Model Instance Name:

Model Instance Name:

CDFI Fund

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: 6/27/2013



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 and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting the **CDFI Fund** website. 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 take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

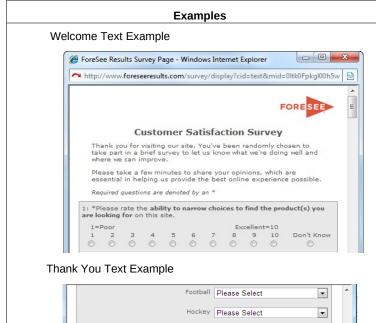
DEFAULT Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

ALTERNATE WEB 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 publicaffairsoffice@cdfi.treas.gov.



16: What size and style of jean were you shopping for today?

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

Cancel

Internet | Protected Mode: On

What style of jean were you shopping for today?

♠ ▼ ● 100% ▼

Boot cut

Low rise

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 web site.

Copyright 2010 - all rights reserved

ForeSee Results Privacy Policy Survey Support

What size of jean were you shopping for today?

1

3

5

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Date: 6/27/2013



ie: 6/2//2013		CDFI Fund	
	Model questions ut	ilize the ACSI methodology to determine scores and impact	s
	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
MQ Label			
	Site Information (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.	16 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 How likely are you to return to this site in the future?
Site Information - Understandable	Please rate how understandable this site's information is.	17 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Site Information - Answers	Please rate how well the site's information provides answers to your questions.	18 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20 How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.		21 How likely are you to use this site as your primary resource for obtaining information from this agency?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.		Apply (1=Very Unlikely, 10=Very Likely)
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.		22 How likely are you to apply to one of the CDFI Fund's programs after visi this site?
	Functionality (1=Poor, 10=Excellent, Don't Know)		
	Please rate the usefulness of the website tools (i.e. site index or search) provided on this site.		
Functionality - Convenient	Please rate the convenient placement of the website tools (i.e. site index or search) on this site.		
Functionality - Variety	Please rate the variety of website tools (i.e. site index or search) 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.		
Look and Feel - Readability	Please rate the readability of the pages on 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.		

Model instance name:

CDFI Fund

MID: Existing Measure - Please fill in; New Measure - DOT will fill pink: ADDITION
Date: 6/27/2013

blue + -->: REWO

red & strike-through: DELETE

underlined & italicized: RE-ORDER

blue + -->: REWORDING

CDFI Fund CUSTOM QUESTION LIST												
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label			
		How frequently do you visit the CDFI Fund site?	First time		Drop down, select one	Single	Y		Frequency			
		Daily										
			weekly						İ			
l			Monthly						Í			
			Every 2 months or less often						i			
		Which one best describes your role in visiting the CDFI Fund site	Program applicant or potential applicant		Drop down, select one	Single	Y	1	Role			
		Program awardee										
		Certification applicant										
		Foundations or other CDFI Funder										
		Community development organization										
			Congressional staff						1			
			Researcher									
			General public						(