Model Instance Name: FEMA Main v2 Survey

MID: YMIIF1RtZBgwV5gM4VIBIw==

Partitioned: Yes

Date: 8/7/2009

# MASTER ELEMENT LIST - FORESEE RESULTS MODEL QUESTIONS

#### **ELEMENTS (drivers of satisfaction)**

Navigation (1=Poor, 10=Excellent, Don't Know)
Please rate how well the site is organized.

· ·

Please rate the options available for navigating this site.

Please rate how well the site layout helps you find what you are looking for.

Please rate the number of clicks to get where you want on this site.

#### Look and Feel (1=Poor, 10=Excellent, Don't Know)

Please rate the visual appeal of this site.

Please rate the balance of graphics and text on this site.

Please rate the readability of the pages on this site.

#### Site Performance (1=Poor, 10=Excellent, Don't Know)

Please rate how quickly pages load on this site.

Please rate the consistency of speed from page to page on this site.

Please rate the ability to load pages without getting error messages on this site.

## Content (1=Poor, 10=Excellent, Don't Know)

Please rate the accuracy of information on this site.

Please rate the quality of information on this site.

Please rate the freshness of content on this site.

## Search (1=Poor, 10=Excellent, Don't Know)

Please rate the relevance of search results on this site.

Please rate the organization of search results on this site.

Please rate how well the search results help you decide what to select.

Please rate how well the **search feature helps you to narrow the results** to find what you want.

#### Online Transparency (1=Poor, 10=Excellent, Don't Know)

Please rate how **thoroughly** this website **discloses information** about what this agency is doing.

Please rate how quickly agency information is made available on this website.

Please rate how well information about this agency's actions can be accessed by the public on this website.

# tions utilize the ACE USEF COMPLEY IS A FIRST IN CONCES and impacts

# atisfaction (1=Very Dissatisfied, 10=Very Satisfied)

What is your **overall satisfaction** with this site?(1=Very Dissatisfied, 10=Very Satisfied)

How well does this site **meet your expectations**? (1=Falls Short,

How does this site **compare to your idea of an ideal website**?(1=Not Very Close, 10=Very Close)

#### **FUTURE BEHAVIORS**

Primary Resource (1=Not Very Likely, 10=Very Likely)

How likely are you to use this site as your primary resource for obtaining information from this organization?

Likelihood to Return (1=Not Very Likely, 10=Very Likely)

How likely are you to **return to this site**?

Recommend (1=Not Very Likely, 10=Very Likely)

How likely are you to recommend this site to someone else?

Trust (1=Strongly Disagree, 10=Strongly Agree)

I can count on this agency to act in my best interests.

I consider this agency to be trustworthy.

This agency can be trusted to do what is right.

Future Participation (1=Very Unlikely, 10=Very Likely)

How likely are you to **express your thoughts or ideas to this agency** in the next 90 days?

Future Online Participation (1=Very Unlikely, 10=Very Likely)

How likely are you to share your opinions with this agency by using webbased social media tools such as Facebook, Twitter, etc.?

Provide Ideas (1=Very Unlikely, 10=Very Likely)

How likely are you to **provide ideas** for improving the practices of this agency by participating in an **online discussion forum?** 

Model Instance Name: Model instance wame:
FEMA Main v2 Survey
MID: YMIIF1RtZBgwV5gM4VIBIw==
Partitioned: Y
Date: 7/23/2010

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ink: ADDITION

			FEMA Main v2 Survey 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	Special Instructions	CO Label
CWS02183		What best describes your role when coming to this site?	Disaster Survivor	Citip to	Radio button, one-up vertical	Single	Y	Skip Logic Group	Role
CW302103		what best describes your fole when coming to this site:	Home (Property) Owner First responder		radio battori, one up vertical	Single	'	OKIP LOGIC OTOUP	Noic
			Emergency Managers and Personnel	-					
			Private Sector (business, small business, contractor, vendor)	+					
			Government official or employee	В					
			Building Science Professional	1 5					
			Media	1					
			Student or educator	1					
			Job seeker	1					
			Other	Ι Δ					
CWS02184	Α	If you answered "other" above, please specify other role.			Text field, <100 char		N	Skip Logic Group	Other Role
CWS02185	В	In which section of the government are you an official or employee?	FEMA employee/contractor		Radio button, one-up vertical	Single	Y	Skip Logic Group	Government
		, , , , , , , , , , , , , , , , , , , ,	Other Federal employee	1		3		, ., .,	
			State	1					
			Local	1					
			Tribal	1					
			Other	С					
CWS02186	С	Please specify the other section of government.			Text field, <100 char		N	Skip Logic Group	Other Gov't
CWS02187		What were you primarily looking to do on FEMA.gov today?	Apply for assistance, check the status of an application, or learn			Single	Y	Skip Logic Group	Area of Site
			more about available assistance.		Radio button, one-up vertical				
			Find information on a current disaster						
			Find training and preparedness information						
			Find grant information	G					
			Find exercise information						
			Find a form or publication	_					
			Find employment or contracting opportunities and information						
			Learn about a specific type of disaster	1					
			Find contact information						
			View flood maps or related information	F					
			Get information on flood insurance	1					
			Prepare for future disasters	1					
			Locate information and resources to help recover from a disaster	-					
			Learn about FEMA	-					
			Find FEMA news, Photographs, Video, RSS Feeds or Subscription services						
			Other (please specify)	D					
CWS02188	D	Please tell us what you were looking for today.	Land Ladin Control Control Assistance Book		Text field, <100 char	Olerada	N	Skip Logic Group	Other Area
AED08856	G	What grant information were you primarily looking for today?	I was looking for a specific Grant or Assistance Program	S	Radio button, one-up vertical	Single	Y	Skip Logic Group	Grant Information
			I was trying to find which Grant would be right for me To view the Disaster Federal Register Notice (DFRN) for a specific	-					
			disaster						
AED08857		Discourse of the best of the second information and the second of the se	Other (please specify)	Т			NI.	Chin Lagia Craus	Other Grant Info
	Т	Please specify what other grant information you were looking for today.			Text area, no char limit		N	Skip Logic Group	Other Grant Info
AED08858	S	Please specify the Grant or Assistance Program you were looking for.			Text field. <100 char		N	Skip Logic Group	OE_Grant
CWS02189		Were you able to complete the purpose of your visit?	Yes		1200 01101	Single	Υ	Skip Logic Group	Did you find
		, , , , , , , , , , , , , , , , , , , ,			Radio button, one-up vertical				7
			No	E					
CWS02190	E	What prevented you from completing the purpose of your visit?					N	Skip Logic Group	OE_Looking for
		(Please be as specific as possible)			Taut avea us shou limit				
					Text area, no char limit				

Date:

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pink: ADDITION

7/23/2010

			FEMA Main v2 Survey CUSTOM QUESTION LIST						
QID (Group ID) CWS02182	Skip Logic Label	Question Text How frequently do you visit this site?	Answer Choices (limited to 50 characters) First time	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label Frequency
			More than once a day Daily About once a week About once a month Every 6 months or less						
ACQWro0013163		Did you use the FEMA.gov search today (entering words in the text box on the top right of the page)?	Yes No	F,G,H	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search-Returning
ACQWro0013166	Н	What type of difficulty, if any, did you encounter with the search functionality?	Encountered no difficulties  Results were not helpful Returned too many results Returned not enough or no results Results were not relevant to my search terms or needs Results were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I needed Other (please specify)	0	Checkbox, one-up vertical	Multi	N	Skip logic group	Search Difficulty
ACQWro0013146	0	Please tell us what other search difficulties you experienced.	Other (please specify)				N	Skip Logic Group	Other Search Difficulty
CWS02193		Please describe your experience with clicking on any menus or links on FEMA.gov today.	Encountered no difficulties  Could not determine the best link on most pages  Had difficulty finding detailed information  Had difficulty finding related information  Links did not take me where I expected  Links/labels are difficult to understand, they are not intuitive  Too many links or navigational choices  Had technical difficulties (e.g. error messages, broken links)  Could not get started or did not know where to begin  Could not navigate back to previous information  Would often feel lost, not know where I was  Navigated to general area but couldn't find the specific content needed  Other (please specify)		Text area, no char limit Checkbox, one-up vertical	Multi	N	OPS Group	Navigation Difficulty
CWS02194	G	Please describe any other experience you had clicking on menus or links today.			Text field, <100 char		N	OPS Group	Other Search Difficulty
AED08870		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages (i.e. Digg or Del.icio.us) Follow Twitter feeds Google+ Facebook YouTube By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or video Watching Vodcasts or video Other (please specify)	A	Checkbox, one-up vertical	Multi	N	OPS Group	SM_Preferred
AED08871	Α	Other social media interaction	(P. 1882 2 POON)	,	Text field, <100 char	Single	N	OPS Group	OE_Preferred SM
CWS02195		If you can make one improvement to this site, what would it be?			Text area, no char limit		N		Improvement
CWS02196		Do you have any other comments about this site?			Text area, no char limit		N		Comments

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			FEMA Main v2 Survey CUSTOM QUESTION LIST						
QID (Group ID) CWS02183	Skip Logic Label	Question Text What best describes your role when coming to this site?	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi Single	Required Y/N	Special Instructions Skip Logic Group	CQ Label Role
			Home (Property) Owner First responder Emergency Managers and Personnel Private Sector (Usuisness, small business, contractor, vendor) Government official or employee Building Science Professional Media Student or educator Job seeker Other	В		·			
CWS02184	A	If you answered "other" above, please specify other role.			Text field, <100 char	0: 1	N	Skip Logic Group Skip Logic Group	Other Role
CWS02185	В	In which section of the government are you an official or employee?	FEMA employee/contractor Other Federal employee State Local Tribal Other	С	Radio button, one-up vertical	Single	Y	Skip Logic Group	Government
CWS02186	С	Please specify the other section of government.			Text field, <100 char			Skip Logic Group	Other Gov't
CWS02187		What were you primarily looking to do on FEMA.gov today?	Apply for assistance, check the status of an application, or learn more about available assistance.  Find information on a current disaster Find training and preparedness information Find grant information Find exercise information Find a form or publication Find exercise information Find a form or publication Find experies information Find a form or publication Find employment or contracting opportunities and information Learn about a specific type of disaster Find contact information View flood maps or related information Get Information on flood insurance Prepare for future disasters Locate information and resources to help recover from a disaster Learn about FEMA Find FEMA news, Photographs, Video, RSS Feeds or Subscription services	G F	Radio button, one-up vertical	Single		Skip Logic Group	Area of Site
CWS02188	D	Please tell us what you were looking for today.			Text field, <100 char		N	Skip Logic Group	Other Area
AED08854	F	Please tell us about your experience today while looking for Flood Mape_(chack all that apply)	Lifet the flood maps section was easy to navigate wave able to find the flood map information i was-looking for living able to find the flood map information on the map leaperinends abone difficulty independent on the map leaves and the flood map information i needed looking for living and the map for the edities i was looking for living and the map for the edities is was looking for living flood in the map for the edities is was looking for living flood in the map for the edities is was looking for living flood in the map for the map. The terminology used in the flood maps section was too technical other glosses speechy)	₩	Checkboxone-up-vertical	Multi	¥	Skip Logic Group	Flood-Maps
AED08855	M	Please specify what else you experienced while looking for Flood Maps.			Text area no char limit		N	Skip Logic Group	Other Flood Maps
AED08856	G	What grant information were you primarily looking for today?	I was looking for a specific Grant or Assistance Program was trying to find which Grant would be right for me To view the Disaster Federal Register Notice (DFRN) for a specific disaster Other (please specify)	S	Radio button, one-up vertical	Single	Y	Skip Logic Group	Grant Information
AED08857	т	Please specify what other grant information you were looking for today.	, , , , , , , , , , , , , , , , , , , ,		Text area, no char limit		N	Skip Logic Group	Other Grant Info
AED08858	s	Please specify the Grant or Assistance Program you were looking for			Text field, <100 char		N	Skip Logic Group	OE_Grant
CWS02189		Were you able to complete the purpose of your visit?	Yes Partially- Still-looking- No (please-specify-what-you-were-looking-for)	E	Radio button, one-up vertical	Single	Y	OPS Group	Did you find
CWS02190	E	What prevented you from completing the purpose of your visit? (Please be as specific as possible)			Tout area, no observing		N	OPS Group	OE_Looking for
CWS02182		How frequently do you visit this site?	First time  More than once a day  Daily About once a week  About once a month  Every 6 months or less		Text area, no char limit Radio button, one-up vertical	Single	Y		Frequency

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7/23/2010

			FEMA Main v2 Survey CUSTOM QUESTION LIST						
QID	Skip		Anguar Chainna			Cinalo or	Doguirod		
(Group ID)	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
ACQWro0013163		Did you use the FEMA.gov search today (entering words in the text box on the top right of the page)?	Yes	F,G,H		Single	Y	Skip Logic Group	Search-Returning
				.,,,,	Radio button, one-up vertical				
			No						
ACQWro0013164	F	Was your experience with FEMA.gov search better, worse or	Better-			Single	¥	Skip Logic Group	New Search Experience
		are same since the last time you used it.			Badia bustan ana un un stant				
			Worse-		Radio button, one-up vertical				
			Same-						
ACOWro0013165	6	Please rate your satisfaction with FEMA.gov Search .	DK/NA 1 = Very dissatisfied		Radio button, scale, no don't	Single	¥	Skip Logic Group	New Search Rating
					know				
			2						
			4						
			5						
			7						
			8						
			9 10 = Very satisfied						
ACQWro0013166	н	What type of difficulty, if any, did you encounter with the search functionality?	Encountered no difficulties			Multi	N	Skip logic group	Search Difficulty
		Search functionality?	Results were not helpful		Checkbox, one-up vertical				
			Returned too many results						
			Returned not enough or no results Results were not relevant to my search terms or needs						
			Results were too similar/redundant						
			I was not sure what words to use in my search						
			Search required too many refinements to get what I needed						
			Other (please specify)	0					
ACQWro0013146	0	Please tell us what other search difficulties you experienced.			Text area, no char limit		N	Skip Logic Group	Other Search Difficulty
ACQWro0013147		Please rate your satisfaction with this site's left-hand navigation.	1 = Very dissatisfied		Radio button, scale, no don't	Single	¥	Skip Logic Group	Left-hand Nav Rating
			2		know				
			3						
			4						
			6						
			7						
			9						
			10 = Very satisfied						
CWS02193		Please describe your experience with clicking on any menus or links on FEMA.gov today.	Encountered no difficulties		Checkbox, one-up vertical	Multi	N	OPS Group	Navigation Difficulty
		inenus of liffics off FEMA.gov today.	Could not determine the best link on most pages						
			Had difficulty finding detailed information						
			Had difficulty finding related information Links did not take me where I expected						
			Links/labels are difficult to understand, they are not intuitive						
			Too many links or navigational choices Had technical difficulties (e.g. error messages, broken links)						
			Could not get started or did not know where to begin						
			Could not navigate back to previous information Would often feel lost, not know where I was						
			Navigated to general area but couldn't find the specific content						
			needed Other (please specify)						
CWS02194	G	Please describe any other experience you had clicking on menus or links today.	, , , , , , , , , , , , , , , , , , , ,				N	OPS Group	Other Search Difficulty
AED08870		How would you most like to interact with this site? (Please select all	Bookmark or tan pages (i.e. Ding or Del icio us)		Text field, <100 char Checkbox, one-up vertical	Multi	N	OPS Group	SM_Preferred
		that apply)	Follow Twitter feeds		Oncombox, one-up ventical	Ividid	14	o. o Gloup	SM_F leiched
			Google+						
			Facebook						
			YouTube						
			By adding comments, ratings, or reviews Reading blogs						
			Contributing to wikis						
			Receiving newsletters/email updates						
			Subscribing to RSS feeds Listening to Podcasts or audio						
			Watching Vodcasts or video						
AED08871	A	Other social media interaction	Other (please specify)	A	Text field, <100 char	Single	N	OPS Group	OE_Preferred SM
CWS02195		If you can make one improvement to this site, what would it be?			Text area, no char limit	gic	N		Improvement
CWS02196		Do you have any other comments about this site?			Text area, no char limit		N		Comments
'		1	1		1		1		

odel Instance Name: EMA Main v2 Survey D: YMIIF1RtZBgwV5gM4VIBIw== red & strike through: DELETE underlined & italicized: RE-ORDER pril: ADDITION blue + -->: REWORDING

FEMA Main v2 Survey CUSTOM QUESTION LIST QID Skip Logic (Group ID) Label CQ Label Question Text Skip to Type (select from list) CWS02182 How frequently do you visit this site? irst time fore than once a day Radio button, one-up vertical Single Frequency About once a week tome (Property) Owner
isst responder
mergency Managers and Personnel
mergency Managers and Personnel
sector (business, small business, contractor, vendor)
usiness, small business, contractor, vendor)
tendors

t ent or educator CWS02184 If you answered "other" above, please specify other role Skip Logic Group Other Role Text field, <100 char Radio button, one-up vertical CWS02185 B In which section of the government are you an official or Skip Logic Group her Federal employee Please specify the other section of government.

What were you primarily looking to do on FEMA.gov tod Other Gov't Area of Site Apply for assistance, check the status of an application, or learn more about available assistance. ore about available assistance.

In disformation on a current disaster
ind saving and preparedness information
ind saving and preparedness information
ind saving and preparedness information
ind a form or publication
indeplayment or contracting apportunities and information
inam about a specific type of disaster nd contact information
iew flood maps or related information
et information on flood insurance
repare for future disasters Prepare for future disasters Locate information and resources to help recover from a disaster Learn about FEMA 'Gird FEMA news, Photographs, Video, RSS Feeds or Subscription services ervices other (please specify) CWS02188 D Please tell us what you were looking for today.

AED08854 F Please tell us about your experience today while Flood Maps. (check all that apply) Text field, <100 char Checkbox, one-up vertical N Skip Logic Group Other Area
Y Skip Logic Group Flood Maps fell the flood maps section was easy to navidate was able to find the flood map information I was looking for was able to find the flood map information in was looking for the don't distribute the flood f AED08855 M Please specify what else you experienced while looking for Flood Mags.
AED08856 G What grant information were you primarily looking for tode N Skip Logic Group Other Flood Maps Text area, no char limit Radio button, one-up vertical Skip Logic Group Grant Informa was looking for a specific Grant or Assistance Program was trying to find which Grant would be right for me To view the Disaster Federal Register Notice (DFRN) for a specific AED08857 T Please specify what other grant information you were looking for today.

AED08858 S Please specify the Grant or Assistance Program you were looking for.

CWS02189 Dut you find the information you were booking for? Skip Logic Group Other Grant Info Text area, no char limit N Skip Logic Group OE\_Grant
Y OPS Group Did you find Il looking o (please specify what you were looking for) CWS02190 E Please specify what you were looking for.
CWS03225 Did you use the Search tool today? Text field, <100 char N OPS Group OE\_Locking for
A, B, C, D Radio button, one-up vertical Single Y Skip Logic Group Search CWS02191 A What type of difficulty, if arry, did you encounter with the search functionality? N Skip logic group Search Difficulty heckbox, one-up vertical ults were helpful Results were nebpful
Resturned norm helpful
Resturned too many results
Resturned not enough or no results
Resturned not enough or no results
Results were not relevant to my secret herms or needs
Results were not insimiter/endundent
I was not sure what words to use in my search
Search required too many refirmements to get what I needed
Other (please specify) CWS02192 F Please tell us what other search difficulties you experienced.
CWS03226 B Did you use the narrow your search suggestions at the upp of the search results page? N Skip Logic Group Other Search Difficulty Text field, <100 char Skip Logic Group Radio button, one-up vertical Don't Know 1=not helpful at all CWS03227 Skip Logic Group Radio button, scale, no don't know



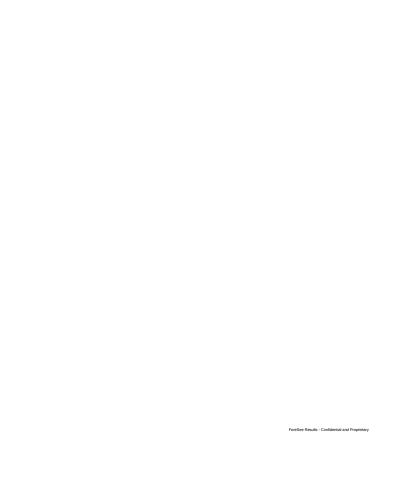
iodei instance Name: EMA Main v2 Survey IID: YMIIF1RtZBgwV5gM4VIBIw≕ red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

FEMA Main v2 Survey CUSTOM QUESTION LIST QID Skip Logic (Group ID) Label Answer Choices (limited to 50 characters) Single or Required Multi Y/N Skip to Type (select from list) CQ Label CWS03228 Did you use the Advanced Search tool today? Skip Logic Group Radio button, one-up vertical Skip Logic Group Don't Force

did not use havegation today

Simulative de de des land, or most pages
Cauld not determine dhe beel lind, or most pages
Cauld not determine dhe beel lind, or most pages
Cauld not determine dhe beel lind, or most pages
Land difficulty freing have de land de CWS02193 OPS Group CWS02194 G Other Navigation Difficulties Text field, <100 char N OPS Group Other Search Difficulty Single N OPS Group OE Preferred SM Improvement AED08871 A Other social media interaction

CWS02195 If you can make one improvement to this site, what would it be? Text area, no char limit Do you have any other comments about this site? CWS02196 Comments N Text area, no char limit



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FEMA Main v2 Survey CUSTOM QUESTION LIST QID (Group ID) Answer Choices (limited to 50 characters) Single or Multi Required Y/N Type (select from list) CQ Label 10=Excellent
Don't Know
First time
More than once a day
Daily
About once a week
About once a month CWS02182 How frequently do you visit this site? Radio button, one-up vertical Frequency What best describes your role when coming to this site Disaster Survivor First responder

Emergency Managers and Personnel

Private Sector (business, small business, contractor, vendor) overnment official or employee uilding Science Professional edia udent or educator ib seeker CWS02184 A If you answered "other" above, please specify other role Skip Logic Group Fext field, <100 char Radio button, one-up vertical CWS02185 In which section of the government are you an official or employee? Skip Logic Group CWS02186 C Please specify the other section of government.

CWS02187 What were you primarily looking to do on FEMA gov today? Apply for assistance, check the status of an application, or learn N Skip Logic Group Other Gov't
Single Y Skip Logic Group Area of Site more about available assistance. Find information on a current disaster dio button, one-up vertical Find training and preparedness information Find grant information Find exercise information Find a form or publication Find a dom't or publication of contracting opportunities and information team about a specific type of disaster Find contact information View flood maps or related information Get information on flood insurance Prepare for future disasters Prepare for future disasters
Locate information and resources to help recover from a disaster
Learn about FEMA
Find FEMA news, Photographs, Video, RSS Feeds or Subscription Other (please specify) CWS02188 D Please tell us what you were looking for today.
AED08854 F Please tell us about your experience today while looking
Floorf Maps. (check all that apply) for left the flood maps section was easy to navigate was able to find the flood map information I was looking for had no difficulty undestanding be information on the map experienced some difficulty finding what I was looking for It was not clear where to find the flood map information I needed could not find the map for the address I was looking for how difficulty washing the map. N Skip Logic Group Y Skip Logic Group I had difficulty reading the map
I had difficulty reading the map
I had difficulty understanding the information on the map
The terminology used in the flood maps section was too technical
Other (please specify) AED08855 M Please specify what else you experienced while looking for Flood Maps.

AED08856 G What grant information were you primarily looking for looky? N Skip Logic Group Other Flood Maps Text area, no char limit Radio button, one-up verti was looking for a specific Grant or Assistance Program
I was trying to find which Grant would be right for me
To view the Disaster Federal Register Notice (DFRN) for a specific Skip Logic Group AED08857 T Please specify what other grant information you were looking for today.

AED08858 S Please specify the Grant or Assistance Program you we looking for. N Skip Logic Group Other Grant Info Text area. no char limit Skip Logic Group OE Grant Text field, <100 char (please specify what you were looking for) CWS02190 E Please specify what you were looking for.
CWS03225 Did you use the Search tool today? Text field, <100 char

A, B, C, D Radio button, one-up vertical OE\_Looking for Search CWS02191 Search Difficulty esults were helpful sults were not helpful turned too many results returned too many results
testumed not enough or no results
testuffs were not relevant to my search terms or needs
testuffs were not semilar/redundant
was not sure what words to use in my search
search required too many refinements to get what I needed
other (please specify) CWS02192 Please tell us what other search difficulties you experienced.

Did you use the narrow your search suggestions at the lop of the search results page? Text field, <100 char CWS03226 Skip Logic Group Radio button, one-up vertical CWS03227 1=not helpful at all How helpful were these suggestions in narrowing your search results? Radio button, scale, no don't know Skip Logic Group



idel Instance Name:

MA Main v2 Survey

D: YMIIF1RtZBgwV5gM4VIBIw==

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			FEMA Main v2 Survey CUSTOM QUESTION LIST						
	Skin								
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	Special Instructions	CQ Label
			4	-					
			5						
			7 R						
			9						
CWS03228	С	Did you use the Advanced Search tool today?	10=very helpful Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Advanced Search
CWS03229			Don't Know						
CWS03229	D	Did you use the Frequently Asked Questions (FAQ) today?	Yes No	1	Radio button, one-up vertical	Single	Y	Skip Logic Group	FAQ
CWS02193		If you used navigation to find your information, what type of	Don't Know I did not use Navigation today		Checkbox, one-up vertical	Multi	N	OPS Group	Navigation Difficulty
		If you used navigation to find your information, what type of difficulty, if any, did you encounter with the navigation on this site?	Encountered no difficulties Could not determine the best link on most pages						
			Had difficulty finding detailed information	1					
			Had difficulty finding related information Links did not take me where I expected Navigation did not support what I was trying to accomplish	1					
			Navigation did not support what I was trying to accomplish Links/labels are difficult to understand, they are not intuitive Too many links or navigational choices						
			Could not get started or did not know where to begin Could not navigate back to previous information						
			Would often feel lost, not know where I was  Navigated to general area but couldn't find the specific content needed						
			Other (please specify)	G					
CWS02194 AED08859	G	Other Navigation Difficulties How would you rate your familiarity with social media on the	View and contribute often		Text field, <100 char Dropdown (Select-one)	Single	N N	OPS Group Multiple List	Other Search Difficulty SM_Tag
		web? Bookmark or tag website (i.e. Digg or Del.icio.us)							
			View often and contribute occasionally View often but don't contribute						
			View and contribute occasionally View occasionally but don't contribute						
AED08860		Podcasts or audio on the web	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM Audio
ALDOUGU		a bacters of data of the web	View often and contribute occasionally View often but don't contribute		Diopatrii (occer one)	Singic		munipic List	UM_PAGE
			View and contribute occasionally						
AED08861		Online social networks (i.e. FaceBook, MySpace)	View occasionally but don't contribute No familiarity		Daniel Colored and	Olevelo	N	t to Water Lies	SM_Social Networks
WED08901		Ionine social networks (i.e. Facebook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute		Dropdown (Select-one)	Single	I N	Multiple List	SM_SOCIAL NEWORKS
			View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
AED08862		Virtual worlds (i.e. Second Life)	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Virtual Worlds
			View often but don't contribute View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
AED08863		Comments, ratings, or reviews (i.e. Epinions)	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Comments
			View and contribute occasionally View occasionally but don't contribute No familiarity						
AED08864		Blogs or wikis	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Blogs
			View often but don't contribute						
			View and contribute occasionally View occasionally but don't contribute						
AED08865		Vodcasts or videos on the web (i.e. YouTube)	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Videos
			View often and contribute occasionally View often but don't contribute View and contribute occasionally						
AED08866		Personalized web pages (i.e. MyYahoo!, iGoogle)	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Personal
			View often and contribute occasionally View often but don't contribute						
			View and contribute occasionally View occasionally but don't contribute						
AED08867		RSS feeds/Listservs	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_RSS
			View often and contribute occasionally View often but don't contribute			-9			
AED08868		Microblog (i.e. Twitter)	View occasionally but don't contribute No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM Micro
NED-0808		(i.e. Twitter)	View often and contribute occasionally View often and contribute occasionally View often but don't contribute		proposition (select-one)	angle	N	manupre cist	Sm_MICIU
			View occasionally but don't contribute No familiarity						
AED08869		Other	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Other
			View often but don't contribute View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
AED08870		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages (i.e. Digg or Del.icio.us)		Checkbox, one-up vertical	Multi	N	OPS Group	SM_Preferred
			By adding comments, ratings, or reviews						
			Reading blogs						
			Contributing to wikis Receiving newsletters/email updates						
			Subscribing to RSS feeds Listening to Podcasts or audio						
			Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog						
			Following a microblog Other (please specify)	A					
AED08871 CWS02195	A	Other social media interaction  If you can make one improvement to this site, what would it be?			Text field, <100 char	Single	N N	OPS Group	OE_Preferred SM Improvement
CWS02196	-	be?  Do you have any other comments about this site?		-	Text area, no char limit Text area, no char limit	-	N		Comments



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FEMA Main v2 Survey CUSTOM QUESTION LIST QID (Group ID) Answer Choices (limited to 50 characters) Single or Multi Required Y/N Type (select from list) CQ Label 10=Excellent Don't Know First time More than once a day CWS02182 How frequently do you visit this site? Radio button, one-up vertical Frequency Daily
About once a week
About once a month CWS02183 mergency Managers and Personnel ivate Sector (business, small business, contractor, vendor) Sovernment official or employee suilding Science Professional dedia student or educator ob seeker CWS02184 If you answered "other" above, please specify other ro Skip Logic Group Other Role Fext field, <100 char Radio button, one-up ver CWS02185 In which section of the government are you an official employee? Apply for assistance, check the status of an application, or learn more about available assistance.

Apply for assistance, a current disaster Find starring and preparedness information. Find aprint information are current disaster.

Find starring patient produced in the status of t CWS02186 C Please specify the other section of government.
CWS02187 What were you primarily looking to do on FEMA.gov Text field, <100 char N Skip Logic Group
Y Skip Logic Group Other Gov't Area of Site adio button one-un vertical Set information on flood insurance
Prepare for future disasters
Locate information and resources to help recover from a disaster
Learn about FEMA
FINT EEMA news, Photographs, Video, RSS Feeds or Subscription Other (please specify) CWS02188 D Please tell us what you were looking for today.

AED08854 F Please tell us about your experience today while looking Flood Maps. (check all that apply) field, <100 char ckbox, one-up vertical or left the flood maps section was easy to navigate was able to find the flood map information I was looking for I had no difficulty understanding the information on the map experienced some difficulty finding what I was looking for Multi experienced some difficulty finding what I was looking for twas not clear where to find the flood map information I needed could not find the map for the address I was looking for had difficulty reading the map. I had difficulty understanding the information on the map. The terminology used in the flood maps section was too technical Other (desses specify). AED08855 M Please specify what else you experienced while looking for Flood Maps.

AED08856 G What grant information were you primarily looking for looky? N Skip Logic Group Other Flood Maps Fext area, no char limit Radio button, one-up vertical Skip Logic Group I was looking for a specific Grant or Assistance Program
I was trying to find which Grant would be right for me
To view the Disaster Federal Register Notice (DFRN) for a specific T Please specify what other grant information you were looking for today.

S Please specify the Grant or Assistance Program you tooking for.

Did you find the information you were looking for? AED08857 Skip Logic Group Other Grant Info AED08858 ext area, no char limit Skip Logic Group OE\_Grant Text field, <100 char (please specify what you were looking for) CWS02190 E Please specify what you were looking for.
CWS03225 Did you use the Search tool today? Text field, <100 char

A, B, C, D Radio button, one-up vertical N OPS Group Y Skip Logic Group OE\_Looking for Search CWS02191 What type of difficulty, if any, did you encounter with the search functionality? Skip logic group Search Difficulty Encountered no difficulties Theckhox one-un vertical sults were helpful sults were not helpful urned too many results urned not enough or no results sults were not relevant to my search terms or needs sults were too similar/redundant was not sure what words to use in my search Search required too many refinements to get wha Other (please specify) CWS02192 Please tell us what other search difficulties you experienced.
Did you use the narrow your search suggestions at the top of the search results page? Skip Logic Group Other Search Difficult ext field, <100 char CWS03226 Skip Logic Group Radio button, one-up vertical Don't Know 1=not helpful at all CWS03227 How helpful were these suggestions in narrowing your search results? Skip Logic Group Radio button, scale, no don't know



CWS02196

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e + -->: REWORDING FEMA Main v2 Survey CUSTOM QUESTION LIST Skip Logic Label Answer Choices (limited to 50 characters) QID (Group ID) Single or Multi Required Y/N Question Text Type (select from list) CQ Label 10=very helpful CWS03228 Did you use the Advanced Search tool today? Skip Logic Group Radio button, one-up vertical CWS02193 Don't Know
I did not use Navigation today
Encountered no difficulties
Could not determine the best link on most pages
Had difficulty finding detailed information
Had difficulty finding related information OPS Group Navigation Difficulty theckbox, one-up vertical Had difficulty finding related information
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View and contribute occasionally riew occasionally but don't contribute to familiarity riew and contribute often irtual worlds (i.e. Second Life) Multiple List View often and contribute occasionally View often but don't contribute view oncern our born commonier. View and contribute occasionally. View occasionally but don't contribute. No familiarity View and contribute often View often and contribute occasionally. View often but don't contribute. View and contribute occasionally. View occasionally but don't contribute. VEDU8883 Comments, ratings, or reviews (i.e. Epinions) Prondown (Select-one) Multiple List SM Comments No familiarity View and contribute often AED08864 Blogs or wikis Oropdown (Select-one) Multiple List SM Blogs view and contribute often
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Watching Vodcasts or video
Adding a widget or gadget to my personalized page
Following a microbiog AED08871 A Other social media interaction

CWS02195 If you can make one improvement to this site, what would it be?



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FEMA Main v2 Survey CUSTOM QUESTION LIST QID (Group ID) Answer Choices (limited to 50 characters) Single or Multi Required Y/N Type (select from list) CQ Label 10=Excellent Don't Know First time More than once a day CWS02182 How frequently do you visit this site? Radio button, one-up vertical Frequency Daily
About once a week
About once a month CWS02183 mergency Managers and Personnel ivate Sector (business, small business, contractor, vendor) Sovernment official or employee suilding Science Professional dedia student or educator ob seeker CWS02184 If you answered "other" above, please specify other ro Skip Logic Group Other Role Fext field, <100 char Radio button, one-up ver CWS02185 In which section of the government are you an official employee? Apply for assistance, check the status of an application, or learn more about available assistance.

Apply for assistance, a current disaster Find starring and preparedness information. Find aprint information are current disaster.

Find starring patient produced in the status of t CWS02186 C Please specify the other section of government.
CWS02187 What were you primarily looking to do on FEMA.gov Text field, <100 char N Skip Logic Group
Y Skip Logic Group Other Gov't Area of Site adio button one-un vertical Set information on flood insurance
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FINT EEMA news, Photographs, Video, RSS Feeds or Subscription Other (please specify) CWS02188 D Please tell us what you were looking for today.

AED08854 F Please tell us about your experience today while looking Flood Maps. (check all that apply) field, <100 char ckbox, one-up vertical or left the flood maps section was easy to navigate was able to find the flood map information I was looking for I had no difficulty understanding the information on the map experienced some difficulty finding what I was looking for Multi experienced some difficulty finding what I was looking for twas not clear where to find the flood map information I needed could not find the map for the address I was looking for had difficulty reading the map. I had difficulty understanding the information on the map. The terminology used in the flood maps section was too technical Other (desses specify). AED08855 M Please specify what else you experienced while looking for Flood Maps.

AED08856 G What grant information were you primarily looking for looky? N Skip Logic Group Other Flood Maps Fext area, no char limit Radio button, one-up vertical Skip Logic Group I was looking for a specific Grant or Assistance Program
I was trying to find which Grant would be right for me
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CWS03225 Did you use the Search tool today? Text field, <100 char

A, B, C, D Radio button, one-up vertical N OPS Group Y Skip Logic Group OE\_Looking for Search CWS02191 What type of difficulty, if any, did you encounter with the search functionality? Skip logic group Search Difficulty Encountered no difficulties Theckhox one-un vertical sults were helpful sults were not helpful sults were not relevant to my search terms or needs sults were too similar/redundant was not sure what words to use in my search Search required too many refinements to get wha Other (please specify) CWS02192 F Please tell us what other search difficulties you experienced.

B Did you use the narrow your search suggestions at th top of the search results page? Skip Logic Group Other Search Difficult ext field, <100 char CWS03226 Skip Logic Group Radio button, one-up vertical Don't Know 1=not helpful at all CWS03227 How helpful were these suggestions in narrowing your search results? Skip Logic Group Radio button, scale, no don't know



CWS02196

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FEMA Main v2 Survey CUSTOM QUESTION LIST Skip Logic Label Answer Choices (limited to 50 characters) QID (Group ID) Single or Multi Required Y/N Question Text Type (select from list) CQ Label 10=very helpful CWS03228 Did you use the Advanced Search tool today? Skip Logic Group Radio button, one-up vertical CWS02193 Don't Know
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Encountered no difficulties
Could not determine the best link on most pages
Had difficulty finding detailed information
Had difficulty finding related information OPS Group Navigation Difficulty José difficulty, feeting related information.

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Reading blogs
Contributing to wikis
Receiving newsletters/email updates
Subscribing to RSS feeds
Listering to Podcasts or audio
Maching Wocksts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify) N OPS Group AED08871 A Other social media interaction
CWS02195 If you can make one improvement

Text area, no char limit



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FEMA Main v2 Survey CUSTOM QUESTION LIST QID (Group ID) Answer Choices (limited to 50 characters) Single or Multi Required Y/N Type (select from list) button, scale, has Don't CQ Label 10=Excellent Don't Know First time More than once a day CWS02182 How frequently do you visit this site? Radio button, one-up vertical Frequency Daily About once a week About once a month CWS02183 mergency Managers and Personnel ivate Sector (business, small business, contractor, vendor) Private Sector (business, smart Government official or employee Building Science Professional Media Student or educator Job seeker CWS02184 A If you answered "other" above, please specify other ro Skip Logic Group Other Role Fext field, <100 char Radio button, one-up vertica CWS02185 In which section of the government are you an official of the government are you an official of the molovee? C Please specify the other section of government.

What were you primarily looking to do on FEMA.gov to N Skip Logic Group Y Skip Logic Group Apply for assistance, check the status of an application, or learn more about available assistance. tadio button, one-up vertical Find information on a current disaster Find training and preparedness information Find grant information G Find employment or contracting opportunities and infor Learn about a specific type of disaster Controller Information Controller Information Controller Information Controller Information Cert Information on Inford Insurance Prepare for Infure Idealers Controller Information and resources to help recover from a disaster cent about FEMA.
Find FEMA news, Photographs, Video, RSS Feeds or Subscription Other (please specify) CWS02188 D Please tell us what you were looking for today.

AED08854 F Please tell us about your experience today while looki
Flood Maps. (check all that apply) Text field, <100 char N Skip Logic Group Other Area
Checkbox, one-up vertical Multi Y Skip Logic Group Flood Maps Lett the food maps section was easy to navigate was also in find the flood map information I was looking for was also in find the flood map information I was looking for a considerable of the flood map information I was looking for it was not clear where to find the flood map information I needed could not find the map for the address, was looking for I was not clear where to find the flood map information I needed could not find the map for the address, was looking for I had difficulty wastering the map in the map in the difficulty wastering the map in the map in the difficulty wastering the map in th AED08855 M Please specify what else you experienced while looking for Flood Maps:
AED08856 G What grant information were you primarily looking for looky? N Skip Logic Group Other Flood Maps It was looking for a specific Grant or Assistance Program
I was trying to find which Grant would be right for me
To view the Disaster Federal Register Notice (DFRN) for a specific disaster Skip Logic Group Grant Information ther (please specify) AED08857 T Please specify what other grant information you were tooking for today.

S Please specify the Grant or Assistance Program you we tooking for.

Did you find the information you were looking for? Skip Logic Group Other Grant Info Text area, no char limit AED08858 OE\_Grant Yes
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Still looking
No (please specify what you were looking for) CWS02190 Please specify what you were looking for. Fext field, <100 char OPS Group Skip Logic Gro OE\_Looking for eckbox. one-up vertical Skip logic ( numen too many results
turned not enough or no results
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as not sure what words to use in my search CWS02192 Text field, <100 char



CWS02196

Do you have any other comments about this site

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FEMA Main v2 Survey CUSTOM QUESTION LIST Skip Logic Label Answer Choices (limited to 50 characters) QID (Group ID) Single or Multi Required Y/N Question Text Skip to Type (select from list) CQ Label If you used nevigation to find your information, what type of bill on tiue. Nevigation today billically if any, did you encounter with the nevigation on this star?

Encountered in difficulties.

Could not determine the best link on most pages. Had difficulty finding detailed information. Had difficulty finding detailed information. CWS02193 set at Michay finding retailed information:

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Nanogation did not support what I was brying to accomplish
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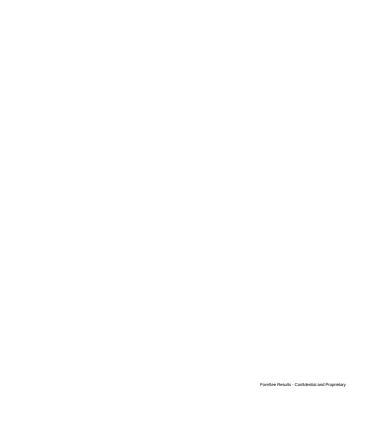
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West and the set of the control of the con Other (please specify) CWS02194 G Other Navigation Difficulties
AED08859 How would you rate your familiarity with social media on the View and contribute often web?
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py adding comments, ratings, or reviews
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Receiving newsletters/email updates
Subscribing to RSS feeds
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Watching Vodcasts or wideo
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CWS02195 If you can make one improvement to this site, what would it N OPS Group OE\_Preferred SM Improvement Text field, <100 char Single

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Text area, no char limit

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			FEMA Main v2 Survey CUSTOM QUESTION LIST						
	Skip Logic								
QID (Group ID)	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
CWS02181	Luoci	Please rate your impression of how well this agency	1=Poor	Omp to	radio button, scale, has Don't	Single	Y	III delions	Citizen Participation
		encourages citizen participation in government.	2		Know				
			4						
			5						
			7						
			8						
			10=Excellent						
CWS02182		How frequently do you visit this site?	Don't Know First time		Radio button, one-up vertical	Single	Y		Frequency
CW302162		riow nequently do you visit this site?	More than once a day		readio buttori, orie-up vertical	Sirigie	l '		riequency
			Daily About once a week						
			About once a month						
CWS02183		What best describes your role when coming to this site?	Every 6 months or less Disaster Survivor		Radio button, one-up vertical	Single		Skip Logic Group	Role
CW302163		what best describes your role when conning to this site?			radio button, one-up ventical	Single		Skip Logic Group	Note
			Home (Property) Owner						
			First responder Emergency Managers and Personnel	1					
			Private Sector (business, small business, contractor, vendor)	В					
			Government official or employee Building Science Professional	В.					
			Media						
			Student or educator Job seeker						
CIMCOCTO I		S	Other	Α				Chin I and C	Orb. D. I
CWS02184	A	If you answered "other" above, please specify other role.			Text field, <100 char		N	Skip Logic Group	Other Role
CWS02185	В	In which section of the government are you an official or employee?	Federal		Radio button, one-up vertical	Single	Y	Skip Logic Group	Government
		empioyee?	State Local						
			Tribal						
CWS02186	С	Please specify the other section of government.	Other	С	Text field. <100 char		N	Skip Logic Group	Other Gov't
CWS02187		What were you primarily looking to do on FEMA.gov today?	Apply for assistance, check the status of an application, or learn			Single	Y	Skip Logic Group	Area of Site
			more about available assistance. Find information on a current disaster		Radio button, one-up vertical				
			Find training and preparedness information						
			Find grant information Find exercise information	G					
			Find a form or publication						
			Find employment or contracting opportunities and information Learn about a specific type of disaster	ł					
			Find contact information	1					
			View flood maps or related information Get information on flood insurance	F					
			Prepare for future disasters	ł					
			Locate information and resources to help recover from a disaster						
			Learn about FEMA Find FEMA news, Photographs, Video, RSS Feeds or Subscription	ł					
			services	_					
CWS02188	D	Other looking for> Please tell us what you were looking	Other (please specify)	D			N	Skip Logic Group	Other Area
		for today.			Text field, <100 char				
	-	Please tell us about your experience today while looking for Flood Maps. (check all that apply)	I reit the flood maps section was <b>easy to navigate</b> I was able to <b>find the flood map information</b> I was looking for	ł	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Flood Maps
			I had no difficulty understanding the information on the map						
			I experienced some difficulty finding what I was looking for It was not clear where to find the flood man information I needed	ł					
			could not find the map for the address I was looking for	i					
			had difficulty reading the map						
			The terminology used in the flood maps section was too technical						
	M	Places energy what also you experienced while looking for	Other (please specify)	M			N	Skin Logic Group	Other Flood Mans
		Please specify what else you experienced while looking for Flood Maps.			Text area, no char limit		.,	p cogo Group	Outer 1 tood maps
	G	What grant information were you primarily looking for today?	I was looking for a specific Grant or Assistance Program I was trying to find which Grant would be right for me	S	Radio button, one-up vertical	Single	Y	Skip Logic Group	Grant Information
			To view the Disaster Federal Register Notice (DFRN) for a specific						
			disaster Other (nlesse specify)						
	Т	Please specify what other grant information you were	положения присту				N	Skip Logic Group	Other Grant Info
	S	Deage specify the Grant or Assistance Program you work			Text area, no char limit		N	Skin Logic Group	OF Grant
	,	looking for.			Text field, <100 char		.,	p cogo Group	oc_Gran
CWS02189		Did you find the information you were looking for?	Yes Partially		Radio button, one-up vertical	Single	Y	OPS Group	Did you find
			Partially Still looking						
CWS02190	E	Please specify what you were looking for.	No (please specify what you were looking for)	E	Text field, <100 char		N	OPS Group	OE_Looking for
CWS02190 CWS02191	-	If you used search to find your information, what type of	I did not use Search today		Checkbox, one-up vertical	Multi	N N	OPS Group	Search Difficulty
		difficulty, if any, did you encounter with the search functionality?	Encountered no difficulties Results were helpful						
			Results were not helpful						
			Returned too many results Returned not enough or no results						
			Results were not relevant to my search terms or needs						
			Results were too similar/redundant I was not sure what words to use in my search						
			Search required too many refinements to get what I needed						
CWS02192	F	Other Search Difficulties	Other (please specify)	F	Text field, <100 char		N	OPS Group	Other Search Difficulty



red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

			FEMA Main v2 Survey CUSTOM QUESTION LIST						
QID (Group ID)	Skip Logic Label		Answer Choices			Single or Multi	Required Y/N	Special	
(Group ID) CWS02193	Label	Question Text  If you used navigation to find your information, what type of difficulty, if any, did you encounter with the navigation on this site?	(limited to 50 characters) I did not use Navigation today	Skip to	Type (select from list) Checkbox, one-up vertical	Multi	N N	Instructions OPS Group	CQ Label Navigation Difficulty
		difficulty, if any, did you encounter with the navigation on this site?	Encountered no difficulties Could not determine the best link on most pages						
			Had difficulty finding detailed information Had difficulty finding related information						
			Links did not take me where I expected						
			Navigation did not support what I was trying to accomplish Links/labels are difficult to understand, they are not intuitive						
			Had technical difficulties (e.g. error messages, broken links) Could not get started or did not know where to begin						
			Could not navigate back to previous information Would often feel lost, not know where I was						
			Would often feel lost, not know where I was Navigated to general area but couldn't find the specific content needed						
CWS02194	G	Other Navigation Difficulties	Other (please specify)	G	Text field, <100 char		N	OPS Group	Other Search Difficulty
CW302194		How would you rate your familiarity with social media on the	View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Tag
		web? Bookmark or tag website (i.e. Digg or Del.icio.us)							
			View often and contribute occasionally						
			View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
		Podcasts or audio on the web	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Audio
			View often but don't contribute						
			View occasionally but don't contribute						
		Online social networks (i.e. FaceBook, MySpace)	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Social Networks
			View often and contribute occasionally View often but don't contribute						
			View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
		Virtual worlds (i.e. Second Life)	View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Virtual Worlds
			View often but don't contribute						
			View occasionally but don't contribute						
		Comments, ratings, or reviews (i.e. Epinions)	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM Comments
			View often and contribute occasionally						
			View and contribute occasionally						
			View occasionally but don't contribute No familiarity						
		Blogs or wikis	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Blogs
			View often but don't contribute						
			View and contribute occasionally View occasionally but don't contribute						
		Vodcasts or videos on the web (i.e. YouTube)	No familiarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Videos
			View often and contribute occasionally						
			View and contribute occasionally						
			No familiarity						
		Personalized web pages (i.e. MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Personal
			View often but don't contribute						
			View occasionally but don't contribute						
		RSS feeds/Listservs	No tamiliarity View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_RSS
			View often and contribute occasionally View often but don't contribute						
			View and contribute occasionally						
			No familiarity						
		Microblog (i.e. Twitter)	View and contribute often View often and contribute occasionally		Dropdown (Select-one)	Single	N	Multiple List	SM_Micro
			View often but don't contribute						
			View occasionally but don't contribute						
		Other	No tamilianty View and contribute often		Dropdown (Select-one)	Single	N	Multiple List	SM_Other
			View often and contribute occasionally View often but don't contribute						
			View and contribute occasionally						
			No familiarity						
		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages		Checkbox, one-up vertical	Multi	N	OPS Group	SM_Preferred
		In social networks							
		In virtual worlds By adding comments, ratings, or reviews							
		Reading blogs							
		Receiving newsletters/email updates							
			Subscribing to RSS feeds Listening to Podcasts or audio						
			Watching Vodcasts or video Adding a widget or gadget to my personalized page						
			Following a microblog						
	A	Other social media interaction	Oner (prease specify)	A	Text field, <100 char	Single	N	OPS Group	OE_Preferred SM
CWS02195		If you can make one improvement to this site, what would it be?			Text area, no char limit		N		Improvement
CWS02196		Do you have any other comments about this site?			Text area, no char limit		N		Comments

