Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

Thank you for visiting GSA.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please base your answers to the survey on your current visit to GSA.gov, and not other GSA sites linking from GSA.gov such as GSA Advantage!, GSA eLibrary, Airline City Pairs Search, etc.).

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example

Thank You Text Example

'web site' has been corrected to now read 'website' in the text to the left

Model Instance Name:
gsa.gov Agencywide V6
MID: FEIYZwRQFEEZAAJI1tURpA==
Date: 9/17/2012
**Partitioned: Yes (Please Use the Element order on this page and not an alphabetical order)**

Model questions utilize the AC

ELEMENTS (drivers of satisfaction)

MQ Labels	Navigation (1=Poor, 10=Excellent, Don't Know)	MQ Labels
1 **Navigation - Organized**	Please rate **how well the site is organized**.	17 **Satisfaction - Overall**
2 **Navigation - Options**	Please rate the **options available for navigating** this site.	18 **Satisfaction - Expectations**
3 **Navigation - Layout**	Please rate **how well the site layout helps you find what you are looking for.**	19 **Satisfaction - Ideal**
4 **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)	
5 **Site Performance - Loading**	Please rate how **quickly pages load** on this site.	
6 **Site Performance - Consistency**	Please rate the **consistency of speed from page to page** on this site.	
7 **Site Performance - Errors**	Please rate the **ability to load pages without getting error messages** on this site.	
	GSA Web Content (1=Poor, 10=Excellent, Don't Know)	
8 **GSA Web Content - Answers**	Please rate how well **the information viewed today provided answers to your questions.**	
9 **GSA Web Content - Quality**	Please rate the **quality of information** you viewed on this site.	
10 **GSA Web Content - Understandable**	Please rate how **understandable the information** was that you viewed today.	
	Functionality (1=Poor, 10=Excellent, Don't Know)	
11 **Functionality - Usefulness**	Please rate the **usefulness of the website tools** (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) provided on this site.	
12 **Functionality - Convenient**	Please rate the **convenient placement of the website tools** (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.	
13 **Functionality - Variety**	Please rate the **variety of website tools** (Per Diem Lookup, GSA eLibrary, Airline City Pair, social media tools, etc.) on this site.	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)	
14 **Look and Feel - Appeal**	Please rate the **visual appeal** of this site.	
15 **Look and Feel - Balance**	Please rate the **balance of graphics and text** on this site.	
16 **Look and Feel - Readability**	Please rate the **readability of the pages** on this site.	

CUSTOMER SATISFACTION

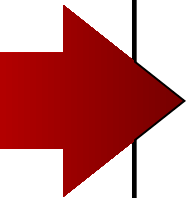| Satisfaction		MQ Labels
What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	**20**	**Return**
How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*		
How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	**21**	**Recommend**
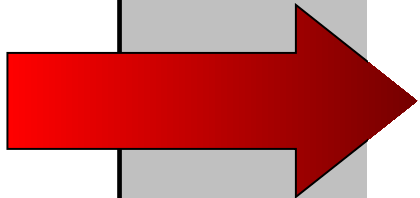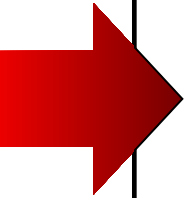
FUTURE BEHAVIORS

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**?

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AML002955		What **best describes you**? (Select one)	GSA employee		Radio button	Single	Y
			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				
AML002956		On average, how often do you visit gsa.gov?	This is my first time ever		Radio button, one-up vertical	Single	Y
			Frequently (once a month or more often)				
			Infrequently (less often than once a month)				
AML002957		Please indicate the **primary purpose** for your **current visit** to gsa.gov:	Find a GSA employee		Radio button, one-up vertical	Single	Y
			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			
AML002958	A	Please specify your other primary reason.			Text area, no char limit		N
AML002959		Did you locate the information you were looking for on this visit?	Yes	B	Radio button, one-up vertical	Single	Y
			No	B			
AML002960	B	Please describe what you were looking for on the GSA.gov site today?			Text area, no char limit	Single	N

Model Instance Name:		red & strike-through: DELETE
gsa.gov Agencywide V6		*underlined & italicized*: RE-ORDER
FEIYZwRQFEEZAAJI1tURpA==		pink: ADDITION
Date:		blue + -->: REWORDING

| gsa.gov Agencywide V6 CUSTOM QUESTION LIST							

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AML002961		**On this visit, how did you primarily look for information** on gsa.gov?	Bookmarks		Radio button, one-up vertical	Single	Y
			Browse using navigation (click on tabs and links)				
			Click on home page links				
			Search engine				
AML002962		How can gsa.gov be improved to better meet your needs? Please be as specific as possible.			Text area, no char limit		N

Special Instructions
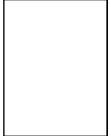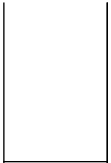
OPS Group
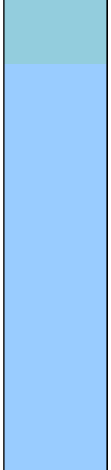
OPS Group

Skip Logic Group

Skip Logic Group

Special Instructions