Peace Corps Satisfaction Measures:
Proposed ForeSee Results Model Questions
Model questions utilize the ACSI methodology to determine scores and impacts and are measured on a 10 point scale

ELEMENTS (drivers of satisfaction)
Elements may be chosen based on your site's objectives. All questions under each element are required.
Element questions are partitioned among surveys (each respondent will see only about 30-40% of these questions).

Content
(1=Poor, 10=Excellent, Don't Know)

1. Please rate the **accuracy of information** on this site.
2. Please rate the **quality of information** on this site.
3. Please rate the **freshness of content** on this site.

Functionality
(1=Poor, 10=Excellent, Don't Know)

4. Please rate the **usefulness of the information provided** on this site.
5. Please rate the **convenience of the services** on this site.
6. Please rate the **ability to accomplish what you wanted to** on this site.

Look and Feel
(1=Poor, 10=Excellent, Don't Know)

7. Please rate the **ease of reading** this site.
8. Please rate the **clarity of site organization**.
9. Please rate the **clean layout** of this site.

Navigation
(1=Poor, 10=Excellent, Don't Know)

10. Please rate the degree to which **the number of steps it took to get where you want** is acceptable.
11. Please rate the **ability to find information you want** on this site.
12. Please rate the **clarity of site map/directory.**
13. Please rate the **ease of navigation** on this site.

Search
(1=Poor, 10=Excellent, Don't Know)

14. Please rate the **usefulness of search results** on this site.
15. Please rate how this site **provides comprehensive search results.**
16. Please rate the **organization of search results** on this site.
17. Please rate how the **search feature helps you to narrow the results** to find the information you want.

CUSTOMER SATISFACTION
Satisfaction questions are required.
Satisfaction questions appear on all surveys.

Satisfaction
(1=Poor, 10=Excellent)

1. What is your **overall satisfaction** with this site?
2. How well does this site **meet your expectations**?
3. How does this site **compare to your idea of an ideal website**?

FUTURE BEHAVIORS
Future behaviors may be modified based on your site's objectives.
Future behavior questions appear on all surveys.

Return
(1=Not Very Likely, 10=Very Likely)

1. How likely are you to **return to this site**?

Recommend
(1=Not Very Likely, 10=Very Likely)

2. How likely are you to **recommend this site to someone else**?

Volunteer
(1=Not Very Likely, 10=Very Likely)

3. **How likely are you to apply to the Peace Corps as a volunteer?**

Site Performance
(1=Poor, 10=Excellent, Don't Know)

18   Please rate the **speed of loading the page** on this site.

19   Please rate the **consistency of speed** on this site.

20   Please rate the **reliability of site performance** on this site.

Survey Questions Section 2: Custom Specific Questions

CUSTOM QUESTION	POSSIBLE ANSWER CHOICES (limit to 50 characters each)	Type	Required Y/N	Select one or multi
What is your primary reason for visiting this site today - to find information on or about:	Get General Peace Corps Information Considering Volunteering Starting/Continuing My Application Process To Check the Status of my application To Make a Donation To Find Educator Resources To Find RPCV Resources To Search Staff Job opportunities Other, please specify:	Radio - one up vertical	Y	single
Please select the **main area of interest** for this visit. To learn more about: (NOTE to DOT: Skip logic if one selects "Get General Peace Corps Info"	The Peace Corps as an organization Host country information Who qualifies to be a volunteer Learn more about the volunteer experience Other, please specify			
If you did not find what you were looking for, what will you do next?	Nothing, I found /completed what I wanted Nothing, although I did not find/complete what I wanted Call the Peace Corps Email Peace Corps Return to the site later and try again Other, please specify:	Radio - one up vertical	Y	single
Which best describes you?	Current applicant Potential Applicant PCV (Peace Corps Volunteer) RPCV (Returning Peace Corps Volunteer) Educator Family or friend of Volunteer/applicant Press/Media Outlet Other, please specify:	Radio - one up vertical	Y	single
How **frequently do you visit** this site?	First time Frequently (about once a week or more often) Infrequently (about once a month or less often)	Radio - one up vertical	Y	single
Did your experience on the site match your expectations of what the PC is about?	Yes No (please explain):	Radio - one up vertical	N	single
Please indicate your **age range:**	Under 18 18-22 23-35	Radio - one up vertical	N	

	36-50		
	Over 50		
	Prefer not to answer		
Please select your **gender:**	Male	Radio	N
	Female		
Are you a **US Citizen?**	Yes	Radio	N
	No		