

Questionnaire Items for the Short Form (Phase 1)

Introductory Message

Please help us improve our website by participating in the survey that begins below!

Our Pledge of Privacy

The answers you provide on this survey will be used by the Bureau of Labor Statistics (BLS) to improve the website. Please note:

- Your participation is completely voluntary and anonymous.
- We estimate that it will take an average of one minute to complete this survey.

1. What information were you looking for on this website? (Please check all that apply)

Career information, including information to help me find a job
Employment data for the U.S. work force (including hours worked)
Import/Export price data
Inflation, price, or cost of living data
Information about, or job opportunities in, BLS
International statistics
Productivity data
Unemployment/layoff data
Wages and benefits data
Workplace safety and health data
Nothing specific/just browsing
Other – please specify below

2. If you checked “Other”, what specific information were you looking for? [open-end]

3. Which of the following BLS website features or tools did you use to try to find the information?
(Please check all that apply)

A-Z index of topics
Calculators (for example, inflation, location quotient, or wage)
Create Customized Tables
FTP files
Information (text) on a web page
Latest numbers
Maps
“Most Requested Statistics” series
Phone call to BLS
Search box or advanced search
Sent an e-mail to the help desk
Series report
Tabs at the top of a page
Word links (hyperlinks) on a Web page
Other – please specify

4. If you checked “Other”, what other tools or aids did you use to try to find the information? [open-ended]

5. Did you find the information that you were looking for?

Yes, all of it
Yes, some of it
No (go to Q6)
Not looking for anything specific/just browsing
Not yet, but still looking
Not sure/don’t know

6. [If Q5 = no] **Why were you unable to find the information you were looking for?**
(Please check all that apply)

Still looking
Approach tried (for example, A-Z Index, calculators, customized tables, etc.)
did not work
BLS data are too complex to understand or use
Information is not available for my area of interest
Information is not published with the right amount of detail
Information is too old or dated
Search box gave poor results
The website's layout and design make it difficult
There is too much jargon or too many technical words
Don't know why I haven't been able to find the information
Other – please specify below

7. **If you checked “Other”, please explain why you were unable to find the information you are looking for.**
[open-ended]

8. **Please rate your satisfaction with the website.**

Very Satisfied
Satisfied
Neither Satisfied nor Dissatisfied
Dissatisfied
Very Dissatisfied

9. **How often do you visit the BLS website?**

First-time visitor
Visit often
Other – please specify below

10. **If you checked “Other”, please describe how often you visit this website.** [open-ended]

11. **Which of the following BEST describes your position?** [Note: This is a “mark all that apply” item but to encourage a single answer, please leave off the “Please check all that apply” instruction]

Contract specialist
Employer or business owner
Government employee or contractor – Federal
Government employee or contractor – State or local
HR specialist
International visitor
Journalist (newspaper, TV, Internet, etc.)
Librarian or school library media specialist
Management consultant
Marketing or sales professional
Policy analyst
Researcher
Student - elementary, middle, or high school level
Student - college or graduate level
Teacher or counselor - elementary, middle, or high school level
Teacher/professor or counselor - college or graduate level
Union representative
Other – please specify below

12. **If you checked “Other”, please describe your position.** [open-ended]

13. **We welcome any comments you care to make about this website!** [open-ended]

We are collecting this information under OMB Number 1225-0059. Without this currently-approved number, we could not conduct this survey. (expiration: September 30, 2009)

Thank you for your help!

Questionnaire Items for the Long Form (Phase 2)

Introductory Message

Please help us improve our website by participating in the survey that begins below!

Our Pledge of Privacy

The answers you provide on this survey will be used by the Bureau of Labor Statistics (BLS) to improve the website. Please note:

- Your participation is completely voluntary and anonymous.
- We estimate that it will take an average of three minutes to complete this survey.

1. **Short questionnaire, q1: What information were you looking for on this website?** (Please check all that apply)

2. Follow-up for “other” response from question 1.

3. **Short questionnaire, q5: Did you find the information that you were looking for?**

4. **Short questionnaire, q6: [If q2 = no] Why were you unable to find the information you needed?**
(Please check all that apply)

5. Follow-up for “other” response from question 5.

6. **How easy or difficult was it to find the information that you were looking for?**

1	2	3	4	5
Very Easy	Easy	Neither Easy nor Difficult	Difficult	Very Difficult

7. [skip if q1 = “nothing specific/just browsing” OR skip if q2 = “no”] **How quickly did you find the information that you were looking for?**

1	2	3	4	5
Very Quickly	Quickly	Neither Quickly nor Slowly	Slowly	Very Slowly

8. **Short questionnaire, q3: Which of the following BLS website features or tools did you use to try to find the information?** (Please check all that apply)

9. Follow-up for “other” response from question 8.

Please give us your opinions about the website.

10. **The information on the website is clearly written and easy to understand.**

1	2	3	4	5
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

11. The website is well-organized.

1	2	3	4	5
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree

12. Please rate the ease of navigation on the website.

1	2	3	4	5
Excellent	Good	Average	Poor	Very Poor

13. How likely or unlikely are you to return to the website?

1	2	3	4	5
Definitely will return	Probably Will Return	Equally Likely to Return or Not Return	Probably Will Not Return	Definitely will not return

14. [ask if 10 = 4 or 5] Can you tell us why you would not return? [open-end]

15. Short questionnaire, q8: Please rate your satisfaction with the website.

16. Short questionnaire, q9: How often do you visit the BLS website?

17. Follow-up for “other” response from question 16.

18. On average, about how many hours do you use the Internet each week?

Less than 1 hour
1-5 hours
6-10 hours
11-15 hours
16-20 hours
21 or more hours

19. What is your gender?

Male
Female

20. How old are you?

Under 18
18 – 34
35 – 49
50 – 64
Over 65

21. Short questionnaire, q11: Which of the following BEST describes your position?

22. Follow-up for “other” response from question 21.

23. We welcome any comments you care to make about this website! [open-ended]

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Thank you for your help!