

Model Instance Name:
 Regulations.gov
 MID: sJNkhVARwtQkos59ZsYI5w==
 Date: 6/25/2008

Regulations.gov MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>NOTE: All questions under each element are <u>required</u>. <i>Element questions are partitioned among surveys.</i></p>	<p>Satisfaction questions are required. <i>Satisfaction questions appear on all surveys.</i></p>	<p><i>Future behaviors may be modified based on your site's objectives.</i></p>
<p>REQUIRED ELEMENTS (common to all websites)</p>	<p>Satisfaction (1=very dissatisfied, 10=very satisfied)</p>	<p>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</p>
<p>Functionality (1=poor, 10=excellent, Don't Know)</p>		
<p>1 Please rate the usefulness of the services provided on this site. 2 Please rate the convenience of the services on this site. 3 Please rate the ability to accomplish what you wanted to on this site.</p>	<p>17 What is your overall satisfaction with this site? 18 How well does this site meet your expectations? 19 How does this site compare to your idea of an ideal website?</p>	<p>20 How likely are you to return to this site? Recommend (1=Not Very Likely, 10=Very Likely) 21 How likely are you to recommend this site to someone else?</p>
<p>Look and Feel (1=poor, 10=excellent, Don't Know)</p>		<p>Primary Resource (1=Not Very Likely, 10=Very Likely)</p>
<p>4 Please rate the ease of reading this site. 5 Please rate the clarity of site organization. 6 Please rate the clean layout of this site.</p>		<p>22 How likely are you to use this site as your primary resource for obtaining regulatory information?</p>
<p>Navigation (1=poor, 10=excellent, Don't Know)</p>		
<p>7 Please rate the degree to which the number of steps to get where you want is acceptable. 8 Please rate the ability to find information you want on this site.</p>		
<p>9 Please rate the ease of navigation on this site.</p>		
<p>Search (1=poor, 10=excellent, Don't Know)</p>		
<p>10 Please rate the usefulness of search results on this site. 11 Please rate how this site provides comprehensive search results. 12 Please rate the organization of search results on this site. 13 Please rate how the search feature helps you to narrow the results to find the information you want.</p>		



Model Instance Name: Regulations.gov
 Date: 2/17/2012

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION/New Question
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

Regulations.gov CUSTOM QUESTION LIST

QID	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	Question Label
ALM0030		How frequently do you visit this site?	First time More than once a day Once a day Once a week Once a month Twice a year or less		Radio Button One Up Vertical	Single	Y	Skip Logic	
EDO03616		What brought you to the site today?	Followed a link from an email Followed a link from FederalRegister.gov or RegInfo.gov Followed a link/recommendation from another website or news article Heard about the site from a friend, co-worker, etc. Did an online search which brought me here I need this site for my job Other, please specify	D	Radio Button One Up Vertical	Single	Y	Skip Logic	Learned about site
EDO03617	D	Please specify what brought you to the site today.			Text field, no char limit		N	Skip Logic	Other Brought to site
AED08171		Which features on the homepage did you use today? (check all that apply)	Search box/Search tab Browse tab Learn tab Advanced Search Are you new to the site? links Regulations with comments due soon Newly Posted Regulations Other (please specify): None of the above	A,B, X M, N, O L A,B, X C	Checkbox, one-up	Multi	Y	Skip Logic	Home Page Features
ACQCol0010894	M	Are the documents shown under each category grouped logically?	Yes No	G	Radio Button One Up Vertical	Single	Y	Skip Logic Group	Browse Tab
ACQCol0010895	G	Please tell us how you feel the document categories could be grouped more logically.			Text field, no char limit		N	Skip Logic	OE Logical Categorization
ACQCol0010896	N	Each featured regulation on the Browse tab has a Comment Now icon next to it, which links directly to the Submit a Comment page. Did you find this resource useful?	Yes, it was useful No, I did not see that icon No, I did not realize where that icon would lead No, I wanted to read the regulation first No, I did not want to submit a comment		Radio Button One Up Vertical	Single	N	Skip Logic Group	Submit a Comment
ACQCol0010897	O	Each featured regulation also has a Social Media Share icon. Did you use the Social Media Share functionality today?	Yes, it was useful No, I did not see that icon No, I did not want to share any regulations		Radio Button One Up Vertical	Single	N	Skip Logic Group	SM Share Functionality
ACQCol0010898	L	Which of these statements best describes your experience with the Regulatory Timeline.	I learned information about the process I did not know I have a better understanding of the Regulatory process I still have questions about the Regulatory process that were I found the explanations confusing I expected different information within the Learn tab None of the above		Radio Button One Up Vertical	Single	N	Skip Logic Group	Regulatory Timeline
AED08172	C	What other homepage features did you use today?			Text field, <100 char		N	Skip Logic	Other Home Page Features
AED08173	A	Which features on the search results page did you use today? (check all that apply)	Used the Sort By dropdown Filtered results by Agency Filtered results by Category Filtered results by Document Type Filtered results by Docket Type Filtered by Posted Filtered by Comment Period Filtered by Comments Due Searched within Results Used the Document Spotlight (magnifying glass icon) None of the above Other (please specify):	Z D	Checkbox, one-up	Multi	Y	Skip Logic	Search Features
ACQWro0008337	Z	How useful was the Document Spotlight feature?	Very useful Somewhat useful Not useful		Dropdown (Select-one)	Single	Y	Skip Logic	Document Spotlight
AED08180	D	Which other search result features did you use today?			Text field, <100 char		N	Skip Logic	Other Search Features Used
AED08181	B	What was your impression of the search results? (check all that apply)	Results were relevant to my search terms or needs Results were not relevant to my search terms or needs Too many results displayed Results required too many refinements to get to what I wanted Returned not enough/no results Search speed was too slow Other (please specify):	E	Checkbox, one-up vertical	Multi	Y	Skip Logic	Impression of Search Feature
AED08182	E	Please tell us about your impression of the search feature.			Text field, <100 char		N	Skip Logic	Other Impression of Search Feature
EDO03618	X	Please specify what keywords you typed into the search box today.			Text field, no char limit		N	Skip Logic	Search Keyword
ALM0031		Which best describes you?	General public Lobbyist/Trade organization Law firm Public interest organization Academic community Small business Consultant Regulated industry Federal government Local/State government Foreign government	W, X	Dropdown (Select-one)	Single	Y	Skip Logic	
AED05840	W	Why did you choose to come to this site instead of FDMS.gov? (check all that apply)	I don't know what FDMS.gov is I could not find what I needed on FDMS.gov Regulations.gov is quicker Regulations.gov has a better search engine I was looking for a docket or document from another agency I forgot my FDMS.gov user name or password Other, please specify	Y	Checkbox, one-up	Multi	Y	Skip Logic	
AED05841	Y	Other reason for visiting regulations.gov instead of FDMS			Text field, <100 char		N	Skip Logic	
AED05842	X	What tasks do you typically use Regulations.gov for? (check all that apply)	Find and/or download a docket Find and/or download a document Submit a comment Confirm that a comment was posted and publicly viewable Look up dockets or documents in another agency Create reports Find a comment with a tracking number Bookmark a docket or document Set up e-mail notifications Look up a regulatory agenda Find a historical rule Other, please specify	Z	Checkbox, one-up	Multi	Y	Skip Logic	
AED05843	Z	Other tasks you typically use Regulations.gov for			Text field, <100 char		N	Skip Logic	
AED05844		What did you come to the site to do today? (check all that apply)	Find a document Submit a comment Download documents	A	Checkbox, one-up vertical	MULTI	Y	Skip Logic	

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			Browse Featured Regulations Just wanted to explore the site Bookmark a docket or document Set up an e-mail notification Other, please specify	ZZ					
ACQCoI0010884	A	When preparing to submit a comment, how do you prefer to read the document? (select all that apply)	Print it out Download and read the PDF on the computer Read it on the website Read it on a tablet or other mobile device		Checkbox, one-up	MULTI	N	Skip Logic	Document Preference
CWS01241	ZZ	Please tell us your other reason for visiting the site today.			Text field, <100 char		N	Skip Logic	
ALM0164		Were you able to accomplish what you wanted to do?	Yes No	A	Radio Button One Up Vertical	Single	Y	Skip Logic Group	
AKR1359	A	Since you did not accomplish what you wanted, what do you intend to do next?	Try this site again later Call the helpdesk Submit webform to helpdesk Contact department/agency directly Nothing-I give up Try another site (please specify)		Radio Button One Up Vertical	Single	Y		
AKR1360	B	If you will try another site, please specify.		B	Text field, <100 char		N		
AED05845		If you were looking for a document, what type of document were	Rules Proposed Rules Notices Public Comment Guidance Information Collection Requests Environmental Impact Statement Supporting Materials I don't know Other		Checkbox, one-up	Multi	N		
CWS01244		Which of the following did you experience while navigating Regulations.gov today? (Check all that apply)	Links/labels were difficult to understand Links did not take me where I expected Could not navigate back to previous information Would often feel lost, not know where I was Encountered technical difficulties (i.e. error messages, system timeouts) I did not experience any navigation difficulties Other, please specify		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	
CWS01245	B	Please tell us about your other experience.		B	Text field, no char limit		N	Skip Logic	
ACQDom0003567	C	Please describe for us what you experienced today when you could not navigate back to the previous information.			Text field, no char limit		N	Skip Logic	Can't Navigate Back
ACQCoI0010885		Which of the following social media tools and services do you use to share information or stay connected to Regulations.gov?	Email/Email Alert Facebook Twitter YouTube Blogs Podcasts/Online webcasts RSS feeds API/Widgets Other, please specify None	A	Checkbox, one-up	Multi	Y	Skip Logic Group	Social Media
ACQCoI0010886	A	Please tell us which other online services you use to stay connected to Regulations.gov.			Text field, no char limit		N	Skip Logic	Other Social Media
ACQWro0008363		Please share with us any additional details about your experience on Regulations.gov that would help us improve the site. (optional)			Text field no char. Limit		N		Improvement
KFB07315		Regulations.gov has included year-to-date summary statistics and a graphic display of Site Data within the site. How useful do you feel the following additional features would be: Additional types of summary data	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_Summary Data
KFB07316		Dynamically generate summary data and display in real-time	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_RealTime
KFB07317		Highlight effective dates and impacted industries	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_Dates & Industries
ACQWro0008352		Graphically display comments on regulatory actions by submitter group (e.g. law firms, NGOs)	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_Submitter
ACQWro0008339		Graphically display comments on regulatory actions by geographic location	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_Geograph
KFB07319		What other types of summary data would you find useful?			Text field no char. Limit		N		Other Summary Data
KFB07322		If the following features were added to the site, how useful would they be to you? Ability to engage with other Regulations.gov users through messaging and/or forum discussions	Very Useful Somewhat Useful Not Useful Don't Know		Dropdown (Select-one)	Single	N	Multiple List	Dashboard_Summary Data