

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** has to be submitted using this documents

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implement changes

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Instance Name:

Travel.State Satisfaction Survey v2

MID: kd8shdQFgAcNBhgM8phtAg==

Date: 9/9/2009

Travel.State Satisfaction Survey v2 MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	21 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24 How likely are you to return to this site ?
2 Please rate the quality of information on this site.	22 How well does this site meet your expectations ? (1= Falls Short, 10= Exceeds)	Recommend (1=Not Very Likely, 10=Very Likely)
3 Please rate the freshness of content on this site.	23 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	25 How likely are you to recommend this site to someone else ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Not Very Likely, 10=Very Likely)
4 Please rate the visual appeal of this site.		26 How likely are you to use this site as your primary resource for travel information and requirements?
5 Please rate the balance of graphics and text on this site.		27 Future Participation (1=Very Unlikely, 10=Very Likely)
6 Please rate the readability of the pages on this site.		28 How likely are you to express your thoughts or ideas to this agency in the next 90 days?
Navigation (1=Poor, 10=Excellent, Don't Know)		Trust (1=Strongly Disagree, 10=Strongly Agree)
7 Please rate how well the site is organized .		29 I can count on this agency to act in my best interests .
8 Please rate the options available for navigating this site.		I consider this agency to be trustworthy .
9 Please rate how well the site layout helps you find what you are looking for .		30 This agency can be trusted to do what is right .
10 Please rate the number of clicks to get where you want on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the relevance of search results on this site.		
12 Please rate the organization of search results on this site.		
13 Please rate how well the search results help you decide what to select .		
14 Please rate how well the search feature helps you to narrow the results to find what you want.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
15 Please rate how quickly pages load on this site.		
16 Please rate the consistency of speed from page to page on this site.		
17 Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
18 Please rate how thoroughly this website discloses information about what this agency is doing.		
19 Please rate how quickly agency information is made available on this website.		

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 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

Travel.State Satisfaction Survey v2 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
AKR5666		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		Dropdown (Select-one)	Single	Y
AKR5667		Which citizenship status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Prefer not to answer		Dropdown (Select-one)	Single	Y
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	Tourist Business traveler Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Visa Applicant Part of a mixed-nationality family Petitioner/Sponsor for Immigrant Work-in-Education Professor or Teacher Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Member of the military Journalist/media Retiree Volunteer Other, please specify:	A	Checkbox One Up Vertical	Multi	Y
AKR5669	A	Other role:			Open-ended		N
AKR5670		Where do you live primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Dropdown (Select-one)	Single	Y
AKR5671		Which area of the site are you primarily visiting today?	International Travel & Country Information	B	Radio Button One Up Vertical	Single	Y

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			Passports	C			
			Visas	D			
			Child Abductions	E			
			Adoptions	F			
			Law & Policy	G			
			Students Abroad	H			
			Contact Us	A			
			Other, please specify:	A			
AKR5672	A	Other area:		H	Open-ended		N
	B	What is your primary reason for visiting this site today?	Find out about a major crisis abroad		Radio Button One Up Vertical	Single	Y
			Get information about travel to other countries				
			Register travel plans with a U.S. Embassy				
			Get services for Americans abroad				
			Locate/contact U.S. Embassy or Consulate abroad				
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	BB			
	BB	Other reason:			Open-ended		N
	C	What is your primary reason for visiting this site today?	Apply for or renew U.S. passport		Radio Button One Up Vertical	Single	Y
			Apply for or renew U.S. passport card				
			Get general information on passports				
			Check passport application status				
			Register travel plans with a U.S. Embassy				
			Locate/contact U.S. Embassy or Consulate abroad				
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	CC			

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	CC	Other reason:			Open-ended		N
	D	What is your primary reason for visiting this site today?	Find out if a visa is needed to enter the U.S. Find out how to apply for a visa Apply for a visa to visit the U.S. Apply for a visa to immigrate to the U.S. Following instructions from National Visa Center Checking on my Visa application Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Other, please specify:	DD	Radio Button One Up Vertical	Single	Y
	DD	Other reason:			Open-ended		N
	E	What is your primary reason for visiting this site today?	Learn how to respond to an abduction Get information about preventing an abduction Locate information about a country's laws Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Other, please specify:	EE	Radio Button One Up Vertical	Single	Y
	EE	Other reason:			Open-ended		N
	F	What is your primary reason for visiting this site today?	Browsing to learn about the overall adoption process		Radio Button One Up Vertical	Single	Y

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			Eligibility requirements to become an adoptive parent Learn about a specific country's adoption process Find adoption alerts and notices Find specific adoption forms Find adoption statistics or reports Learn about the steps to get a U.S. visa for your adopted child Locate contact information to call the State Department about adoptions Other, please specify:	FF			
	FF	Other reason:			Open-ended		N
	G	What is your primary reason for visiting this site today?	Locating Consular Notification & Access information Finding an attorney in another country (not the U.S.) Learn about the judicial processes in other countries Learn about treaties and other international agreements Finding laws on child support issues Locate information on marriage & divorce abroad Locate information on birth and death abroad Finding laws about U.S. citizenship and nationality Locate contact information to call the State Department on laws and policies Other, please specify:	GG	Radio Button One Up Vertical	Single	Y
	GG	Other reason:			Open-ended		N
	H	What is your primary reason for visiting this site today?	Find out about a major crisis abroad Get information about travel to other countries				

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			Register travel plans with a U.S. Embassy Get services for Americans abroad Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Apply for or renew U.S. passport Apply for or renew U.S. passport card Get general information on passports Check passport application status Other, please specify:	HH			
	HH	Other reason:			Open-ended		N
AKR5673		What is your primary reason for visiting this site today?	Apply for or renew U.S. passport Learn about/apply for U.S. passport card Check passport application status Get other passport services or information Find out about a major crisis abroad Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Find out if a visa is needed to enter the U.S. Apply for a visa to visit the U.S. Apply for a visa to immigrate to the U.S.		Radio Button One Up-Vertical	Single	Y

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			Following instructions from National Visa Center Checking on my Visa application Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Find information on intercountry adoption Get information on International Parental Child Abduction Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Just browsing Other, please specify:	A			
AKR5674	A	Other reason:			Open-ended		N
ACQOsI0002318		How often many times have you visited this site to accomplish this task?	This is my first time 2-5 times More than 5 times		Radio Button One Up Vertical	Single	Y
ACQOsI0002319		Did you find everything you were looking for?	Yes, I found it quickly Yes, but it took longer than expected No, please specify what you were looking for:	A	Radio Button One Up Vertical	Single	Y
ACQOsI0002320	A	Information not found:			Open-ended		Y
ACQOsI0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand 2 3 4 5 6 7 8	A A A	Radio button, scale, has don't	Single	Y

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			9				
			10=very clear and concise				
ACQOsI0002297	A	Please specify what was difficult to understand: What other language would you prefer to read this site in? What is your primary language?	I'm ok with just English Spanish French German Arabic Chinese Japanese Russian Hindi Tagalog Farsi Khmer Thai Vietnamese Portuguese Turkish Urdu Gujarati Amharic Telugu Sinhalese Other, please specify:		Open-ended Checkbox One Up Vertical	Multi	N Y
ACQOsI0002298	A	Other language		A			
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN) Referred by a friend or colleague Referred by someone in the travel industry Referred by someone at a school or university Link from a U.S. Embassy web site Link from another web site Other, please specify:		Radio Button One Up Vertical	Single	Y
AKR5681	A	Other source:			Open-ended		N
ACQOsI0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site		Checkbox One Up Vertical	Multi	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Mobile app for smartphones Live chat help More robust Frequency-Asked Questions feature Website in additional languages None of these features				
AKR5683		If you could make one improvement to this site, what would it be?			Open-ended		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AKR5666		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		Dropdown (Select-one)	Single
AKR5667		Which citizenship status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Prefer not to answer		Dropdown (Select-one)	Single
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	Tourist Business traveler Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Journalist/media Retiree Other, please specify:	A	Checkbox One Up Vertical	Multi
AKR5669	A	Other role:			Open-ended	
AKR5670		Where do you live primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Dropdown (Select-one)	Single
AKR5671		Which area of the site are you primarily visiting today?	International Travel Passports Visas Child Abductions Adoptions Law & Policy Contact Us Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5672	A	Other area:			Open-ended	
AKR5673		What is your primary reason for visiting this site today?	Apply for or renew U.S. passport Learn about/apply for U.S. passport card		Radio Button One Up Vertical	Single

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Check passport application status Get other passport services or information Find out about a major crisis abroad Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Find out if a visa is needed to enter the U.S. Apply for a visa to visit the U.S. Apply for a visa to immigrate to the U.S. Following instructions from National Visa Center Checking on my Visa application Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Find information on intercountry adoption Get information on International Parental Child Abduction Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Just browsing Other, please specify:	A		
AKR5674	A	Other reason:			Open-ended	
ACQOsI0002318		How often have you visited this site to accomplish this task?	This is my first time 2-5 times More than 5 times		Radio Button One Up Vertical	Single
ACQOsI0002319		Did you find everything you were looking for?	Yes, I found it quickly Yes, but it took longer than expected No, please specify what you were looking for:	A	Radio Button One Up Vertical	Single
ACQOsI0002320	A	Information not found:			Open-ended	
ACQOsI0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand 2 3 4 5 6 7 8 9 10=very clear and concise		Radio button, scale, has dropdown	Single
ACQOsI0002297		What is your primary language?	English Spanish		Radio Button One Up Vertical	Single

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			French Arabic Mandarin Russian Hindi Other, please specify:	A		
ACQOsI0002298	A	Other language				
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN) Referred by a friend or colleague Referred by someone in the travel industry Referred by someone at a school or university Link from a U.S. Embassy web site Link from another web site Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5681	A	Other source:			Open-ended	
ACQOsI0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site Mobile app for smartphones Live chat help More robust Frequency Asked Questions feature Website in additional languages None of these features		Checkbox One Up Vertical	Multi
AKR5683		If you could make one improvement to this site, what would it be?			Open-ended	

Required Y/N
Y
Y
Y
N
Y
Y
N
Y

Required Y/N
N
Y
Y
Y
Y
Y
Y

Required Y/N
Y
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AKR5666		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		Dropdown (Select-one)	Single
AKR5667		Which citizenship status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Prefer not to answer		Dropdown (Select-one)	Single
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	Tourist Business traveler Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Journalist/media Retiree Other, please specify:	A	Checkbox One Up Vertical	Multi
AKR5669	A	Other role:			Open-ended	
AKR5670		Where do you live primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Dropdown (Select-one)	Single
AKR5671		Which area of the site are you primarily visiting today?	International Travel Passports Visas Child Abductions Adoptions Law & Policy Contact Us Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5672	A	Other area:			Open-ended	
AKR5673		What is your primary reason for visiting this site today?	Apply for or renew U.S. passport Learn about/apply for U.S. passport card		Radio Button One Up Vertical	Single

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AKR5674	A	Other reason:			Open-ended	
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ACQOsI0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand 2 3 4 5 6 7 8 9 10=very clear and concise		Radio button, scale, has dropdown	Single
ACQOsI0002297		What is your primary language?	English Spanish		Radio Button One Up Vertical	Single

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AKR5683		If you could make one improvement to this site, what would it be?			Open-ended	

Required Y/N
Y
Y
Y
N
Y
Y
N
Y

Required Y/N
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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Check passport application status Get other passport services or information Find out about a major crisis abroad Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Find out if a visa is needed to enter the U.S. Apply for a visa to visit the U.S. Apply for a visa to immigrate to the U.S. Following instructions from National Visa Center Checking on my Visa application Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Find information on intercountry adoption Get information on International Parental Child Abduction Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Just browsing Other, please specify:	A		
AKR5674	A	Other reason:			Open-ended	
ACQOsI0002318		How often have you visited this site to accomplish this task?	This is my first time 2-5 times More than 5 times		Radio Button One Up Vertical	Single
ACQOsI0002319		Did you find everything you were looking for?	Yes, I found it quickly Yes, but it took longer than expected No, please specify what you were looking for:	A	Radio Button One Up Vertical	Single
ACQOsI0002320	A	Information not found:			Open-ended	
ACQOsI0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand 2 3 4 5 6 7 8 9 10=very clear and concise		Radio button, scale, has dots	Single
ACQOsI0002297		What is your primary language?	English Spanish		Radio Button One Up Vertical	Single

Model Instance Name:
 Travel.State Satisfaction Survey v2
 MID: kd8shdQFgAcNBhgM8phtAg==
 Date: 10/26/10

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 blue + -->: REWORDING
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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			French Arabic Mandarin Russian Hindi Other, please specify:	A		
ACQOsI0002298	A	Other language				
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN) Referred by a friend or colleague Referred by someone in the travel industry Referred by someone at a school or university Link from a U.S. Embassy web site Link from another web site Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5681	A	Other source:			Open-ended	
ACQOsI0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site Mobile app for smartphones Live chat help More robust Frequency Asked Questions feature Website in additional languages None of these features		Checkbox One Up Vertical	Multi
AKR5683		If you could make one improvement to this site, what would it be?			Open-ended	

Required Y/N
Y
Y
Y
N
Y
Y
N
Y

Required Y/N
N
Y
Y
Y
Y
Y
Y

Required Y/N
Y
N
Y
N

Model Instance Name:
 Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==
Date: 10/26/10

Travel.State Satisfaction Survey v2 CUSTC

QID	Skip Logic Label	Question Text	Answer IDs (<i>DOT ONLY</i>)
AKR5666		How frequently do you visit this site?	
AKR5667		Which citizenship status describes you?	
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	
AKR5669	A	Other role:	
AKR5670		Where do you live primarily now?	
AKR5671		Which area of the site are you primarily visiting today?	
AKR5672	A	Other area:	

Model Instance Name:
 Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==
Date: 10/26/10

Travel.State Satisfaction Survey v2 CUSTC

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
AKR5673		What is your primary reason for visiting this site today?	
AKR5674	A	Other reason:	
AKR5675		What method did you use the most to find	
AKR5676	A	Other method:	
ACQOsI0002318		How often have you visited this site to accomplish this task?	ACQOsI0002318A01 ACQOsI0002318A02 ACQOsI0002318A03
ACQOsI0002319		Did you find everything you were looking for?	ACQOsI0002319A01 ACQOsI0002319A02 ACQOsI0002319A03
ACQOsI0002320	A	information not found:	

Model Instance Name:
 Travel.State Satisfaction Survey v2
 MID: kd8shdQFgAcNBhgM8phtAg==
 Date: 10/26/10

Travel.State Satisfaction Survey v2 CUSTO

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
AKR5677		Did you find what you were looking for?	
AKR5678	A	Information not found:	
AKR5679		Did you think the writing on this site was easy to understand ?	
AED09846	B	Please tell us what was difficult to understand:	
ACQOsI0002322		Please rate how clear and concise you found the writing on this site?	ACQOsI0002322A01 ACQOsI0002322A02 ACQOsI0002322A03 ACQOsI0002322A04 ACQOsI0002322A05 ACQOsI0002322A06 ACQOsI0002322A07 ACQOsI0002322A08 ACQOsI0002322A09 ACQOsI0002322A10
ACQOsI0002297		What is your primary language?	ACQOsI0002297A01 ACQOsI0002297A02 ACQOsI0002297A03 ACQOsI0002297A04 ACQOsI0002297A05 ACQOsI0002297A06 ACQOsI0002297A07 ACQOsI0002297A08
ACQOsI0002298	A	Other language	
AKR5680		What brought you to this site? How did you find out about this site?	
AKR5681	A	Other source:	
AKR5682		Please rate your impression of how well this agency encourages citizen participation in	

Model Instance Name:
 Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==
Date: 10/26/10

Travel.State Satisfaction Survey v2 CUSTC

QID	Skip Logic Label	Question Text	Answer IDs (<i>DOT ONLY</i>)
ACQOsI0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	ACQOsI0002323A01 ACQOsI0002323A02 ACQOsI0002323A03 ACQOsI0002323A04 ACQOsI0002323A05 ACQOsI0002323A06
AKR5683		If you could make one improvement to this site, what would it be?	

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 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

DM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
First time		Dropdown (Select-one)	Single	Y
More than once a day				
Daily				
About once a week				
About once a month				
Every 6 months or less				
U.S. citizen		Dropdown (Select-one)	Single	Y
Non-U.S. citizen				
Dual citizen of the U.S. and another country				
Not sure				
Prefer not to answer				
Tourist	A	Checkbox One Up Vertical	Multi	Y
Business traveler person				
Student				
Parent				
Employer				
Immigrant to the U.S. or Legal Permanent Resident				
Part of a mixed-nationality family				
Work in Education				
Work in Travel industry				
Work in Law enforcement				
Government official or employee				
Legal/judicial professional				
Journalist/media				
Retiree				
Other, please specify:				
		Open-ended		N
In the U.S.		Dropdown (Select-one)	Single	Y
Outside of the U.S.				
Prefer not to answer				
International Travel	A	Radio Button One Up Vertical	Single	Y
Passports				
Visas				
Children & Family				
Child Abductions				
Adoptions				
Law & Policy				
Contact Us				
Other, please specify:				

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 underlined & italicized: RE-ORDER
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 violet (bold): SKIP-LOGIC

DM QUESTION LIST

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Apply for or renew U.S. passport		Radio Button One Up Vertical	Single	Y
Learn about/apply for U.S. passport card				
Check passport application status				
Get other passport services or information				
Find out about a major crisis abroad				
Get information about travel to other countries				
Register travel plans with a U.S. Embassy				
Get services for Americans abroad				
Find out if a visa is needed to enter the U.S.				
Apply for a visa to visit the U.S.				
Apply for a visa to immigrate to the U.S.				
Following instructions from National Visa Center				
Checking on my Visa application				
Find out how to apply for a visa to visit the U.S.				
Find out how to apply for U.S. immigration visa				
Help family member(s) immigrate to the U.S.				
Help someone else with visa application				
Check latest Visa Bulletin				
Find information on intercountry adoption				
Get information on International Parental Child Abduction				
Locate/contact U.S. Embassy or Consulate abroad				
Contact the Department of State				
Obtain statistics and/or reports				
Just browsing				
Other, please specify:	A			
		Open-ended		N
Top navigation bar		Radio Button One Up Vertical	Single	Y
Left navigation bar				
Links within the pages				
Most requested feature				
Site's search feature				
External search engine (ex: Google, Yahoo!, MSN)				
Other, please specify:	A			
		Open-ended		N
This is my first time		Radio Button One Up Vertical	Single	Y
2-5 times				
More than 5 times				
Yes, I found it quickly		Radio Button One Up Vertical	Single	Y
Yes, but it took longer than expected				
No, please specify what you were looking for:	A			
		Open-ended		Y

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 pink: ADDITION
 blue + -->: REWORDING
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DM QUESTION LIST				
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Yes	A	Radio Button One Up Vertical	Single	Y
Partially				
No, please specify:		Open-ended		N
Very easy to understand	B	Dropdown (Select one)	Single	Y
Somewhat easy to understand				
Not easy to understand at all				
		Text area, no char limit		Y
1=Difficult to understand		Radio button, scale, has dropdown	Single	Y
2				
3				
4				
5				
6				
7				
8				
9				
10=very clear and concise				
English	A	Radio Button One Up Vertical	Single	Y
Spanish				
French				
Arabic				
Mandarin				
Russian				
Hindi				
Other, please specify:				
Internet search engine (ex: Google, Yahoo!, MSN)	A	Radio Button One Up Vertical	Single	Y
Referred by a friend or colleague				
Referred by someone in the travel industry				
Referred by someone at a school or university				
Link from a U.S. Embassy web site				
Link from another web site				
Other, please specify:				
		Open-ended		N
1=Peer		Radio button, scale, has dropdown	Single	Y
2				
3				

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DM QUESTION LIST				
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
4				
5				
6				
7				
8				
9				
10=Excellent				
Mobile-friendly version of the site		Checkbox One Up Vertical	Multi	Y
Mobile app for smartphones				
Live chat help				
More robust Frequency Asked Questions feature				
Website in additional languages				
None of these features				
		Open-ended		N

Model Instance Name:
 Travel.State Satisfaction Survey v2
 MID: kd8shdQFgAcNBhgM8phtAg==
 Date: 11/9/09

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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AKR5666		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		Dropdown (Select-one)	Single
AKR5667		Which citizenship status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Not sure Prefer not to answer		Dropdown (Select-one)	Single
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	Tourist Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Journalist/media Retiree Other, please specify:	A	Checkbox One Up Vertical	Multi
AKR5669	A	Other role:			Open-ended	
AKR5670		Where do you live primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Dropdown (Select-one)	Single
AKR5671		Which area of the site are you primarily visiting today?	International Travel Passports Visas Children & Family Law & Policy Contact Us Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5672	A	Other area:			Open-ended	
AKR5673		What is your primary reason for visiting this site today?	Apply for or renew U.S. passport Learn about/apply for U.S. passport card		Radio Button One Up Vertical	Single

Model Instance Name:
 Travel.State Satisfaction Survey v2
 MID: kd8shdQFgAcNBhgM8phtAg==
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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Check passport application status Get other passport services or information Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Find out if a visa is needed to enter the U.S. Find out how to apply for a visa to visit the U.S. Apply for a visa to visit the U.S. Find out how to apply for U.S. immigration visa Apply for a visa to immigrate to the U.S. Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Find information on intercountry adoption Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Just browsing Other, please specify:	A		
AKR5674	A	Other reason:			Open-ended	
AKR5675		What method did you use the most to find	Top navigation bar Left navigation bar Links within the pages Most requested feature Site's search feature External search engine (ex: Google, Yahoo!, MSN) Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5676	A	Other method:			Open-ended	
AKR5677		Did you find what you were looking for?	Yes Partially No, please specify:	A	Radio Button One Up Vertical	Single
AKR5678	A	Information not found:			Open-ended	
AKR5679		Did you think the writing on this site was easy to understand ?	Very easy to understand Somewhat easy to understand Not easy to understand at all	B B	Dropdown (Select-one)	Single
	B	Please tell us what was difficult to understand:			Text area, no char limit	
AKR5680		What brought you to this site?	Internet search engine (ex: Google, Yahoo!, MSN) Referred by a friend or colleague Referred by someone in the travel industry Referred by someone at a school or university Link from a U.S. Embassy web site		Radio Button One Up Vertical	Single

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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Link from another web site Other, please specify:	A		
AKR5681	A	Other source:			Open-ended	
AKR5682		Please rate your impression of how well this agency encourages citizen participation in	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, has dropdown	Single
AKR5683		If you could make one improvement to this site, what would it be?			Open-ended	

Required Y/N
Y
Y
Y
N
Y
Y
N
Y

Required Y/N
N
Y
N
Y
N
Y
Y
Y

Required Y/N
N
Y
N

Model Instance Name:
 Travel.State Satisfaction Survey v2
 MID: kd8shdQFgAcNBhgM8phtAg==
 Date: 9/9/09

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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
AKR5666		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		Dropdown (Select-one)	Single
AKR5667		Which citizenship status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Not sure Prefer not to answer		Dropdown (Select-one)	Single
AKR5668		Which of the following describe your role when visiting this site (check all that apply)?	Tourist Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Journalist/media Retiree Other, please specify:	A	Checkbox One Up Vertical	Multi
AKR5669	A	Other role:			Open-ended	
AKR5670		Where do you live primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Dropdown (Select-one)	Single
AKR5671		Which area of the site are you primarily visiting today?	International Travel Passports Visas Children & Family Law & Policy Contact Us Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5672	A	Other area:			Open-ended	
AKR5673		What is your primary reason for visiting this site today?	Apply for or renew U.S. passport Learn about/apply for U.S. passport card		Radio Button One Up Vertical	Single

Model Instance Name:
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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Check passport application status Get other passport services or information Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Find out if a visa is needed to enter the U.S. Find out how to apply for a visa to visit the U.S. Apply for a visa to visit the U.S. Find out how to apply for U.S. immigration visa Apply for a visa to immigrate to the U.S. Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Find information on intercountry adoption Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Just browsing Other, please specify:	A		
AKR5674	A	Other reason:			Open-ended	
AKR5675		What method did you use the most to find	Top navigation bar Left navigation bar Links within the pages Most requested feature Site's search feature External search engine (ex: Google, Yahoo!, MSN) Other, please specify:	A	Radio Button One Up Vertical	Single
AKR5676	A	Other method:			Open-ended	
AKR5677		Did you find what you were looking for?	Yes Partially No, please specify:	A	Radio Button One Up Vertical	Single
AKR5678	A	Information not found:			Open-ended	
AKR5679		Did you think the writing on this site was easy to understand ?	Very easy to understand Somewhat easy to understand Not easy to understand at all		Dropdown (Select-one)	Single
AKR5680		What brought you to this site?	Internet search engine (ex: Google, Yahoo!, MSN) Referred by a friend or colleague Referred by someone in the travel industry Referred by someone at a school or university Link from a U.S. Embassy web site Link from another web site		Radio Button One Up Vertical	Single

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Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other, please specify:	A		
AKR5681	A	Other source:			Open-ended	
AKR5682		Please rate your impression of how well this agency encourages citizen participation in	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, has dropdown	Single
AKR5683		If you could make one improvement to this site, what would it be?			Open-ended	

Required Y/N
Y
Y
Y
N
Y
Y
N
Y

Required Y/N
N
Y
N
Y
N
Y
N
Y

Required Y/N
N
Y
N

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

Date: 6/25/2008

CUSTOM QUESTION LIST

Use cell shading to highlight question groups.

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How frequently do you visit this site?	Daily 2-3 times a week --> Two to three times per week About once a month Every few months Every 6 months or less often <i>This is my first time visiting this site</i>	Dropdown (Select-one)
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to (go to A) <i>I am not registered, but intend to register during my visit today</i>	Radio Button One Up Vertical
	A	Please explain why you do not intend to register?		Open-ended
CQ0004444		Which best describes your primary role?	Registered project architect Project designer Unregistered architect Contractor Sub-contractor General consumer Other (please specify)	Radio Button One Up Vertical
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design (go to A) Gathering information on a product or manufacturer specified in a design (go to B) Other (please specify)	Radio Button One Up Vertical
	A	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical
	B	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical

#REF!

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

Date: 6/25/2008

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature Browse by master format feature Other (please specify)	Radio Button One Up Vertical
CQ0004444		Were you able to find what you were looking for today?	Yes No (go to A then B) Not sure (go to C then D)	Radio Button One Up Vertical
A		Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
B		Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to E) Other (please specify)	Dropdown (Select-one)
C		Why were you not sure?	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
D		Since you were not sure, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to F) Other (please specify)	Dropdown (Select-one)
E		What other site(s) do you plan to visit?		Open-ended
F		What other site(s) do you plan to visit?		Open-ended
CQ0004444		What other sources do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites Sweets catalog Other (please specify)	Checkbox One Up Vertical

Use cell shading to highlight question groups.



Single or Multi	Required Y/N
Single	Y
Single	Y
	N
Single	Y
Single	Y
Multi	Y
Multi	Y



Single or Multi	Required Y/N
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y
	N
	N
Multi	Y