

### Measures Name/Client name (CC

NIDCR Main

SAC0840	
<b>NEW</b>	<b>1A</b>
<b>N EW</b>	<b>1B</b>
SAC0844	
<b>NEW</b>	<b>2A</b>

NIDCR Spanish

ACQOsI0002108	
ACQWro0010187	<b>C</b>
<b>NEW</b>	<b>F</b>
SPACQOsI0002108	
SPACQWro0010187	<b>C</b>
<b>NEW</b>	<b>F</b>

GSA.gov

AML002955	
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	A
AML002956	
AML002957	
AML002958	A

	<b>B</b>
AML002959	
AML002960	<b>B</b>
AML002961	
AML002962	

NCI SPANISH

<b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)
<p><del>Please rate the <b>usefulness of the Spanish language features provided on this site.</b></del>  Please rate the usefulness of the Spanish language website tools provided on this site.</p>
<p><del>Please rate the <b>convenience of the Spanish language features on this site.</b></del>  Please rate the convenient placement of the Spanish language website tools on this site.</p>
<p><del>Please rate the <b>variety of Spanish language features on this site.</b></del>  Please rate the variety of Spanish language website tools on this site.</p>

<b>Funcionalidad</b> (1=Deficiente, 10=Excelente, No sé)
<p><del>Califique <b>la utilidad de las funciones proporcionadas en español de este sitio.</b></del>  Califique la utilidad de las herramientas web en español proporcionadas en este sitio.</p>




USTTB EDO08494	
	A
	B

FCSO J9 MAC CWS0857	
CWS0858	J

Mobile

	A
	B
	C
	D

FBI

ACQwil0013405	
ACQwil0013406	A

	E
	F
ACQwil0013407	B
ACQwil0013408	C
	D
	G
	I

	J
	H

Export/Import Bank

	A
	B



TTB  
EDO08494

ACQinh0016446	<b>A</b>
ACQinh0016463	<b>B</b>

**Questions and Answer choices)**

Did you find what you were looking for on the NIDCR site?	SAC0840A001 SAC0840A002 SAC0840A003 SAC0840A004
Was the information you found sufficiently current for your purposes?	
Specifically what topic or page seems to need updating and why?	
How would you best describe the information on this site?	SAC0844A001 SAC0844A002 SAC0844A003 SAC0844A004
What topic or page was difficult to understand?	

How would you best describe the Spanish-language information on this website?	ACQOsI0002108A01 ACQOsI0002108A02 ACQOsI0002108A03 ACQOsI0002108A04
What topic or page was difficult to understand?	
Is there any topic or page that could be simplified so it would be easier for visitors to understand?	
¿Cómo describiría la información en español de este sitio web?	SPACQOsI0002108A01 SPACQOsI0002108A02 SPACQOsI0002108A03 SPACQOsI0002108A04
¿Qué tema o página le pareció difícil de entender?	
¿Hay algún tema o alguna página que se podría simplificar de modo que sería más fácil de entender?	

What <b>best describes you?</b> (Select one)	AML002955A01 AML002955A02
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	AML002955A03 AML002955A04 AML002955A06  AML002955A07 AML002955A05  AML002955A08
Please specify your role in coming to the site today.	
On average, how often do you visit gsa.gov?	AML002956A01  AML002956A02 AML002956A03
Please indicate the <b>primary purpose</b> for your <b>current visit</b> to gsa.gov:	AML002957A01  AML002957A02  AML002957A03  AML002957A04 AML002957A05 AML002957A06 AML002957A07  AML002957A08 AML002957A09 AML002957A10 AML002957A11 AML002957A12  AML002957A13 AML002957A14 AML002957A15 AML002957A16 AML002957A17  AML002957A18 AML002957A19
Please specify your other primary reason.	

Please specify the topic you were researching/browsing.	
<del>Did you locate the information you were looking for on this visit?</del>	<del>AML002959A01</del> <del>AML002959A02</del>
<del>Please describe what you were looking for on the GSA.gov site today?</del>	
<b>On this visit, how did you primarily look for information on gsa.gov?</b>	AML002961A01  AML002961A02 AML002961A03 AML002961A04
How can GSA.gov be improved to better meet your needs? Please be as specific as possible.	




<p>The remaining questions pertain to the TTB.gov website.</p> <p>How frequently do you visit our site?</p>	<p><u>EDO08494A001</u></p> <p><u>EDO08494A002</u></p> <p><u>EDO08494A003</u></p> <p><u>EDO08494A004</u></p> <p><u>EDO08494A005</u></p>
<p>Please select the statement which best describes your experience with the new TTB site redesign:</p>	
<p>Please tell us what you think of the new TTB site:</p>	

<p>What is your <b>primary reason</b> for visiting this site today?</p>	
<p>Other - primary reason?</p>	

Do you <b>ever</b> access the Internet using a mobile phone or tablet?	Yes
	No
Which of the following <b>devices</b> do you have?	A SmartPhone A tablet None of these
Specifically, which <b>type of mobile phone</b> do you have?	iPhone Android phone Blackberry Another phone
Specifically, which <b>type of tablet</b> do you have?	iPad Kindle Blackberry Android tablet Another tablet
Have you <b>ever</b> accessed <b>ANY</b> federal website using a mobile phone or tablet?	Yes
	No, but I plan to do so No, but I might in the future No, and I don't plan to do so
Have you <b>ever</b> accessed (agency/department)'s site using a mobile phone or tablet?	Yes
	No, but I plan to do so No, but I might in the future No, and I don't plan to do so
What was the <b>main reason</b> you last visited (agency/department name) using a mobile phone or tablet?	
What <b>resources/additional resources</b> might you want to access from (agency/department) using a mobile phone or tablet?	

Have you visited the m.fbi.gov site on your mobile device?	Yes
	No
	Not Sure
Were you successful in viewing the content that you were seeking	Yes

	No
What information were you unable to view on your mobile device?	
Did you visit the FBI main website as a result of not being able to find the information you were looking for on the mobile site?	Yes, I visited the mobile site first and then came to the website for the same information.
	No, I am on the website for something different than what I was looking for on the mobile site.
	Not Sure
How would you rate the mobile site compared to the full site?	Much better
	Somewhat better
	About the same
	Somewhat worse
	Much worse
Why did you rate the mobile site as being worse than the full site?	
Why did you rate the mobile site as being better than the full site?	
Did you have any difficulty accessing the FBI mobile site?	Yes
	No
Do you believe the difficulty you had accessing the site was due to:	Problems with the FBI mobile site
	Problems with your mobile carrier (ie. AT&T, Verizon, etc.)
	Problems with your mobile phone
	Not Sure
	Other



Please specify why you had difficulty accessing the FBI mobile site:	
How did you connect to the mobile site today?	Wi-Fi
	4G
	3G
	Not Sure

How frequently do you visit this site?	My first visit
	Daily / more than once a day
	Several times a week
	Weekly
	Monthly, or less often
Please select the statement which best describes your experience with the new exim.gov redesign:	It is <b>easier to find</b> what I am looking for
	It is <b>harder to find</b> what I am looking for
	My experience is <b>no different</b> when looking for information on the new site
	I <b>don't recall</b> the previous site
Overall, the redesign changes to the exim.gov website are:	<b>Better</b> than the previous experience
	<b>About the same</b> as the previous experience
	<b>Worse</b> than the previous experience
	I <b>don't recall</b> the previous site

<p>The remaining questions pertain to the TTB.gov website.</p> <p>How frequently do you visit our site?</p>	<p>First time</p> <p>Daily</p> <p>About once a week</p> <p>About once a month</p> <p>About once a year</p> <p>A few times a year</p>
<p>Please select the statement which best describes your experience with the new TTB site redesign:</p>	<p>It is easier to find what I am looking for</p> <p>It is harder to find what I am looking for</p> <p>My experience is no different when looking for information on the new site</p> <p>Don't Know</p>
<p>Please tell us what you think of the new TTB site:</p>	

Yes	<b>1A</b> <b>C</b>	Radio button, d	Single	Yes
No				
Still looking for information when survey popped				
Not looking for anything in particular				
<b>Yes</b>	<b>1B</b>	<b>Radio button, one-up</b>	<b>Single</b>	<b>No</b>
<b>No</b>				
		<b>Text area, no char limit</b>		
Very easy to understand	<b>2A</b> <b>2A</b>	Radio button, d	Single	Yes
Somewhat easy to understand				
Somewhat difficult to understand				
Very difficult to understand				
		<b>Text area, no char limit</b>		

Very difficult to understand	<b>C</b>	Radio button, one-up vertical	Single	Yes
Somewhat difficult to understand	<b>C</b>			
Somewhat easy to understand	<b>F</b>			
Very easy to understand				
		Text area, no char limit		Yes
		<b>Text area, no char limit</b>		
Muy difícil de comprender	<b>C</b>	Radio button, one-up vertical	Single	Yes
Difícil de comprender	<b>C</b>			
Fácil de comprender	<b>F</b>			
Muy fácil de comprender				
		Text area, no char limit		Yes
		<b>Text area, no char limit</b>		

GSA employee		Radio button, d	Single	Y
Federal government employee (civilian)				

Member of the armed forces (military)				
State/local government employee				
Small business vendor seeking a government contract, including GSA schedules				
Large business vendor seeking a government contract, including GSA schedules				
<del>Vendor other than small business seeking a government contract/get on schedule</del>				
<del>Vendor with an existing government contract</del>				
General public				
Other	A			
		Text area, no char limit	Single	N
		Radio button, one-up vertical	Single	Y
This is my first time ever				
Frequently (once a month or more often)				
Infrequently (less often than once a month)				
<del>Find a GSA employee</del>		Radio button, one-up vertical	Single	Y
Building information				
Find GSA information (employees, regions, organizations, news, etc.)				
Forms				
<del>Get information about products (office supplies, furniture, etc.)</del>				
<del>Get Information about services (administrative, custodial, etc.)</del>				
Government property for sale to the general public				
<del>GSA regions</del>				
Jobs				
Per diem and/or travel (mileage rates, airfare, lodging, etc.)				
Policy and/or regulations				
<del>Public buildings/design/real estate</del>				
<del>Purchase products (office supplies, furniture, etc.)</del>				
<del>Purchase services (administrative, custodial, etc.)</del>				
Purchase products and/or services				
<del>Questions/information about an existing contract</del>				
Research/browsing	B			
<del>Sell products/get on schedule</del>				
<del>Sell services/get on schedule</del>				
<del>Surplus/excess property</del>				
Sell products and/or services				
Small business contracting and/or partnering				
Training and/or events				
Other (please specify)	A			
		Text area, no char limit	Single	N

		Text area, no char limit	Single	N
Yes	B	Radio button, one-up-vertical	Single	Y
No	B			
		Text area, no char limit	Single	N
Bookmarks		Radio button, one-up vertical	Single	Y
Browse using navigation (click on tabs and links)				
Click on home page links				
Search engine				
GSA.gov site search				
Outside search (e.g., Google, Bing, Yahoo, etc.)				
		Text area, no char limit		N

ALCOHOL AND TOBACCO TAX AND TRADE BUREAU  
BUREAU OF ENGRAVING AND PRINTING  
BUREAU OF THE PUBLIC DEBT  
DEPARTMENTAL OFFICES  
FINANCIAL CRIMES ENFORCEMENT NETWORK  
FINANCIAL MANAGEMENT SERVICE  
INTERNAL REVENUE SERVICE  
IRS-APPEALS  
IRS-AWSS  
IRS-C&L  
IRS-CFO  
IRS-CI  
IRS-COUNSEL  
IRS-HCO  
IRS-IT  
IRS-LBI  
IRS-LMSB  
IRS-MITS  
IRS-NATIONAL HQ-OPR  
IRS-NATIONAL HQ-OTHER  
IRS-NATIONAL HQ-PRIVACY, INFO PROTECTION, & DATA SECURITY  
IRS-NATIONAL HQ-RAS

IRS-OTHER  
 IRS-SB/SE  
 IRS-TAS  
 IRS-TEGE  
 IRS-W&I  
 OFFICE OF THE COMPTROLLER OF THE CURRENCY  
 OFFICE OF THE INSPECTOR GENERAL FOR TAX ADMINISTRATION  
 OFFICE OF THRIFT SUPERVISION  
 TREASURY, OFFICE OF INSPECTOR GENERAL  
 U.S. MINT

First time		Drop down, select one	Y	Single
Daily	A, B			
About once a week	A, B			
About once a month	A, B			
About once a year	A, B			
A few times a year	A, B			
It is easier to find what I am looking for		Radio button, one-up vertical	Y	Single
It is harder to find what I am looking for				
My experience is no different when looking for information on the new site				
Don't Know				
		Text area, no char limit	N	Single

Download forms		Radio buttons	Single	Yes
<b>Access claim status and/or beneficiary eligibility</b>				
Learn of, or register for, workshops, seminars or other training events				
Find contact information				
Find general Medicare program information				
Research a specific question on Medicare policy or billing				
Find information on fees or fee schedules				
Find out about a Local Coverage Determination				
Read Medicare publications such as newsletters, articles, etc.				
Find enrollment information				
Take an on-line training course				
Other (please specify)	J			
		Text field, <100 char	Single	No

	Radio butt	Single	Y	
<b>A</b> <b>B</b>	Radio butt	Multi	Y	Ph
	Radio butt	Single	Y	P
	Radio butt	Single	Y	T
<b>C</b>	Radio butt	Single	Y	
<b>D</b>	Radio butt	Single	Y	
	Text area, no char limit	Single	N	Pr
	Text area, no char limit	Single	N	

<b>A, B, G, H</b>	<b>Radio button, one-up vertical</b>	Single	Y	Skip Logic
	<b>vertical</b>	Single	Y	Skip Logic



E, F				
	Text area, no char limit	Single	N	Skip Logic
	Radio button, one-up vertical	Single	Y	Skip Logic
D  D  C C	Radio button, one-up vertical	Single	Y	Skip Logic
	Text area, no char limit	Single	N	Skip Logic
	Text area, no char limit	Single	N	Skip Logic
I	Radio button, one-up vertical	Single	Y	Skip Logic
J	Radio button, one-up vertical	Single	Y	Skip Logic

	Text area, no char limit	Single	N	Skip Logic
	Radio button, one-up vertical	Single	Y	Skip Logic

A,B A,B A,B A,B	Radio butt	Single	Y	
	Dropdown	Single	Y	
	Dropdown	Single	Y	

<p>A, B A, B A, B</p> <p>A, B A, B</p>	<p>Drop down, select one</p>	<p><u>Y</u></p>	<p>Single</p>	<p>Skip Logic Group</p>
	<p>Radio button, one-up vertical</p>	<p>Y</p>	<p>Single</p>	<p>Skip Logic Group</p>
	<p>Text area, no char limit</p>	<p>N</p>	<p>Single</p>	<p>Skip Logic Group</p>

Skip Logic	Did You Find
Skip Logic	Group Current
Skip Logic	Update Page
Skip Logic	Level of Difficulty
Skip Logic	Difficult Page

<b>Skip Logic</b>	Comprehension
<b>Skip Logic Group</b>	OE_Comprehension
<b>Skip Logic Group</b>	OE_Simplified
<b>Skip Logic</b>	Comprehension
<b>Skip Logic Group</b>	OE_Comprehension
<b>Skip Logic Group</b>	OE_Simplified

<b>OPS Group</b>	Describes You
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<b>OPS Group</b>	<b>OE_Role</b> Frequency
<b>OPS Group</b>	Primary Purpose
<b>OPS Group</b>	<b>OE_Primary Purpose</b>

<b>OPS Group</b>	OE_ResearchBrowse Topic
<b>Skip Logic Group</b>	Ability to Find
<b>Skip Logic Group</b>	Info of Interest
	Look for Info
	Improvements

		Skip Logic Group	Visit Frequency
		Skip Logic Group	Redesign
		Skip Logic Group	OE_Redesign

OPS Group	
OPS Group	

Access  
Mobile  
Internet

one or Tablet

Phone Type

Tablet Type

Federal  
Mobile  
Site  
Usage

Mobile  
Site  
Usage

Primary Reason

Desired  
Resource  
s

Mobile Visit

Mobile Success



Mobile Experience

Unable to find

Visit after mobile

Mobile Experience

Full site is Better

Mobile Site is Better

Accessing mobile

Mobile difficulty

mobile difficulty

mobile connection

Visit Frequency

Redesign  
Experience

Redesign  
Opinion

Visit Frequency

|

Redesign

OE\_Redesign