

Model Instance Name:
DHHS Program Support Center

MID: Jdgox5s1osEgVRgEohslgA==

Date:



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.

Examples

Welcome Text Example

The screenshot shows a web browser window displaying a survey page. The page title is "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE". The page content includes the ForeSee Results logo, the title "Customer Satisfaction Survey", and a message: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us 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. Required questions are denoted by an *". Below this is a question: "1: *What is your overall satisfaction with this survey?". The question has a scale from 1 to 10, with 1 labeled "Very Dissatisfied" and 10 labeled "Very Satisfied". The scale is represented by radio buttons: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10.

Thank You Text Example

The screenshot shows a web browser window displaying a survey page. The page content includes two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below these is a question: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size column has radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style column has radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is a "Thank you" message: "Thank you for taking our survey - and for helping us 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." At the bottom are "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved", "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate the accuracy of information on this site.</p> <p>Please rate the quality of information on this site.</p> <p>Please rate the freshness of content on this site.</p>	<p>Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i></p> <p>How well does this site meet your expectations? <i>(1= Falls Short, 10=Exceeds)</i></p> <p>How does this site compare to your idea of an ideal website? <i>(1=Not Very Close, 10=Very Close)</i></p>	<p>Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.</p> <p>Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		<p>Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information from this organization?</p>
<p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized.</p> <p>Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for.</p> <p>Please rate the number of clicks to get where you want on this site.</p>		
<p>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 what you want.</p>		
<p>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.</p>		

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~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

DHHS Program Support Center CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single



Required Y/N	Special Instructions
Y	Skip Logic Group