

Model Instance Name: FMCSA Satisfaction Survey v2

~~red & strike-through~~: DELETE

MID: Is5BUVkg5cYYIodcMp5ARg==

underlined & italicized: RE-ORDER

Date: 5/6/2011

pink: ADDITION

blue + -->: REWORDING

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
AML000026		How frequently do you visit this site?	First time Daily Weekly Monthly 1 to 4 Times Per Year		Dropdown (Select-one)	Single	Y	
AML000027		How would you best describe yourself?	Broker Consultant Driver Federal, State, or Local Government Staff (but not FMCSA) FMCSA staff General Public Insurance Professional Legal Professional Medical Professional Owner / Operator Press / Media Researcher / Student Safety Professional Truck / Bus Company Staff Truck / Bus Company Management Truck / Bus Group or Association Staff Other	A	Dropdown (Select-one)	Single	Y	Skip Logic Group
AML000028	A	If you answered "other" to 'which category describes you best', please specify:			Text area, no char limit		N	Skip Logic Group
AML000029		What best describes your organization?	Operates large trucks or buses as the primary business Operates large trucks or buses, but not as the primary business Supports the Motor Carrier Industry (e.g., Consulting, Legal) Association Household Goods Mover Government Press / Media Medical Educational Other		Drop down, select one	Single	Y	
AML000030		How many years have you been involved with the Motor Carrier industry?	Less than 1 year 1 to 3 4 to 10 More than 10 Does not apply		Drop down, select one	Single	Y	
AML000031		If you work with or for a motor carrier, how many trucks and/or buses does that company operate (leased or owned)?	1 to 6 7 to 20 21 to 100 More than 100 Does not apply		Drop down, select one	Single	Y	

Model Instance Name: FMCSA Satisfaction Survey v2
 MID: Is5BUVkg5cYYIodcMp5ARg==
 Date: 5/6/2011

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

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
AML000032		What type of information were you primarily looking for on this website?	Rules & Regulations Hazardous Materials Registration, Licensing & Insurance Safety & Security Facts, Research & Technology Forms Consumer Information Contact Information General Information About FMCSA Cross Border Medical Programs Training Programs for FMCSA and Field Staff How to file a household goods consumer complaint How to file a commercial or safety complaint Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000033	A	What type of information were you looking for?			Text field, <100 char		N	Skip Logic Group
AML000034		Which of the following did you primarily use on this website today to find the information?	Alphabetical Keyword List Left-Hand Navigation Website Links in the Text Search Box on this Site Site Map Tabs at Top of the Page Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000035	A	How did you primarily look for information on the site today?			Text field, <100 char		N	Skip Logic Group
AML000036		How would you describe your navigation experience on this site today? (Please select all that apply.)	Did not have difficulty while looking for information on this site Links did not take me where I expected Links/labels were difficult to understand Had technical difficulties (e.g. broken links, error messages, etc.) Did not know how to get back to previous pages visited Too many links to choose from Other	A B	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000037	A	What technical difficulties did you encounter?			Text area, no char limit		N	Skip Logic Group
AML000038	B	What other difficulty did you have while looking for information on this site?			Text area, no char limit		N	Skip Logic Group
AML000039		Did you use the search feature today?	Yes No	A,B	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000040	A	Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000041	B	Did you encounter any difficulty with the search feature?	Yes No	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000042	C	What type of difficulty did you primarily encounter?	It returned no results It returned too many results It returned too few results Results links were broken Results were not relevant to my search terms or needs Results were too similar/redundant Search required too many attempts I was not sure what words to use in my search Search speed was too slow Search results were not organized well Other	D E F	Drop down, select one	Single	Y	Skip Logic Group
AML000043	D	Which results links were broken?			Text area, no char limit		N	Skip Logic Group
AML000044	E	What search term/keyword did you use?			Text area, no char limit		N	Skip Logic Group
AML000045	F	What type of difficulty did you primarily encounter?			Text area, no char limit		N	Skip Logic Group

Model Instance Name: FMCSA Satisfaction Survey v2

MID: Is5BUVkg5cYYIodcMp5ARg==

Date: 5/6/2011

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
AML000046		On the FMCSA main website, which enhancement would help you most?	Simplify the online registration process Make it easier to look up information about a company Reduce amount of information on each page Make it easier to find information on a page Improve navigation between sections of the site Make the FMCSA search function easier to use Does not apply Visit other building product sites Other (please specify)	A	Drop down, select one	Single	Y	OPS Group
AML000047	A	Which enhancement would help you the most on the FMCSA main site?			Text field, <100 char		N	OPS Group
AML000048		What information would you like to see on this website that is not currently available?			Text area, no char limit		N	
AML000049		What can FMCSA do to improve this website?			Text area, no char limit		N	
AML000050		If FMCSA provided a page dedicated to one specific topic, what topic would be most helpful to you?			Text area, no char limit		N	

CQ Label
Frequency of visits
Describe yourself
Other_Describes you
Describes Organization
Years with Motor Carrier
If work with MC trucks

CQ Label
Looking for
Other - type of information
Primarily use to find info
Other - find information
Navigation
OE_Technical Difficulties
OE_Navigation
Search
Search Helpful
Encounter Search Difficulty
Search Difficulties
OE_Broken Search Links
OE_Search Keywords Used
OE_Search Difficulties

CQ Label
Which enhancement
Other - enhancement
Info to see
How to improve
Topic most helpful