the latest news Take training Other, please specify	Dropdown (Select-one)	Single	Y
4	Which of the following did you access today? (select all that apply)	Court Sites Due Dates InfoWeb Memos People Finder Recent Postings The Guide Other (please specify):	Checkbox One Up Vertical	Multi	Y
5	How do you primarily look for information on J-Net?	A-Z index Bookmarks Browse through the site Quick links Search Site map Other (please specify):	Radio Button Two Up Vertical	Single	Y
6	Did you find what you were looking for?	Yes No (Go to 6A) Still Looking	Radio Button One Up Vertical	Single	Y

J-Net Survey Questions

6A	If you did not find what you were looking for during this visit, what were you seeking?	OPEN-ENDED	Text Field – limited to 100 characters	Single	N
7	How do you plan to obtain the information you have not found on J-Net?	Continue looking Try again later Ask a colleague Call or e-mail the AO Contact the Webmaster Give up Other (please specify):	Dropdown (Select-one)	Single	Y
8	Which of the following best describes your experience with the J-Net search feature today?	I did not use the search feature today The search results were helpful Too many results were returned Not enough results were returned No results were returned Results were too similar/redundant Results were not relevant to my search	Dropdown (Select-one)	Single	Y
9	What additional information would you most like to see added to J-Net?	OPEN-ENDED	Text Area – no character limit	Open-End	N
10	How can we improve J-Net?	OPEN-ENDED	Text Area – no character limit	Open-End	N