Voice-of-Customer Surveys

for StopBullying.gov

# Site-Level Survey for Visitor Feedback

## Introductory Text



## Questions

1. What were you looking for on StopBullying.gov today?
	* Learn basic information about bullying (what it is, what the warning signs are)
	* Find out how I can prevent bullying
	* Learn how I can take action in my school/community
	* Find information on how to get help
	* Find research on bullying
	* Get news and updates about StopBullying.gov
	* I had nothing specific in mind when I came to the website today.
	* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Were you able to find what you were looking for?
	* Yes
	* Partially
	* No

**[If Q2 response is YES]**

1. How long did it take to find the information?
	* Immediately
	* Few minutes
	* A long time
2. Did you find the information helpful?
	* Yes
	* Partially
	* No

**[If Q4 response is YES]**

1. What did you like best about the content?
2. Based on today’s visit, how would you rate the following?
	* Your experience during your visit
	* How the website looks
	* How you can get around the website
3. How can we improve StopBullying.gov?

**[If Q4 response is PARTIALLY or NO]**

1. What can we do to make the information more helpful?
2. Based on today’s visit, how would you rate the following:
	1. Your experience during your visit
	2. How the website looks
	3. How you can get around the website
3. What can we do to make StopBullying.gov better?

**[If Q2 response is PARTIALLY or NO]**

1. What information were you looking for and did not find on StopBullying.gov?
2. Based on today’s visit, how would you rate the following:
	1. Your experience during your visit
	2. How the website looks
	3. How you can get around the website
3. What can we do to make StopBullying.gov better?

## Thank You Text



# Page-Level Survey

## Layout



## Questions

1. Was this page helpful?
	* Yes
	* No

**[IF Q1 RESPONSE is YES]**

1. I found this page helpful because the content on the page: (check all that apply)
	* Had the information I needed
	* Was trustworthy
	* Was up-to-date
	* Was written well
	* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What can we do to improve this page?

**[IF Q1 RESPONSE is NO]**

1. I did not find this page helpful because the content on the page: (check all that apply)
	1. Had too little information
	2. Had too much information
	3. Was confusing
	4. Was out-of-date
	5. Was poorly written
	6. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What can we do to improve this page?