

Measures Name/Client name (CQs and Answer choices)

SSA Main V2

SAC2660		Did you use the Social Security web site's Search (located in the upper
SAC2661	A	Which of the following, if any, did you experience while using the search tool
SAC2662	B	Please tell us what else you experienced while using the search tool today.
ACQCoI0006071	C	What word(s) did you enter into the search box?

Travel.State Satisfaction Survey v2

AKR5666		How frequently do you visit this site?
AKR5667		Which citizenship status describes you
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?

AKR5669	A	Other role:
AKR5670		Where do you live primarily now?
AKR5671		Which area of the site are you primarily visiting today?
AKR5672	A	Other area:
ACQCol0006097	B	What is your primary reason for visiting this site today?

ACQCol0006118	BB	Other reason:
ACQCol0006119	C	What is your primary reason for visiting this site today?
ACQCol0006120	CC	Other reason:
ACQCol0006121	D	What is your primary reason for visiting this site today?
ACQCol0006122	DD	Other reason:
ACQCol0006123	E	What is your primary reason for visiting this site today?

ACQCol0006124	EE	Other reason:
ACQCol0006125	F	What is your primary reason for visiting this site today?
ACQCol0006126	FF	Other reason:
ACQCol0006127	G	What is your primary reason for visiting this site today?

ACQCol0006128	GG	Other reason:
ACQCol0006129	H	What is your primary reason for visiting this site today?
ACQCol0006130	HH	Other reason:
AKR5673		What is your primary reason for visiting this site today?

AKR5674	A	Other reason:
ACQOsI0002318		How often many times have you visited this site to accomplish this task?
ACQOsI0002319		Did you find everything you were looking for?
ACQOsI0002320	A	Information not found:
ACQOsI0002322		Please rate how clear and concise you found the writing on this site?

ACQCol0006134	A	Please specify what was difficult to
ACQOsl0002297		What other language would you prefer to read this site in? What is your primary language?
ACQOsl0002298	A	Other language
AKR5680		How did you find out about this site?
AKR5681	A	Other source:
ACQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?

AKR5683		If you could make one improvement to this site, what would it be?
ACQOsI0003006		We are working to make travel.state.gov better and we would like your help! If you would like to be contacted in the future to provide additional feedback and are over the age of 18, please provide your email address.
EDO08868		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)
EDO08869		Rank 2 (Optional)

EDO08870		Rank 3 (Optional)

EDO08871		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)
ACQCoI0005097		Please rate the simplicity of the words used on this site.
ACQCoI0005120		Please rate the site on its use of short, clear sentences .
ACQCoI0005121		Please rate how logically text is organized on this site.

<p>ACQCoI0005098</p>		<p>Please rate how well the site's language is focused on a central topic.</p>
<p>ACQCoI0005099</p>		<p>Please rate how well terminology is explained on this site.</p>
<p>ACQCoI0005100</p>		<p>Please rate this site's use of language that people like me can understand.</p>

ACQCoI0005101		Please rate the clarity of the language used on this site.
ACQCoI0005122		Please rate the consistency of language usage on this site.
ACQCoI0005123		Please rate this site's use of language that the average person can understand .
ACQCoI0005102		Please rate how well this site uses common terms to express ideas.

ACQCol0006132		How old are you?
ACQCol0006133		What is the highest level of education you have completed?

SAC2660A001	Yes	A	Radio Button	Single
SAC2660A002	No			
SAC2660A003	Don't know what that is			
SAC2661A001	I found what I was looking for	C C C C C C C C B,C	Checkbox One Up	Multi
SAC2661A002	I was not sure what words to use in my search			
SAC2661A003	Results were not relevant to my search terms or needs			
SAC2661A004	Search returned no results			
SAC2661A005	Search returned not enough results			
SAC2661A006	Search returned too many results			
SAC2661A007	Search required too many			
SAC2661A008	Search returned results that were too similar/redundant			
SAC2661A009	Other (please specify)			
			Text Area – no character limit	
			Text Area – no character limit	

	First time		Dropdown	Single
	More than once a day			
	Daily			
	About once a week			
	About once a month			
	Every 6 months or less			
?	U.S. citizen		Dropdown	Single
	Non-U.S. citizen			
	Dual citizen of the U.S. and another country			
	Prefer not to answer			
	Tourist		Checkbox	Multi
	Business traveler			
	Student			
	Parent			
	Employer			

	Immigrant to the U.S. or Legal Permanent Resident			
	Visa Applicant			
	Part of a mixed-nationality family			
	Petitioner/Sponsor for Immigrant			
	Work in Education Professor or Teacher			
	Work in Travel industry			
	Work in Law enforcement			
	Government official or employee			
	Legal/judicial professional			
	Member of the military			
	Journalist/media			
	Retiree			
	Volunteer			
	Other, please specify:	A		
			Open-ended	
	In the U.S.		Dropdown	Single
	Outside of the U.S.			
	Prefer not to answer			
	International Travel & Country Information	B	Radio Butt	Single
	Passports	C		
	Visas	D		
	Child Abductions	E		
	Adoptions	F		
	Law & Policy	G		
	Students Abroad	H		
	Contact Us	A		
	Other, please specify:	A		
		H	Open-ended	
	Find out about a major crisis abroad		Radio Butt	Single
	Get information about travel to other countries			
	Register travel plans with a U.S. Embassy			
	Get services for Americans abroad			
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Other, please specify:	BB		

			Open-ended	
	Apply for or renew U.S. passport	CC	Radio Butt	Single
	Apply for or renew U.S. passport card			
	Get general information on passports			
	Check passport application status			
	Register travel plans with a U.S. Embassy			
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Other, please specify:			
			Open-ended	
	Find out if a visa is needed to enter the U.S.	DD	Radio Butt	Single
	Find out how to apply for a visa			
	Apply for a visa to visit the U.S.			
	Apply for a visa to immigrate to the U.S.			
	Following instructions from National Visa Center			
	Checking on my Visa application			
	Help family member(s) immigrate to the U.S.			
	Help someone else with visa application			
	Check latest Visa Bulletin			
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Other, please specify:			
	Learn how to respond to an abduction		Radio Butt	Single
	Get information about preventing an abduction			

	Locate information about a country's laws	EE		
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Other, please specify:			
			Open-ended	
	Browsing to learn about the overall adoption process	FF	Radio Butt	Single
	Eligibility requirements to become an adoptive parent			
	Learn about a specific country's adoption process			
	Find adoption alerts and notices			
	Find specific adoption forms			
	Find adoption statistics or reports			
	Learn about the steps to get a U.S. visa for your adopted child			
	Locate contact information to call the State Department about adoptions			
	Other, please specify:			
			Open-ended	
	Locating Consular Notification & Access information		Radio Butt	Single
	Finding an attorney in another country (not the U.S.)			
	Learn about the judicial processes in other countries			
	Learn about treaties and other international agreements			
	Finding laws on child support issues			
	Locate information on marriage & divorce abroad			
	Locate information on birth and death abroad			
	Finding laws about U.S. citizenship and nationality			

	Locate contact information to call the State Department on laws and policies			
	Other, please specify:	GG		
			Open-ended	
	Find out about a major crisis abroad			
	Get information about travel to other countries			
	Register travel plans with a U.S. Embassy			
	Get services for Americans abroad			
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Apply for or renew U.S. passport			
	Apply for or renew U.S. passport card			
	Get general information on passports			
	Check passport application status			
	Other, please specify:	HH		
			Open-ended	
	Apply for or renew U.S. passport		Radio Butt	Single
	Learn about/apply for U.S. passport card			
	Check passport application status			
	Get other passport services or information			
	Find out about a major crisis abroad			
	Get information about travel to other countries			
	Register travel plans with a U.S. Embassy			
	Get services for Americans abroad			
	Find out if a visa is needed to enter the U.S.			

	Apply for a visa to visit the U.S.			
	Apply for a visa to immigrate to the U.S.			
	Following instructions from National Visa Center			
	Checking on my Visa application			
	Help family member(s) immigrate to the U.S.			
	Help someone else with visa application			
	Check latest Visa Bulletin			
	Find information on intercountry adoption			
	Get information on International Parental Child Abduction			
	Locate/contact U.S. Embassy or Consulate abroad			
	Contact the Department of State			
	Obtain statistics and/or reports			
	Just browsing			
	Other, please specify:	A		
			Open-ended	
ACQOsI0002318A01	This is my first time		Radio Butt	Single
ACQOsI0002318A02	2-5 times			
ACQOsI0002318A03	More than 5 times			
ACQOsI0002319A01	Yes, I found it quickly		Radio Butt	Single
ACQOsI0002319A02	Yes, but it took longer than expected			
ACQOsI0002319A03	No, please specify what you were looking for:	A		
			Open-ended	
ACQOsI0002322A01	1=Difficult to understand	A	Radio butt	Single
ACQOsI0002322A02	2	A		
ACQOsI0002322A03	3	A		
ACQOsI0002322A04	4			
ACQOsI0002322A05	5			
ACQOsI0002322A06	6			
ACQOsI0002322A07	7			
ACQOsI0002322A08	8			

ACQOsI0002322A09	9			
	10=very clear and concise			
ACQOsI0002322A10			Open-	
ACQOsI0002297A01	I'm ok with just English		Checkbox	Multi
ACQOsI0002297A02	Spanish			
ACQOsI0002297A03	French			
	German			
ACQOsI0002297A04	Arabic			
ACQOsI0002297A05	Chinese			
	Japanese			
ACQOsI0002297A06	Russian			
ACQOsI0002297A07	Hindi			
	Tagalog			
	Farsi			
	Khmer			
	Thai			
	Vietnamese			
	Portuguese			
	Turkish			
	Urdu			
	Gujarati			
	Amharic			
	Telugu			
	Sinhalese			
ACQOsI0002297A08	Other, please specify:	A		
	Internet search engine (ex: Google, Yahoo!, MSN)		Radio Butt	Single
	Referred by a friend or colleague			
	Referred by someone in the travel industry			
	Referred by someone at a school or university			
	Link from a U.S. Embassy web site			
	Link from another web site			
	Other, please specify:	A		
			Open-ended	
ACQOsI0002323A01	Mobile-friendly version of the site		Checkbox	Multi
ACQOsI0002323A02	Mobile app for smartphones			
ACQOsI0002323A03	Live chat help			
ACQOsI0002323A04	More robust Frequency Asked Questions feature			

ACQOsI0002323A05	Website in additional languages			
ACQOsI0002323A06	None of these features			
			Open-ended	
			Open-ended	
EDO08868A001	Message or recommendation from a friend on a social network		Drop down	Single-
EDO08868A002	Video I saw on YouTube			
EDO08868A003	Internet blogs or discussion forums			
EDO08868A004	Advertising on social networks (Facebook, MySpace, Twitter)			
EDO08868A005	Message directly from the Department on a social network			
EDO08868A006	Mobile phone text messages or alerts			
EDO08868A007	Instant Message from a friend or colleague			
EDO08868A008	Familiarity with the Department			
EDO08868A009	Promotional email(s) from the Department			
EDO08868A010	Search engine results			
EDO08868A011	Word of mouth recommendation from someone I know			
EDO08868A012	TV, radio, newspaper, or magazine advertising			
EDO08868A013	Internet advertising			
EDO08868A014	Don't know			
EDO08868A015	Other			
EDO08869A001	Message or recommendation from a friend on a social network		Drop down, select one	Single-
EDO08869A002	Video I saw on YouTube			
EDO08869A003	Internet blogs or discussion forums			

EDO08869A004	Advertising on social networks (Facebook, MySpace, Twitter)			
EDO08869A005	Message directly from the Department on a social network			
EDO08869A006	Mobile phone text messages or alerts			
EDO08869A007	Instant Message from a friend or colleague			
EDO08869A008	Familiarity with the Department			
EDO08869A009	Promotional email(s) from the Department			
EDO08869A010	Search engine results			
EDO08869A011	Word of mouth recommendation from someone I know			
EDO08869A012	TV, radio, newspaper, or magazine advertising			
EDO08869A013	Internet advertising			
EDO08869A014	Don't know			
EDO08869A015	Other			
EDO08870A001	Message or recommendation from a friend on a social network		Drop down, select one	Single-
EDO08870A002	Video I saw on YouTube			
EDO08870A003	Internet blogs or discussion forums			
EDO08870A004	Advertising on social networks (Facebook, MySpace, Twitter)			
EDO08870A005	Message directly from the Department on a social network			
EDO08870A006	Mobile phone text messages or alerts			
EDO08870A007	Instant Message from a friend or colleague			
EDO08870A008	Familiarity with the Department			
EDO08870A009	Promotional email(s) from the Department			
EDO08870A010	Search engine results			
EDO08870A011	Word of mouth recommendation from someone I know			
EDO08870A012	TV, radio, newspaper, or magazine advertising			

EDO08870A013	Internet advertising			
EDO08870A014	Don't know			
EDO08870A015	Other			
			Text area, no char limit	
ACQCol0005097A01	1=Peer		Radio button, scale, has don't know	S
ACQCol0005097A02	2			
ACQCol0005097A03	3			
ACQCol0005097A04	4			
ACQCol0005097A05	5			
ACQCol0005097A06	6			
ACQCol0005097A07	7			
ACQCol0005097A08	8			
ACQCol0005097A09	9			
ACQCol0005097A10	10=Excellent			
ACQCol0005097A11	Don't know			
ACQCol0005120A01	1=Peer		Radio button, scale, has don't know	S
ACQCol0005120A02	2			
ACQCol0005120A03	3			
ACQCol0005120A04	4			
ACQCol0005120A05	5			
ACQCol0005120A06	6			
ACQCol0005120A07	7			
ACQCol0005120A08	8			
ACQCol0005120A09	9			
ACQCol0005120A10	10=Excellent			
ACQCol0005120A11	Don't know			
ACQCol0005121A01	1=Peer		Radio button, scale, has don't know	S
ACQCol0005121A02	2			
ACQCol0005121A03	3			
ACQCol0005121A04	4			
ACQCol0005121A05	5			
ACQCol0005121A06	6			
ACQCol0005121A07	7			
ACQCol0005121A08	8			
ACQCol0005121A09	9			

ACQCol0005121A10	10=Excellent			
ACQCol0005121A11	Don't know			
ACQCol0005098A01	1=Peer		Radio button, scale, has don't know	S
ACQCol0005098A02	2			
ACQCol0005098A03	3			
ACQCol0005098A04	4			
ACQCol0005098A05	5			
ACQCol0005098A06	6			
ACQCol0005098A07	7			
ACQCol0005098A08	8			
ACQCol0005098A09	9			
ACQCol0005098A10	10=Excellent			
ACQCol0005098A11	Don't know			
ACQCol0005099A01	1=Peer			
ACQCol0005099A02	2			
ACQCol0005099A03	3			
ACQCol0005099A04	4			
ACQCol0005099A05	5			
ACQCol0005099A06	6			
ACQCol0005099A07	7			
ACQCol0005099A08	8			
ACQCol0005099A09	9			
ACQCol0005099A10	10=Excellent			
ACQCol0005099A11	Don't know			
ACQCol0005100A01	1=Peer		Radio button, scale, has don't know	S
ACQCol0005100A02	2			
ACQCol0005100A03	3			
ACQCol0005100A04	4			
ACQCol0005100A05	5			
ACQCol0005100A06	6			
ACQCol0005100A07	7			
ACQCol0005100A08	8			
ACQCol0005100A09	9			
ACQCol0005100A10	10=Excellent			
ACQCol0005100A11	Don't know			

ACQCol0005101A01	1=Poor		Radio button, scale, has don't know	S
ACQCol0005101A02	2			
ACQCol0005101A03	3			
ACQCol0005101A04	4			
ACQCol0005101A05	5			
ACQCol0005101A06	6			
ACQCol0005101A07	7			
ACQCol0005101A08	8			
ACQCol0005101A09	9			
ACQCol0005101A10	10=Excellent			
ACQCol0005101A11	Don't know			
ACQCol0005122A01	1=Poor		Radio button, scale, has don't know	S
ACQCol0005122A02	2			
ACQCol0005122A03	3			
ACQCol0005122A04	4			
ACQCol0005122A05	5			
ACQCol0005122A06	6			
ACQCol0005122A07	7			
ACQCol0005122A08	8			
ACQCol0005122A09	9			
ACQCol0005122A10	10=Excellent			
ACQCol0005122A11	Don't know			
ACQCol0005123A01	1=Poor		Radio button, scale, has don't know	S
ACQCol0005123A02	2			
ACQCol0005123A03	3			
ACQCol0005123A04	4			
ACQCol0005123A05	5			
ACQCol0005123A06	6			
ACQCol0005123A07	7			
ACQCol0005123A08	8			
ACQCol0005123A09	9			
ACQCol0005123A10	10=Excellent			
ACQCol0005123A11	Don't know			
ACQCol0005102A01	1=Poor		Radio button, scale, has don't know	S

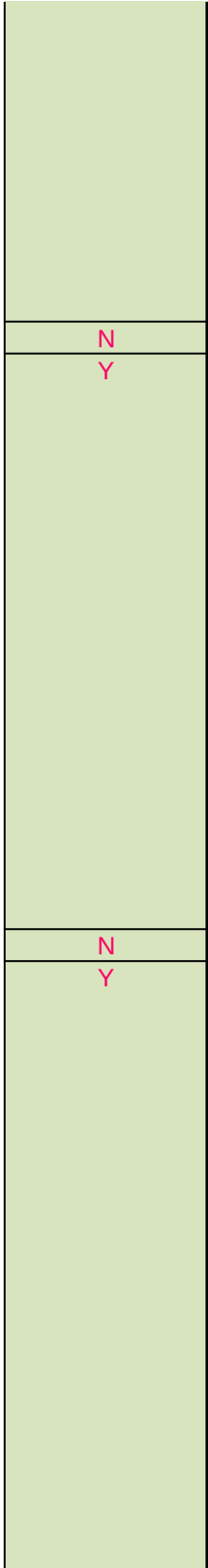
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ACQCol0005102A03	3			
ACQCol0005102A04	4			
ACQCol0005102A05	5			
ACQCol0005102A06	6			
ACQCol0005102A07	7			
ACQCol0005102A08	8			
ACQCol0005102A09	9			
ACQCol0005102A10	10=Excellent			
ACQCol0005102A11	Don't know			
	Under 20		Radio Button One Up Vertical	Single
	21-30			
	31-40			
	41-50			
	51-60			
	61-70			
	Over 70			
	Prefer not to answer			
	Some high school		Radio Button One Up Vertical	Single
	Completed High School			
	Some college (no degree)			
	2-year College Degree			
	4-year College Degree			
	Master Level Degree (M.S., J.D. M.A.)			
	Doctorate Level Degree (Ph.D., M.D.)			
	Prefer not to answer			

Y	Skip Logic	Use Search
N	Skip Logic	Search Experience
N	Skip Logic	Other Search Experience
N	Skip Logic	Search Word

Y	
Y	
Y	

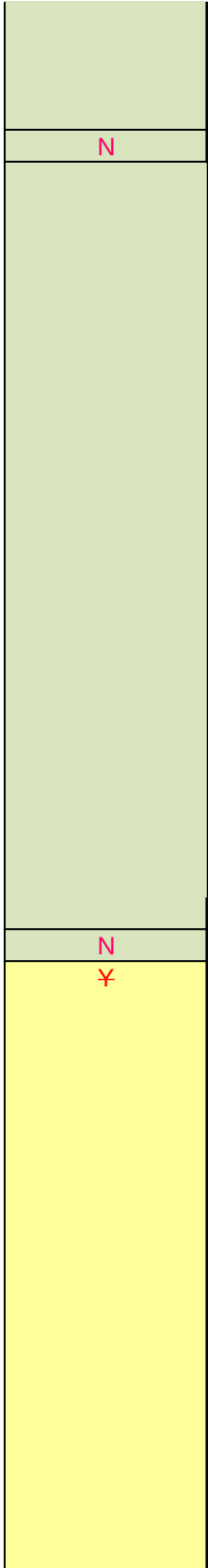
N
Y
Y
N
Y

International Travel choices

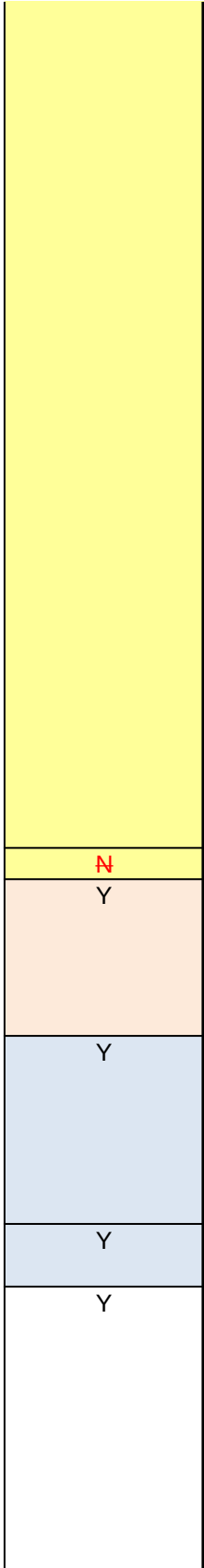


Adoption choices

Law & Policy choices



Students Abroad choices



N		
Y	Skip Logic	
✘	Other, please specify	
N		
✘		

N		
N		
✖	Rank Group - Rank 1	
	Adjust Template/Style Sheet	
	Randomize	
	Anchor Answer Choice	
	Anchor Answer Choice	
✖	Rank Group - Rank 2	
	Adjust Template/Style Sheet	

	Randomize	
	Anchor Answer Choice	
	Anchor Answer Choice	
N	Rank Group	Rank 3
	Adjust Template/Style Sheet	
	Randomize	

	Anchor Answer Choice	Anchor Answer Choice
N		SV - Other Social Network
Y		Simplicity
Y		Short
Y		Organized

✖		Focused
✖		Explained
✖		Understand

✖		Clarity
✖		Consistency
✖		Average Person
✖		Common Terms

