

Voice-of-Customer Surveys for StopBullying.gov

Site-Level Survey for Visitor Feedback

Introductory Text

The screenshot shows a web browser window with the URL <http://www.stopbullying.gov/survey/feedback/index.html>. The page header includes the StopBullying.gov logo and navigation links: About Us, News Room, References & Resources, Special Topics, Home, Kids, Teens, Young Adults, Parents, Educators, and In The Community. The main heading is "How was your visit to StopBullying.gov?". Below this, there is a question: "Could you please take a few minutes to let us know what we can do to improve our website? Click 'Yes' to participate in this quick survey." Two buttons are provided: "Yes, I would like to give feedback" and "No thanks. I don't want to participate at this time >>". A small text box on the right side of the page contains the OMB control number and expiration date: "Form Approved OMB No. 0990-0379 Exp. Date 06/03/2014". At the bottom of the page, there is a footer with various links and logos, including a "Friend Us on Facebook" button.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average (hours) (minutes) per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

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]

3. How long did it take to find the information?
 - Immediately
 - Few minutes
 - A long time
4. Did you find the information helpful?
 - Yes
 - Partially
 - No

[If Q4 response is YES]

5. What did you like best about the content?
6. 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
7. How can we improve StopBullying.gov?

[If Q4 response is PARTIALLY or NO]

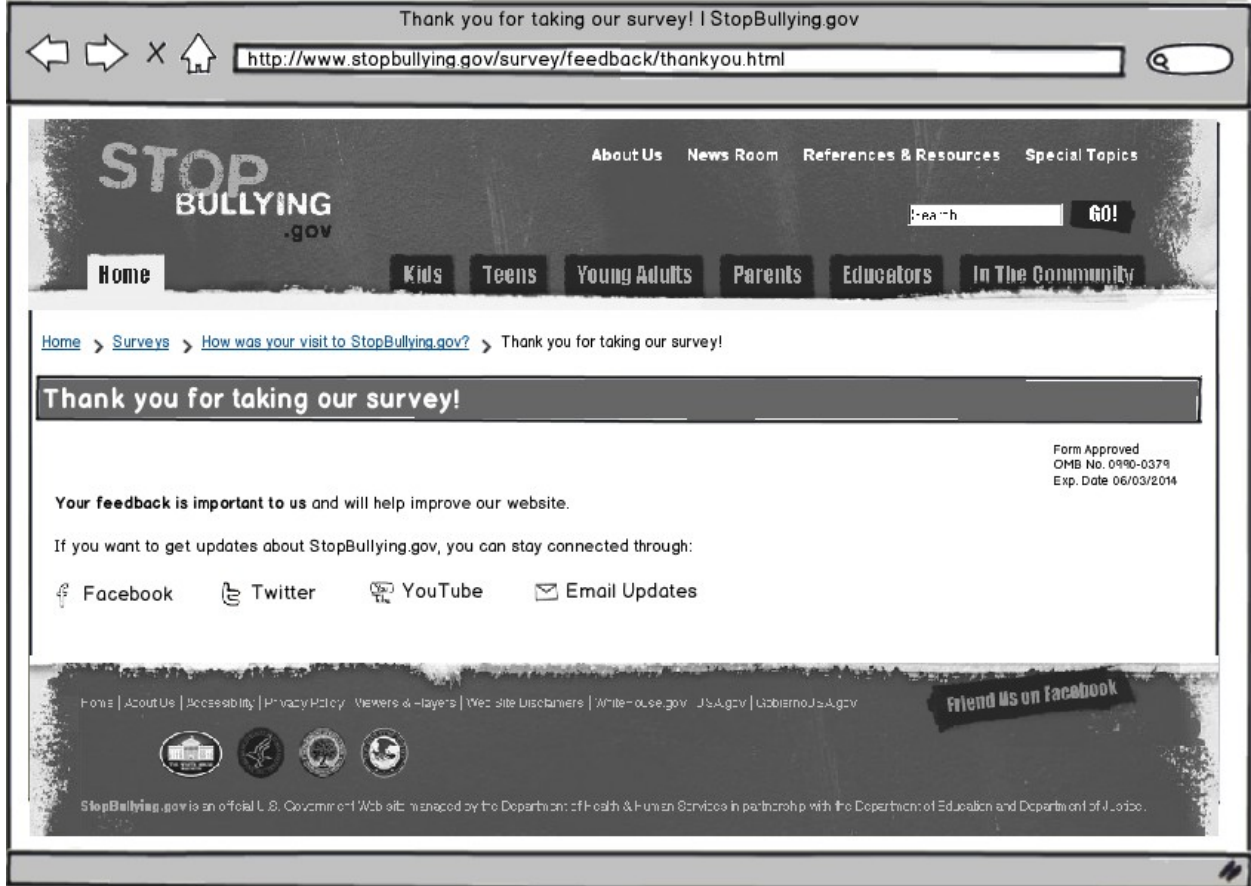
5. What can we do to make the information more helpful?
6. Based on today's visit, how would you rate the following:
 - a. Your experience during your visit
 - b. How the website looks
 - c. How you can get around the website
7. What can we do to make StopBullying.gov better?

[If Q2 response is PARTIALLY or NO]

3. What information were you looking for and did not find on StopBullying.gov?
4. Based on today's visit, how would you rate the following:
 - a. Your experience during your visit

- b. How the website looks
 - c. How you can get around the website
5. What can we do to make StopBullying.gov better?

Thank You Text



Page-Level Survey

Layout

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OMB No. 0990-0379
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Was this page helpful?

Yes No

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Was this page helpful?

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

Other: _____

[Next >>](#)

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Was this page helpful?

What can we do to improve this page?

Enter feedback here..

Questions

1. Was this page helpful?

- Yes
- No

[IF Q1 RESPONSE is YES]

2. 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: _____

3. What can we do to improve this page?

[IF Q1 RESPONSE is NO]

2. I did not find this page helpful because the content on the page: (check all that apply)

- Had too little information
- Had too much information
- Was confusing
- Was out-of-date
- Was poorly written
- Other: _____

3. What can we do to improve this page?