

USTTB FORESEE RESULTS MODEL QUESTIONS

Model questions utilize the ACSI methodology to determine scores and impacts.

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ELEMENTS (drivers of satisfaction) <i>All questions under each element are required. Element questions are partitioned among surveys.</i>	CUSTOMER SATISFACTION <i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i>	FUTURE BEHAVIORS <i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i>
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Please rate the accuracy of information on this site.	21 What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	24 How likely are you to return to this site ?
Please rate the quality of information on this site.	22 How well does this site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the freshness of content on this site.	23 How does this site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	25 How likely are you to recommend this site to someone else ?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the usefulness of the features provided on this site.		26 How likely are you to use this site as your primary resource for obtaining information from this organization ?
Please rate the convenience of the features on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
Please rate the variety of features on this site.		I can count on this agency to act in my best interests .
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I consider this agency to be trustworthy .
Please rate the visual appeal of this site.		This agency can be trusted to do what is right .
Please rate the balance of graphics and text on this site.		
Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized .		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for .		
Please rate the number of clicks to get where you want on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
Please rate the relevance of search results on this site.		
Please rate the organization of search results on this site.		
Please rate how well the search results help you decide what to select .		
Please rate how well the search feature helps you to narrow the results to find		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent)		
Please rate how thoroughly this website discloses information about what this agency is doing.		
Please rate how quickly agency information is made available on this website.		
Please rate how well information about this agency's actions can be accessed by the public on this website.		



Model Instance Name: [DELETE](#)
 USTTB v2 [Add a new instance](#) [RE-ORDER](#)
 MID: pY6zJRVA9AwvBEZJppm [ADD](#)
 Date: [REVORING](#)
[View Issues](#) [SAP LOGIC](#)

USTTB CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type	Required Y/N	Single or Multi	Special Instructions
		This question pertains to the TTB's online applications. Do you use TTB's online applications (COLAs Online, Formulas Online, Permits Online)?	Yes No	A	Drop-down menu, check boxes, radio buttons, one-up/one-off	Y	Multi	Skip Logic Group
EQ0011269	A	Which online application(s) do you use?	COLAs Online Formulas Online Permits Online	B C D	Checkbox, one-up/vertical	Y	Multi	Skip Logic Group
EQ0011270	B	Please describe your experience using COLAs Online.			Text area, no char limit	Y	Single	Skip Logic Group
EQ0011271	C	Please describe your experience using Formulas Online.			Text area, no char limit	Y	Single	Skip Logic Group
EQ0011293	D	Please describe your experience using Permits Online.			Text area, no char limit	Y	Single	Comparative M
EQ00254		(The remaining questions pertain to the TTB.gov website. How frequently do you visit our site?)	First time Rarely About once a month About once a week About once a day A few times a day		Drop-down, select one		Single	
EQ00483		My primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A contractor for a company regulated by TTB A customer of alcohol and/or tobacco products An employee of a government agency Small business owner Investment manager International Visitor Other, please specify	A	Radio button, one-up/vertical	Y	Single	DPS Group
EQ00481	A	What primary role			Text area, no char limit	N	Single	DPS Group
EQ00482		Which of the following represents your primary interest?	Wine Beer Distilled Spirits Tobacco E-cigs Employment/Job Openings Other (please specify)	B C D E F G	Radio Button	Y	Single	Skip Logic Group
EQ00483	A	Please specify your other primary interest			Text area, no char limit	N	Single	Skip Logic Group
EQ00484	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	B1	Check box	Y	Multi-select	Skip Logic Group
EQ00485	B1	Please specify the other wine related information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
EQ00486	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	C1	Check box	Y	Multi-select	Skip Logic Group
EQ00487	C1	Please specify the other beer-related information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
EQ00488	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	D1	Check box	Y	Multi-select	Skip Logic Group
EQ00489	D1	Please specify the other type of distilled spirits information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
EQ00490	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample Pay/determine taxes Download forms Other (please specify)	E1	Check box	Y	Multi-select	Skip Logic Group
EQ00491	E1	Please specify the other tobacco information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
EQ00492	F	What type of hemp/cannabis information were you looking for today?	Conduct research Pay/determine taxes Download forms Other (please specify)	F1	Check box	Y	Multi-select	Skip Logic Group
EQ00493	F1	Please specify the other hemp/cannabis information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
EQ00495		Did you accomplish what you came to the TTB site to do?	Yes No		Drop-down, select one	Y	Single	
EQ00496		Did you use the search feature during your visit today?	Yes No Don't recall	L, K			Single	Skip Logic Group
EQ00497	L	Please tell us what terms you used in your search			Text area, no char limit	N	Single	Skip Logic Group
EQ00498	K	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today. The search feature had the basic search process (how to use it, terms to use). The search feature had the visual display of the search results (text size, image). The search feature had the search results re-ranked. The search feature had the search results filtered, advanced search, or lack of these options. The search feature had technical issues with the search feature. None of these	F G H I J	Checkbox, one-up/vertical	Y	Multi	Skip Logic Group
EQ00500	F	Please describe your issue.			Text area, no char limit	N		Skip Logic Group
EQ00501	G	Please describe your issue.			Text area, no char limit	N		Skip Logic Group
EQ00502	H	Please describe your issue.			Text area, no char limit	N		Skip Logic Group
EQ00503	I	Please describe your issue.			Text area, no char limit	N		Skip Logic Group
EQ00504	J	Please describe your issue.			Text area, no char limit	N		Skip Logic Group
EQ00505		How would you describe your experience while on the TTB site today? (Please select all that apply.)	Had no difficulty navigating/browsing/looking for information on the site Had difficulty finding relevant information/products Site/website was difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information Had a navigation difficulty not listed above	A B C D E F	Checkbox, one-up/vertical			
EQ00506	C	Please describe your navigation issue.			Text area, no char limit			
EQ00511	A	Please describe any specific navigation links or paths that did not take you where they should have?			Text area, no char limit			
EQ00512	B	What specific link/buttons were difficult to understand?			Text area, no char limit			
EQ00513		If you could make one improvement to the site what would that be?			Text area, no char limit	N	Single	