

RRB - Browse

MID: kpZ9h4xJ8pV9JsU5NMssFw==

Date: 2/23/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 Please rate the <b>accuracy of information</b> on this site.	17 What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	20 How likely are you to <b>return to this site</b> ?
2 Please rate the <b>quality of information</b> on this site.	18 How well does this site <b>meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate the <b>freshness of content</b> on this site.	19 How does this site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	21 How likely are you to <b>recommend this site to someone else</b> ?
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
4 Please rate the <b>visual appeal</b> of this site.		22 I can count on this agency to <b>act in my best interests</b> .
5 Please rate the <b>balance of graphics and text</b> on this site.		23 I consider this agency to be <b>trustworthy</b> .
6 Please rate the <b>readability of the pages</b> on this site.		24 This agency can be trusted to <b>do what is right</b> .
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate <b>how well the site is organized</b> .		
8 Please rate the <b>options available for navigating</b> this site.		
9 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
10 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Online Transparency (1=Poor, 10=Excellent, Don't Know)</b>		
11 Please rate how <b>thoroughly</b> this agency <b>discloses information</b> about what this agency is doing.		
12 Please rate how <b>quickly agency information is made available</b> on this website.		
13 Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate how <b>quickly pages load</b> on this site.		
15 Please rate the <b>consistency of speed from page to page</b> on this site.		
16 Please rate the <b>ability to load pages without getting error messages</b> on this site.		

RRB - Browse  
 MID: kpZ9h4xJ8pV9JsU5NMssFw==  
 Date: 3/31/2010

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



MID: kpZ9h4xJ8pV9JsU5NMssFw== CUSTOM QUESTION LIST

QID (Group ID)	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	CQ Label
EDO01549		How frequently do you visit this site?	This is my first time visiting this site Daily Weekly Monthly Every few months Twice a year or less		Dropdown (Select-one)	Single	Y		Visit Frequency
EDO01550		What best describes your role in visiting the site today?	Active railroad employee Retired railroad employee Former railroad employee Family member of a current or former railroad employee Railroad or Labor employer Researcher Media representative Agency (RRB) employee Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group	Role
EDO01551	A	Other Role			Text field, <100 char		N	OPS Group	Other Role
EDO01552		What was your primary purpose for visiting the site today?	Benefit Forms & Publications Benefit Information Benefit Online Services Employer Forms & Publications Employer Information Employer Online Services Railroad Job Listings Find Your Field Office (zip locator) Agency Management & Reports Financial, Actuarial & Statistical information Genealogy Legal Information National RR Investment Trust News Releases Office of Inspector General Public Forms & Publications Other (please specify)	B C A Z	Radio button, one-up vertical	Single	Y	Skip Logic Group	Primary Reason
EDO01553	Z	What other reason did you have for visiting the site today?			Text area, no char limit	Single	N	Skip Logic Group	Other Reason
EDO01554	A	What other types of Financial, Actuarial & Statistical information would be of interest to you?			Text area, no char limit	Single	N	Skip Logic Group	Other Actuarial
EDO01555	B	Which Benefit Online Services were you looking for? (check all that apply)	Request duplicate tax statement Request monthly rate verification letter Request replacement Medicare card Request Service and Compensation History statement Request a PRC code to establish an internet account Request a new password Change a password View Service and Compensation History Get an annuity rate estimate Apply for unemployment benefits Claim unemployment benefits View RUIA account statement Other (please specify)	D	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other Benefit Services
EDO01556	D	What other Benefit Online Services were you looking for today?			Text area, no char limit	Single	N	Skip Logic Group	Other_BOS

RRB - Browse  
 MID: kpZ9h4xJ8pV9JsU5NMssFw==  
 Date: 3/31/2010

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



MID: kpZ9h4xJ8pV9JsU5NMssFw== CUSTOM QUESTION LIST

QID (Group ID)	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	CQ Label
EDO01557	C	Which Employer Online Services did you utilize today? (check all that apply)	Adjust service and compensation records (Form BA-4) Respond to an employee protest (Form GL-129a) Provide employee addresses (Form BA-6a) Respond to a Notice of Payment of UI/SI Benefits (Form ID-4E) Respond to a Prepayment Notice of Employee's Application and Claims for UI/SI Benefits (Form ID-4K) None of the above		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Other ERS
EDO01558		Did you visit the RRB.gov homepage today?	Yes No Don't Know	H	Drop down, select one	Single	Y	Skip Logic Group	Homepage
EDO01559	H	Was it clear where to navigate from the homepage to find what you were looking for?	Yes No		Drop down, select one	Single	Y	Skip Logic Group	on
EDO01560		Did you use the site's search tool today?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search
EDO01561	A	Did the search results provide you the information you were looking for?	Yes, the results immediately returned the information I was looking for Yes, but it took me several searches before I found the information I wanted No, the search results were not helpful		Radio button, one-up vertical	Single	Y	Skip Logic Group	Search Results
EDO01562		Were you able to find what you were looking for today?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Accomplished Goal
EDO01563	A	Please tell us what you could not find today.			Text area, no char limit		N	Skip Logic Group	Could not find
EDO01564		Please tell us what you experienced on the RRB.gov site today. (check all that apply)	I had little to no difficulty getting to the information I wanted I did not know where to begin looking for what I needed It was not clear to me where the links would lead I experienced technical difficulties (error messages) I was often confused about where I was on the site The information did not seem to be organized in a logical manner Other (please specify)	A	Checkbox, one-up vertical	Multi	N	OPS Group	Experience
EDO01565	A	Other Experience			Text field, <100 char		N	OPS Group	Other Experience
EDO01566		If the RRB were to introduce the following tools and services in the future, which of the following would you be most interested in using to interact with this Agency? (Please select all that apply)	In social networks (e.g. Facebook) Following a microblog (e.g. Twitter) By adding comments, ratings, or reviews Receiving newsletters/email updates Subscribing to RSS feeds Watching Vodcasts or video (e.g. YouTube) Reading blogs Contributing to wikis Listening to Podcasts or audio Adding a widget or gadget to my personalized page Bookmark or tag pages (e.g. Digg or Delicious) Other (please specify) None of the above	B	Checkbox, one-up vertical	Multi	N	OPS Group	Interaction
EDO01567	B	Other Interaction			Text field, <100 char		N	OPS Group	OE_Preferred SM
EDO01568		Which of the following Social Media websites have you visited in the past 30 days? (Please select all that apply)	Digg Delicious Facebook Flickr LinkedIn MySpace Twitter YouTube		Checkbox, one-up vertical	Multi	N		SM_Interactio
EDO01569		What is your age range?	Under 25 25 - 34 35 - 44 45 - 59		Drop down, select one	Single	N		Age

RRB - Browse  
 MID: kpZ9h4xJ8pV9JsU5NMssFw==  
 Date: 3/31/2010

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



MID: kpZ9h4xJ8pV9JsU5NMssFw== CUSTOM QUESTION LIST

QID (Group ID)	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	CQ Label
			60 - 64 65 or older						
EDO01570		Please tell us what improvements, if any, you would like to see made to the RRB.gov site.			Text area, no char limit		N		Improvement