MID: Jdgox5s1osEgVRgEohslgA==



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

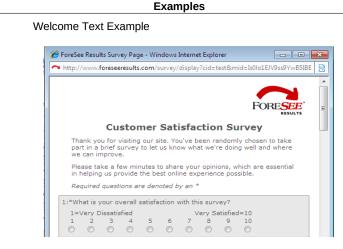
Thank you for visiting PSC.gov. You have been randomly selected to take part in a brief survey to let the Program Support Center know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

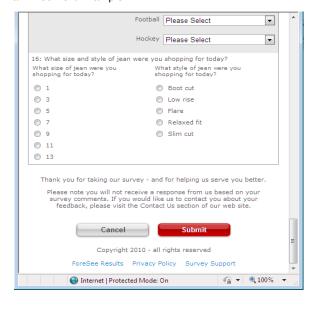
Thank You Text

Thank you for taking our survey – and for helping PSC serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Thank You Text Example



Model Instance Name:

DHHS Program Support Center

MID: Jdgox5s1osEgVRgEohslgA==

Date:



ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Please rate the accuracy of information on this site.	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	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? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	How likely are you to recommend this site to someone else ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this site.		How likely are you to use this site as your primary resource for obtaining information from this organization?
Please rate the balance of graphics and text on this site. Please rate the readability of 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 available for navigating 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.		
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 wha you want.	t	
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly 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 error messages on this site.		

DHHS Program Support Center
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Date: 10/21/2010

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

DHHS Program Support Center CUSTOM QUESTION LIST							
OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	
SAC0426		<u> </u>	To find information on a service or product		Radio button, one-up vertical	Single	

Required Y/N	Special Instructions
	Skip Logic Group