Welcome

Thanks for visiting our site. You have been randomly selected to take part in this Customer Satisfaction survey to let us know what we're doing well and where we need to do better. To ensure accuracy, we've asked ForeSee, an objective independent vendor, to help us gather this feedback. Please take a minute or two to give us your opinion. The feedback you provide will help us serve you better in the future. All results are strictly confidential.

Thank You

Thank you for your time in completing this survey. Your input is very valuable to us and will be evaluated and used to serve you better in the future. If you click on the links below you will be leaving the Department of Labor's website. The Department of Labor does not endorse, takes no responsibility for, and exercises no control over the organization or its views, or contents, nor does it vouch for the accuracy of the information contained on the destination server.

Model Instance Name: DOL Union Reports V2

MID: 4Jo1VNRAZpccspok4UkkFg==

Partitioned (Y/N)? N

Date: 9/14/2012



			DOL Union Reports V2				
	Model questions เ	utilize	the ACSI methodology to det	ermine scores and impacts			
MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Recommend (1=Very Unlikely, 10=Very Likely)
Content - Accuracy	Please rate your perception of the accuracy of information on this site.		Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Re	ecommend	How likely are you to recommend this site to someone e
Content - Quality	Please rate the quality of information on this site.		Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)			Return (1=Very Unlikely, 10=Very Likely)
Content - Freshness	Please rate the freshness of content on this site.		Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	Re	eturn	How likely are you to return to this site ?
	Navigation (1=Poor, 10=Excellent, Don't Know)						
Navigation - Organized	Please rate how well the site is organized.						
Navigation - Options	Please rate the options available for navigating this site.						
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.						
Navigation - Clicks	Please rate the number of clicks to get where you want on this site.						
	Look and Feel (1=Poor, 10=Excellent, Don't Know)						
Look and Feel - Appeal	Please rate the visual appeal of this site.						
Look and Feel - Balance	Please rate the balance of graphics and text on this site.			1			
Look and Feel - Readability	Please rate the readability of the pages on this site.						
	Site Performance (1=Poor, 10=Excellent, Don't Know)			1			
Site Performance - Loading	Please rate how quickly pages load on this site.						
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.						
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.						

Model Instance Name:

DOL Union Reports V2

MID: 4Jo1VNRAZpccspok4UkkFg==

Date: 9/14/2012

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION blue + -->: REWORDING

DOL Union Reports V2 CUSTOM QUESTION LIST

				Answer Choices			Single or	Required	
CQID	Skip To		AnswerIDs (DOT)	(limited to 50 characters)	Skip From	ype (select from lis	Multi	Ý/N	Special Instructions
CJI4176		How frequently do you visit this website?	CJI4176A01	First time		Radio button, one-	Single	N	
			CJI4176A02	Every day		up vertical			
			CJI4176A03	About once a week					
			CJI4176A04	About once a month					
			CJI4176A05	Every few months or less often					
CJI4177		Which of the following best describes your role in visiting our website today?	CJI4177A01	Union member		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4177A02	Union officer	1				
			CJI4177A03	General public	1				
			CJI4177A04	Academic	1				
			CJI4177A05	Member of Media	1				
			CJI4177A06	Government Employee	1				
i			CJI4177A07	Member of Public Interest Group	1				
			CJI4177A08	Other	Α .				
CJI4178	А	Please briefly describe your role.	00112111100	0.101		Text area, no char		N	Skip Logic Group*
C314170	^	rease briefly describe your fole.				limit		IN.	Skip Logic Group
CJI4179		Which of the following best describes your primary reason for visiting our website today?	CJI4179A01	Enforcement and Other Data		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4179A02	Compliance Assistance/Publication	1				
			CJI4179A03	Obtain a Form/Instructions	1				
			CJI4179A04	News or press release	1				
			CJI4179A05	File a report	1				
			CJI4179A06	View a Collective Bargaining Agreement	1				
			CJI4179A07	View a financial report	1				
			CJI4179A08	Other	В				
CJI4180	В	Please briefly explain your primary reason for visiting our website today.				Text area, no char limit		N	Skip Logic Group*
CJI4181		Were you able to accomplish your goal in visiting our website today?	CJI4181A01	Yes		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4181A02	No	С				
CJI4182	С	What were you unable to accomplish?				Text field, <100 char		N	Skip Logic Group*
CJI4183		What method did you primarily use to look for information on our website today?	CJI4183A01	Top navigation bar		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4183A02	Left navigation bar					
			CJI4183A03	Links in the center of the page					
			CJI4183A04	Site search feature (box in the upper-right corner of the page)					
			CJI4183A05	External search engine (such as Google)					
			CJI4183A06	Other	D				
CJI4184	D	Please briefly explain your primary method to look for information.				Text area, no char limit		N	Skip Logic Group*
CJI4185		Do you have any other comments or suggestions to improve this website?				Text area, no char limit		N	

CQ Label
Visit Frequency

Role

Other Role

Reason

Other Reason

Accomplish Goal

Unable

Method

Other Method

Comments

Holiday 2010 Custom Question Setup

red & strike-through: DELETE

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

underlined & italicized: RE-ORDER

pink: Addition

blue + -->: REWORDING

			CUSTOM QUESTION LIST				
QID L	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2010 holiday season compared to 2009? Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	Answer Choices (limited to 50 characters) A lot more Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANS - DO NOT ADD ANSWER CHOICES OR DELETE - DO NOT CHANGE ORDER OF ANSWER CHOIC order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the	ANSWEI	R CHOICES u would like answe		Required Y/N Y
			A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S S			
	R	Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices	-	Checkbox, one-up vertical	Multi	Y



Special Instructions
Skip Logic Group
Skip Logic Group

Holiday 2011 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL

Mile + >> REWORDING

				CUSTOM QUESTI	ON LIST							
	Skin											
(D	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (es	elect from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Application Notes
	Luber	Do you expect to spend more or less onlin holiday season compared to 2010?	during the 2011	A lot more	- Skip to	Drop down,	select one	Single	Y	эрсени полосиона	H2011-Spend general	Benchmarking question for should be a part of all Ho
		nonate section compared to 20201										should be a part of all H questions
				A little more I expect to spend about the same amount as last year	-							
				A little less A lot less	7							
				Not sure								
		Do you expect to spend more or less onlin holiday season with retailer.com compared	during the 2011 to 2010?	I didn't purchase anything from retailer.com last year		Drop down, s	select one	Single	Y	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates dir the retailer and should be the holiday battery
				A lot more	A							the holiday battery
				A little more	A							
				l expect to spend about the same amount as last year A little less	В							
				A lot less Not sure	В							
	Α	Why do you expect to spend more online w holiday season? (please select all that apply	th retailer.com this	Promotions (\$ or % off offers)		Checkbox, o	ne-up vertical	Multi	Y	Skip Logic Group	H2011-Spend more	
				Quality of merchandise	д ,					Randomize		
				Merchandise selection Good return policy	н ,							
				Online product prices	4							
				Shipping costs Availability of merchandise								
				Better personal economic circumstances this year Other (please specify):	С					Anchor Answer Choice		
	C	Other reason to spend more online: Why do you expect to spend less online w	ith retailer com this	Promotions were not appealing. (\$ or % off offers)		Text area, no Checkbox, o	char limit	Mode	N V	Skip Logic Group	H2011-Spend more other	
		holiday season? (please select all that ap	ply)	the state of the s						and angle choop		
				Quality of merchandise						Randomize		
				Poor merchandise selection						TURNOTE		
				Return policy I'm trying to save more and spend less								
				Online product prices Shinning costs	д,							
				Poor availability of merchandise	д,							
				Worse personal economic circumstances this year Other (please specify):	СС					Anchor Answer Choice		
	CC	Other reason to spend less online: Please tell us what you did on retailer.com	pdav.	I made a purchase for myself today	—	Text area, no Radio button.	char limit one-up vertical	Single	N Y	Skip Logic Group	H2011-Spend less other H2011-task accomp	Only ask if you do not h
												"What did you do?" ques
												"What did you do?" ques not replace what you have lose trending.
				I bought a gift for someone else today I was browsing today to purchase online later	4					Randomize		
				I was browsing today to purchase at one of the store locations	=							
				I was browsing today to see what you have Other (please specify):	Α.					Anchor Answer Choice		
	A	What else did you do on retailer.com today?		Yas	_	Text area, no	char limit	Single	N Y	Skip Logic Group Skip Logic Group	H2011-task accomp other H2011-access mobile	
		Did you access (insert retailer's name here) mobile websi or mobile shopping app while holiday shopping this year			A	Radio button, one-up vertical				Skip Ługic Group	Table decess made	Should be used if retail mobile app
				No								moone app
	А	Why did you do so? (please select all the	at apply)	To compare different products To look up price information about a product		Checkbox, one-up vertical		Multi-select	Y	Skip Logic Group Randomize	H2011-why access mobile	
				To look up product specifications To view product reviews	4							
				To make a purchase	4							
				To find a store location Another reason:						Anchor Answer Choice	H2011-access other	
	В	Please specify the other reason you acc website or app from a mobile device:	essed the company's			Text area, no	char limit		N	Skip Logic Group	H2011-why access other	
		Tage Total Control		Yes		Radio butto	n, one-up vertical	Single	Y		H2011-mobile any	
												Should be asked of all rega they have a mobile device
		Have you ever used a mobile device t retailer's website, mobile website, or m	Please use th	e following guidelines:								they have a mobile device not. It is a global question a read on visitors.
				ODIFY THE WORDING of the ANSWER CHOICES								
				D ANSWER CHOICES OR DELETE ANSWER CHOICES ANGE ORDER OF ANSWER CHOICES, if you would like a		-1						
	AA	Which of the following ways did you		ANGE ORDER OF ANSWER CHOICES, if you would like a ed, please request randomization	nswer ch	oice	e-up vertical	Multi	Y	Skip Logic Group	H2011-mobile use	Global use of mobile app.
		Which of the following ways did you device this holiday season? (please s		ed, please request randomization ange the CQ LABELS								asked of all
			- You may cha	ange your company name in the question which is high	ılighted ir	BLUE						
					-							
							e-up vertical	Multi		Exclusive Answer Choice Skip Logic Group	H2011-mobile use store	
	^	How did you use your mobile device wh					c up vertical	MUS	, T	Skip Logic Group		
		How did you use your mobile device wh holiday season? (please select all that a	pply)	l accessed a competitor's website	4							
				A STATE OF THE STA								
				I accessed a shopping comparison website (Shopzilla.com, Shopping.com)	H							
				I accessed the store's mobile shopping app	4							
				l accessed a competitor's mobile shopping app None of the above						Exclusive Answer Choice		
		Please think about your shopping preferen		Research and buy online, have product delivered		Radio button,	one-up vertical	Single	Y	Randomize	H2011-shop preference	Should be a part of the H
		In general, which of the following is your pre the type of product you researched or pur	erred way to shop for hased today?									battery of questions. G shopping preference and left on after Januar
				Research and buy online, pick up in store								lett on after Januar
				Research in a catalog and call to order Research online, call to order								
		I .		Research in a catalog and buy online		1						
		1								1	1	
				Research online, buy in store Research in store, buy online								
				Research online, buy in store Research in store, buy online Research and buy in store None of the above				Exclusive Answer Choice		Anchor Answer Choice		



Festive Season 2011 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BLE

EWORDING

**Label Comparison Com

			CUSTOM QUESTION	ON LIST						
	Skip		Answer Choices							
QID	Skip Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Application Notes
		Do you expect to spend more or less online during the 2011 festive season compared to 2010?	A lot more		Drop down, select one	Single	Y		H2011-Spend general	Benchmarking question fro should be a part of all Hol
			A little more l expect to spend about the same amount as last year	1						questions
			A little less	1						
			A lot less Not sure							
		Do you expect to spend more or le season with retailer.co.uk compan			fown, selectione	Single	Y	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates dire the retailer and should be a the holiday battery
		Please use the follo	wing guidelines FOR A UK survey: THE WORDING of the ANSWER CHOICES							the holiday battery
			WER CHOICES OR DELETE ANSWER CHOICES							
		- DO NOT CHANGE	ORDER OF ANSWER CHOICES, if you would like answer	choice						
	Α	why do you expect to spend more testive season? (please select all the	ase request randomization		box, one-up vertical	Multi	Y	Skip Logic Group	H2011-Spend more	
			ie CQ LABELS our company name in the question which is highlighted	in BLU						
								Randomize		
			Pwiltheilf anne							
			Availability of merchandise Better personal economic circumstances this year							
	CC	Other reason to spend more online:	Other (please specify):	cc	Text area, no char limit		N	Anchor Answer Choice	H2011-Spend more other	
	В	Why do you expect to spend finde control. Why do you expect to spend less online with retailer.co.uk this flestive season? (please select all that apply)	Promotions were not appealing (c or % off offers)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	H2011-Spend more other H2011-Spend less	
		and apply								
			Quality of merchandise Poor merchandise selection					Randomize		
			Return policy I'm trying to save more and spend less							
			Online product prices Shipping costs							
			Poor availability of merchandise Worse personal economic circumstances this year							
	С	Other reason to spend less online:	Other (please specify):	С	Text area no char limit		N	Anchor Answer Choice	H2011-Spend less other	
		Please tell us what you did on retailer.co.uk today.	I made a purchase for myself today		Radio button, one-up vertical	Single	Y	Skip Logic Group	H2011-task accomp	Only ask if you do not h
										"What did you do?" quest not replace what you have lose trending.
			bought a gift for someone else today					Randomize		iose deliding.
			I was browsing today to purchase online later I was browsing today to purchase at one of the store locations					Randomize		
			I was browsing today to see what you have Other (please specify):	А				Anchor Answer Choice		
	A	What else did you do on retailer.co.uk today? Did you access (insert retailer's name here) mobile website, or mobile shopping app while Christmas shopping this	Yes		Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Group Skip Logic Group	H2011-task accomp other H2011-access mobile	
		or mobile shopping app while Christmas shopping this year?		A						Should be used if retailer mobile app
	A	Why did you do so? (please select all that apply)	No To compare different products		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	H2011-why access mobile	
			To look up price information about a product To look up product specifications	-				Randomize		
			To view product reviews To make a purchase						+	
			To find a store location Another reason:	В				Anchor Answer Choice	H2011-access other	
	В	Please specify the other reason you accessed the company's website or app from a mobile device:			Text area, no char limit		N	Skip Logic Group	H2011-why access other	
			Yes		Radio button, one-up vertical	Single	Y		H2011-mobile any	
		Nave you ever used a mobile device to score and		AA						Should be asked of all rega they have a mobile device not. It is a global question a read on visitors.
		Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app?	No, and I don't plan to							a read on visitors.
			No, but I might in the future Not sure							
	AA	Which of the following ways did you use your mobile device during the festive season? (please select all that	your sure I used my mobile device to access the Internet to research products (compare product details, look up prices, find store locations, etc.)	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	H2011-mobile use	Maked was a family
		device during the festive season? (please select all that apply)	I made purchases online from my mobile device	A						Global use of mobile app, asked of all
			I made purchasses online from my mobile device. I used my mobile device to compare products or prices whilst shopping in person in a store.	A						
			Lused retailer-developed mobile shopping apps	А						
	Α		None of the above I accessed the store's website		Checkbox, one-up vertical	Multi	Y	Exclusive Answer Choice Skip Logic Group	H2011-mobile use store	
		How did you use your mobile device while in retail stores during the festive season? (please select all that apply)								
			I accessed a competitor's website							
			Lacrascari a chonnina comparison waheita (a.g. Shonzilla co.u.c. Chonnina com							
			I accessed a shopping comparison website (e.g. Shopzilla.co.uk, Shopping.com UK)							
			Laccessed a shopping comparison website (e.g. Shopzilla.co.uk, Shopping.com UK) laccessed the store's mobile shopping app Laccessed a compettor's mobile shopping app							
			UK)		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	
		Please think about your shopping preferences.	UK) Laccessed the store's mobile shopping app Laccessed a competitor's mobile shopping app None of the above		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the H
			UK) accessed the store's mobile shopping app accessed a convenior's mobile shopping app good of the above Accessed a convenior's mobile shopping app Accessed the store of the shopping app Accessed the shopping accessed the shoppin		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the H battery of questions. G shopping preference and left on after January
		Priease thrink about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product your researched or purchased today?	URS) Accessed a competent recible shopping app Accessed a Competent recible shopping app None of the above Research and buy online, have product delivered Research and buy online, pick up in store		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the H battery of questions. Gr shopping preference and left on after January
			Just Jackseld the store's mobile shopping app Jackseld the store's mobile shopping app Jackseld the shopping app Jackseld		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the H battery of questions. Ge shopping preference and left on after January
			December of the steet 's medite shrepping age accessed a conspector's medite shapping age bone of the above. Nonescent can be above. Research and buy online, have product delivered steet of the above. Research and buy online, post up in store. Research online for the control of the above.		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the Ho battery of questions. Ge shopping preference and v left on after January.

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