Model Instance Name:Gsa.gov Agencywide V6

MID: TBD

Date: 9/17/2012



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.

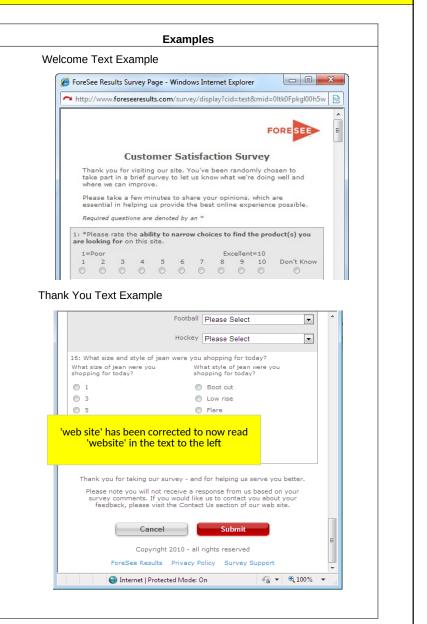
Please base your answers to the survey on your current visit to GSA.gov, and not other GSA sites linking from GSA.gov such as GSA Advantage!, GSA eLibrary, Airline City Pairs Search, etc.).

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.



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 qu	estions utilize the A0
	ELEMENTS (drivers of satisfaction)	I
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.	

to the image at th	CUSTOMER SATISFACTION	
to the state of th	tisfaction	MQ Labels
well does this site meet your expectations? Falls Short, 10=Exceeds) does this site compare to your idea of an ideal site? 21 Recommend	nat is your overall satisfaction with this site?	
Falls Short, 10=Exceeds) If does this site compare to your idea of an ideal isite? 21 Recommend isite?		
site?	Falls Short, 10=Exceeds)	
site?	w does this site compare to your idea of an ideal	21 Recommend
vol Very Close, 10=Very Close)	bsite?	
	Not Very Close, 10=Very Close)	_

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?

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Date:

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blue + -->: REWORDING

gsa.gov Agencywide V6 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
ML002955	Lubei	Question Text	GSA employee	Chilp to	Radio button, one-up vertical
WIE002333		What best describes you? (Select one)	OSA employee		radio batton, one up vertical
!		What best describes you. (edicat one)	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		
!			Vendor with an existing government contract		
			General public		
!			Other	Α	
CQinh0016896		Please specify your role in coming to the site today.	Culoi		
26111100T0090	A	. isass speed, your role in conting to the site today.			Text area, no char limit
ML002956		On average, how often do you visit gsa.gov?	This is my first time ever		Text area, 110 char limit
VILUU2950		On average, now often do you visit gsa.gov:	This is my mist unle ever		Radio button, one-up vertica
!			Frequently (once a month or more often)		Radio buttori, orie-up vertica
			Infrequently (less often than once a month)		
ML002957					Dedie besteer een voorsteer
VILUU2957		Please indicate the primary purpose for your current visit to gsa.gov:	Building Information		Radio button, one-up vertica
			Find GSA information (employees, regions, organizations, news, etc.)		
			Forms		
			Government property for sale to the general public		
			Jobs		
			Per diem and/or travel (mileage rates, airfare, lodging, etc.)		
			Policy and/or regulations		
			Purchase products and/or services		
			Research/browsing	В	
			Sell products and/or services		
			Small business contracting and/or partnering		
			Training and/or events		
			Other (please specify)	Α	
		Please specify your other primary reason.	Paties (piedae apoeily)		
MI 002958	Α				
ML002958	Α	Priedse specify your other primary reason.			Text area. no char limit
					Text area, no char limit
	В	Please specify the topic you were researching/browsing.			Text area, no char limit Text area, no char limit
ML002958 JI4323 ML002961			Bookmarks		Text area, no char limit
JI4323		Please specify the topic you were researching/browsing.	Bookmarks		Text area, no char limit
JI4323		Please specify the topic you were researching/browsing. On this visit, how did you primarily look for information on			Text area, no char limit
JI4323		Please specify the topic you were researching/browsing. On this visit, how did you primarily look for information on	Browse using navigation (click on tabs and links)		Text area, no char limit
JI4323		Please specify the topic you were researching/browsing. On this visit, how did you primarily look for information on	Browse using navigation (click on tabs and links) Click on home page links		
JI4323		Please specify the topic you were researching/browsing. On this visit, how did you primarily look for information on	Browse using navigation (click on tabs and links) Click on home page links GSA.gov site search		Text area, no char limit
JI4323		Please specify the topic you were researching/browsing. On this visit, how did you primarily look for information on	Browse using navigation (click on tabs and links) Click on home page links		Text area, no char limit

Single or Multi	Required Y/N	Special Instruction s
Single	Y	OPS Group
Single	N	OPS Group
Single	Y	
Single	Y	OPS Group
Single	N	OPS Group
Single	N	OPS Group
Single	Y	
	N	

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gsa.gov Agencywide V6 CUSTOM QUESTION LIST

	Skip				
QID	Logic		Answer Choices		
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)
AML002955			GSA employee		Radio button, one-up vertica
		What best describes you? (Select one)			
			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		
			Vendor other than small business seeking a government contract/get on schedule		
			<u>Vendor with an existing government contract</u>		
			General public		
		Disease and if we would be a series to the selection.	Other	Α	
		Please specify your role in coming to the site today.			
	Α				Text area, no char limit
ML002956		On average, how often do you visit gsa.gov?	This is my first time ever		
				_	Radio button, one-up vertica
			Frequently (once a month or more often)	_	
MI 0000F7			Infrequently (less often than once a month)		Dedie besteer een verseering
ML002957		Please indicate the primary purpose for your current visit to	Find a GSA employee-		Radio button, one-up vertica
		gsa.gov:	D. Ildian information		
			Building information		
			Find GSA information (employees, regions, organizations, news, etc.)		
			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 and/or travel (mileage rates, airfare, lodging, etc.)		
			Policy and/or regulations		
			Public buildings/design/real estate		
			Purchase products (office supplies, furniture, etc.)		
			Purchase services (administrative, custodial, etc.)		
			Purchase products and/or services		
			Questions/information about an existing contract		
			Research/browsing	В	
			Sell products/get on schedule-		
			Sell services/get on schedule-		
			Surplus/excess property-		
			Sell products and/or services		
			Small business contracting and/or partnering		
			Training and/or events		
			Other (please specify)	A	
ML002958	Α	Please specify your other primary reason.	Curior (process speeding)		
111202333		- Table Spring your outer printing routerin			Text area, no char limit
	В	Please specify the topic you were researching/browsing.			Total area, no ona min
		- 12122 - Francisco Joannes Joannes Granding.			

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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)
AML002959		Did you locate the information you were looking for on this visit?-	Yes	В	Radio button, one-up vertical
			No	B	
AML002960	В	Please describe what you were looking for on the GSA.gov site today?-			Text area, no char limit
AML002961		On this visit, how did you primarily look for information on gsa.gov?	Bookmarks		Radio button, one-up vertical
			Browse using navigation (click on tabs and links)	1	
			Click on home page links	1	
			Search engine	1	
			GSA.gov site search	1	
			Outside search (e.g., Google, Bing, Yahoo, etc.)	1	
AML002962		How can GSA.gov be improved to better meet your needs? Please be as specific as possible.			Text area, no char limit

Single or Multi	Required Y/N	Special Instruction S
Single	Y	OPS Group
Single	N	OPS Group
Single Single	Y	
Single	Y	OPS Group
Single	N	OPS Group
Single	N	OPS Group

Single or Multi	Required Y/N	Special Instruction S
Single	¥	Skip Logic Group
Single	N	Skip Logic Group
Single	Y	
	N	