

Model Instance Name:
Small Business Administration

MID: 1AVxgAh5cMdFooZoAd1oQQ==

Date: 7/21/2008

Small Business Administration MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content	Satisfaction	Return
Please rate the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site.	What is your overall satisfaction with this site? How well does this site meet your expectations? How does this site compare to your idea of an ideal website?	How likely are you to return to this site?
Functionality	Recommend	How likely are you to recommend this site to someone else?
Please rate the usefulness of the features provided on this site Please rate the convenience of the features on this site. Please rate the ability to accomplish what you wanted to on this site.		
Look and Feel	Primary Resource	How likely are you to use this site as your primary resource?
Please rate the ease of reading this site. Please rate the clarity of site organization. Please rate the clean layout of this site.		
Navigation		
Please rate the degree to which the number of steps to get where you want is acceptable. Please rate the ability to find information you want on this site. Please rate the clarity of site map or directory. Please rate the ease of navigation on this site.		
Search		
Please rate the usefulness of search results on this site. Please rate how this site provides comprehensive search results. Please rate the organization of search results on this site. Please rate how the search feature helps you to narrow the results to find the information you want.		
Site Performance		
Please rate the speed of loading the page on this site. Please rate the consistency of speed on this site. Please rate the reliability of site performance on this site.		
Tasks and Transactions		
Please rate the ease of completing task(s) on this site. Please rate the degree of privacy in completing tasks on this site. Please rate the verification of task completion on this site. Please rate the availability of help with questions or problems on this site.		

Model Instance Name:
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 MID: 1AVxgAh5cMdFooZoAd1oQQ==
 Date: 11/28/2011

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

Small Business Administration CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO08056		How frequently do you visit this site?	EDO08056A001 EDO08056A002 EDO08056A003 EDO08056A004 EDO08056A005 EDO08056A006	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio Button One Up
7199		Which best describes you or your organization?		Potential small business owner Small business (less than five years old) Established small business (greater than five years old) Medium or large business SBA resource partner (such as SCORE, SBDC and WBC) Trade or business organization Lending institution Student, academic or researcher Congress/Federal agency Media Other	A	Radio Button One Up
RJO00089	A	Please specify your role:				Text Field – limited to 100 characters
7200		What is your primary reason for visiting this site today?		Starting a business Financing a business Managing a business Government contracting Disaster assistance SBA backed loans Expanding a Business Looking for a Grant SBA partner information SBA lender information Business laws & regulatory assistance		Radio Button One Up

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Small Business Administration CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer IDs (<i>DOT ONLY</i>)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
				Training	A	
				Agency news & events		
				Business forms		
				Local SBA offices		
				Other		
RJO00090	A	Please describe your primary purpose for visiting the site today:				Text Field – limited to 100 characters
AKR1875 (AKR1875G5)		Which section of the SBA.gov website did you primarily use this visit?		Starting & Managing a Business	A B C	Radio Button One Up
				Loans & Grants		
				Contracting		
				Counseling & Training		
				SBA Direct		
				For Lenders		
AKR1876	C	Please specify which section of the SBA.gov website you primarily used this visit:		Other		Text Field – limited to 100 characters
EDO08069	A	What area within Loans & Grants is of the most interest to you?	EDO08069A001	Small Business Loans	D	Radio Button One Up Vertical
			EDO08069A002	Grants		
			EDO08069A003	Bonds		
			EDO08069A004	Other Financial Assistance		
			EDO08069A005	Other		
EDO08070	D	Please specify which area within Loans & Grants is of the most interest to you:				Text Field – limited to 100 characters



Single or Multi	Required Y/N	Special Instructions
Single	Y	Skip Logic Group
Single	Y	
Single	N	
Single	Y	



Single or Multi	Required Y/N	Special Instructions
Single	N	
Single	Y	
Single	N	
Single	Y	
Single	N	