


Model Instance Name:
gsa.gov Agencywide V4
MID:
Date:
Partitioned: Yes

Model questions utilize

		ELEMENTS (drivers of satisfaction)	
MQ Labels		Functionality (1=Poor, 10=Excellent, Don't Know)	
1	Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.	21
2	Functionality - Convenient	Please rate the convenient placement of the website tools on this site.	22
3	Functionality - Variety	Please rate the variety of website tools on this site.	23
		Look and Feel (1=Poor, 10=Excellent, Don't Know)	
4	Look and Feel - Appeal	Please rate the visual appeal of this site.	
5	Look and Feel - Balance	Please rate the balance of graphics and text on this site.	
6	Look and Feel - Readability	Please rate the readability of the pages on this site.	
		Navigation (1=Poor, 10=Excellent, Don't Know)	
7	Navigation - Organized	Please rate how well the site is organized .	
8	Navigation - Options	Please rate the options available for navigating this site.	
9	Navigation - Layout	Please rate how well the site layout helps you find what you are looking for .	
10	Navigation - Clicks	Please rate the number of clicks to get where you want on this site.	
		Site Performance (1=Poor, 10=Excellent, Don't Know)	
11	Site Performance - Loading	Please rate how quickly pages load on this site.	
12	Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.	
13	Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.	
		Search (1=Poor, 10=Excellent, Don't Know)	
14	Search - Results Relevance	Please rate the relevance of search results on this site.	
15	Search - Results Organization	Please rate the organization of search results on this site.	
16	Search - Results Help	Please rate how well the search results help you decide what to select .	
17	Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find what you want.	
		GSA Web Content (1=Poor, 10=Excellent, Don't Know)	
18	GSA Web Content - Answers	Please rate how well the information viewed today provided answers to your questions .	
19	GSA Web Content - Quality	Please rate the quality of information you viewed on this site.	
20	GSA Web Content - Understandable	Please rate how understandable the information was that you viewed today.	

Use the ACSI methodology to determine scores and impacts

CUSTOMER SATISFACTION		
MQ Labels	Satisfaction	MQ Labels
Satisfaction - Overall	What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	24 Return
Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>	
Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	25 Recommend



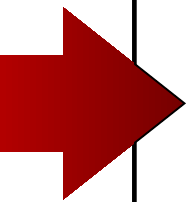
FUTURE BEHAVIORS

Return (1=Very Unlikely, 10=Very Likely)

How likely are you to **return to this site**?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to **recommend this site to someone else**?



Model Instance Name:
gsa.gov Agencywide V4
MID:
Date:

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

gsa.gov Agencywide V4 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
MCW0553		What best describes you? (Select one)	MCW0553A001 MCW0553A002 MCW0553A003 MCW0553A004 MCW0553A005 MCW0553A006 MCW0553A007 MCW0553A008	GSA employee Federal government employee (civilian) Member of the armed forces (military) State/local government employee Vendor with an existing government contract Small business vendor seeking a government contract/get on schedule Vendor other than small business seeking a government contract/get on schedule General public	
MCW0554		On average, how often do you visit gsa.gov?	MCW0554A001 MCW0554A002 MCW0554A003	This is my first time ever Frequently (once a month or more often) Infrequently (less often than once a month)	
MCW0555		Please indicate the primary purpose for your current visit to gsa.gov:	MCW0555A001 MCW0555A002 MCW0555A003 MCW0555A004 MCW0555A005 MCW0555A006 MCW0555A007 MCW0555A008 MCW0555A009 MCW0555A010 MCW0555A011 MCW0555A012 MCW0555A013 MCW0555A014 MCW0555A015 MCW0555A016 MCW0555A017 MCW0555A018 MCW0555A019	Find a GSA employee Forms Get information about products (office supplies, furniture, etc.) Get Information about services (administrative, custodial, etc.) Government property for sale to the general public GSA regions Jobs Per diem/travel (mileage rates, airfare, lodging, etc.) Policy/regulations Public buildings/design/real estate Purchase products (office supplies, furniture, etc.) Purchase services (administrative, custodial, etc.) Questions/information about an existing contract Research/browsing Sell products/get on schedule Sell services/get on schedule Surplus/excess property Training Other (please specify)	A
MCW0556	A	Please specify your other primary reason.			
MCW0557		On this visit, how did you primarily look for information on gsa.gov?	MCW0557A001 MCW0557A002 MCW0557A003 MCW0557A004	Bookmarks Browse using navigation (click on tabs and links) Click on home page links Search engine	
MCW0558		How can gsa.gov be improved to better meet your needs? Please be as specific as possible.			



25 chara
Leave bl
want DO
this part

Type (select from list)	Single or Multi	Required Y/N	Sp. Instructions
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	Y	
Radio button, one-up vertical	Single	Y	
Text area, no char limit		N	
Radio button, one-up vertical	Single	Y	
Text area, no char limit		N	