Model Instance Name: US Dept of Treasury v2 MID: RN4Ro0xo99FYJJZdpx50oQ==
Client: U.S. Department of the Treasury
Date: 1/16/2012

				JS Dept of Treasury v2 MODEL QUESTION LIST e ACSI methodology to determine scores and impacts		
	ELEMENTS (drivers of satisfaction)	L		CUSTOMER SATISFACTION		
MQ Label	Content (1=Poor, 10=Excellent, Don't Know)		MQ Label	Satisfaction	MQ Label	
1 Content - Accuracy	Please rate the accuracy of information on this site.	24	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	27 Return	
2 Content - Quality	Please rate the quality of information on this site.	25	Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		
3 Content - Freshness	Please rate the freshness of content on this site.	26	Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	28 Recommend	
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					
4 Look and Feel - Appeal	Please rate the visual appeal of this site.					
5 Look and Feel - Balance	Please rate the balance of graphics and text on this site.					
6 Look and Feel - Readability	Please rate the readability of the pages on this site.					
	Plain Language (1=Poor, 10=Excellent, Don't Know)					
7 Plain Language - Clear	Please rate the clarity of the wording on this site.					
8 Plain Language - Understandable	Please rate how well you understand the wording on this site.					
9 Plain Language - Concise	Please rate this site on its use of short, clear sentences.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
10 Navigation - Organized	Please rate how well the site is organized.					
11 Navigation - Options	Please rate the options available for navigating this site.					
12 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.					
13 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.					
	Site Performance (1=Poor, 10=Excellent, Don't Know)					
14 Site Performance - Loading	Please rate how quickly pages load on this site.					
15 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.					
16 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					
	Online Transparency (1=Poor, 10=Excellent, Don't Know)					
17 Online Transparency - Disclose	Please rate how thoroughly this site discloses information about what this agency is doing.					
18 Online Transparency - Quick	Please rate how quickly agency information is made available on this site.					
19 Online Transparency - Access	Please rate how well information about this agency's actions can be accessed by the public on this site.					
	Search (1=Poor, 10=Excellent, Don't Know)					
20 Search - Results Relevance	Please rate the relevance of search results on this site.					
21 Search - Results Organization	Please rate the organization of search results on this site.					
22 Search - Results Help	Please rate how well the search results help you decide what to select.					
23 Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find what you want.					

FUTURE BEHAVIORS Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 3/28/2013

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: Addition

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
MMW1351		How frequently do you visit this site?	First time More than once a day Daily		Drop down, select one	single	Y	
			About once a week					
			About once a month	_				
MMW1352		What is your role in visiting this site?	Every 6 months or less General Public		Drop down, select one	single	Υ	Skip logic
WIWW1332		What is your fole in visiting this site:	Investor	-	Drop down, select one	Sirigle	'	Skip logic
			Compliance Officer	-				
			Banker or financial institution	-				
			Small Business	-				
			Large Business	-				
			Teacher / Educator / Student	-				
			Press / Media	-				
			Other	Α				
MMW1353	Α	Please specify your role/capacity in which you are visiting Treasury.gov today?	Caro.		Text area, no char limit		N	
MMW1354		Which of the following best categorizes what you are	Treasury news		Radio button, one-up vertical	single	Y	
		primarily looking for:	Forms, reports, or documents		,			
			Savings bonds information					
			Daily or historical interest rate statistics					
			Currency or coins					
			Financial Stability – economic stabilization and the Troubled Asset					
			Relief Program (TARP)					
			Wall Street Reform					
			Debt limit/public debt/national debt information					
			How to report fraud, waste, or email scams					
			How to resolve an issue with a U.S. Treasury check					
			OFAC/Sanctions/Specially Designated Nationals List					
			Auction/seized property for sale					
			History, building tours, and curatorial exhibitions					
			Contact information					
			General information about the U.S. Department of the Treasury					
			Research about a specific topic or service					
			Freedom of Information Act (FOIA) Information					
			Other					
MMW1355		What specifically were you looking for? Please be as specific as possible.			Text area, no char limit		Y	
MMW1356		How did you primarily look for the information you	I received an email notice through GovDelivery	-	Drop down, select one	single	Y	Skip logic
		wanted?	Browsed (that is, followed links)	С				
			Used the site index	C				
			Used the Treasury search engine	A,E				
			Used a third-party search engine (i.e. Google, Yahoo, etc.)	_				
43.43.44.05.7		NATION OF THE PROPERTY OF THE	SDN Search		Dadia hadaa aaa aa a	-to-ot-		
MMW1357		When you used the Treasury search engine , which of the following describe your experience?	Search results were helpful	-	Radio button, one-up vertical	single	N	
			Returned too many results	_				
			Returned not enough or no results	-				
			Search required too many refinements to get what I wanted	-				
			Search results were not relevant to my search terms/needs	-				
			I was not sure what words to use in my search Other, please specify:	В	В			
			MILLER DIEGOE SUPCIN	_ D				

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 3/28/2013

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1359	E	What search term did you use today to find what you were looking for?			Text area, no char limit		N	
MMW1360	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D	Radio button, one-up vertical	single	N	
MMW1361	D	Other navigational experience						
MMW1362		Did you find what you were looking for?	Yes No Not yet		Drop down, select one	single	Y	Skip logic
MMW1363		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y	
MMW1364		If you could improve one thing on this website, what would that be?			Text area, no char limit		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	Required Y/N	Special Instruction
MMW1351		How frequently do you visit this site?	First time More than once a day		Drop down, select one	single	Y	
			Daily About once a week					
			About once a month					
			Every 6 months or less					
MMW1352		What is your role in visiting this site?	General Public		Drop down, select one	single	Y	Skip logic
			Investor	_				
			Compliance Officer Banker or financial institution	_				
			Small Business	_				
			Large Business	-				
			Teacher / Educator / Student	-				
			Press / Media	-				
			Other	A				
MMW1353	А	Please specify your role/capacity in which you are visiting Treasury.gov today?	Galler		Text area, no char limit		N	
MMW1354		Which of the following best categorizes what you are	Treasury news		Radio button, one-up vertical	single	Y	
		primarily looking for:	Forms, reports, or documents		,			
			Savings bonds information					
			Daily or historical interest rate statistics					
			Currency or coins					
			Financial Stability – economic stabilization and the Troubled Asset					
			Relief Program (TARP)					
			Wall Street Reform					
			Debt limit/public debt/national debt information	_				
			How to report fraud, waste, or email scams					
			How to resolve an issue with a U.S. Treasury check	_				
			OFAC/Sanctions/Specially Designated Nationals List	_				
			Auction/seized property for sale History, building tours, and curatorial exhibitions					
			Contact information	-				
			General information about the U.S. Department of the Treasury	-				
			Research about a specific topic or service	+				
			Freedom of Information Act (FOIA) Information	-				
			Other	1				
MMW1355		What specifically were you looking for? Please be as specific			Text area, no char limit		Υ	
		as possible.			•			
MMW1356		How did you primarily look for the information you	I received an email notice through GovDelivery		Drop down, select one	single	Y	Skip logic
		wanted?	Browsed (that is, followed links)	С				
			Used the site index	С				
			Treasury Beta Search (the test search)	A,E				
			Used the Treasury search engine	A,E				
			Used a third-party search engine (i.e. Google, Yahoo, etc.)	_				
\A\A\\A\\A\\A\\A\\A\\A\\A\\A\\A\\A\\A\\		Mhon you used the Traceury coarsh anning which of the	SDN Search		Dadio button and un undil	oinele	N	
MMW1357	A	When you used the Treasury search engine , which of the following describe your experience?	Search results were helpful		Radio button, one-up vertical	single	IN	
		lollowing describe your experience:	Returned too many results Returned not enough or no results	+				
			Search required too many refinements to get what I wanted					
			Search results were not relevant to my search terms/needs					
			I was not sure what words to use in my search					

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 3/28/2013

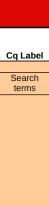
red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1358	В	Other search experience			Text area, no char limit		N	
MMW1359	E	What search term did you use today to find what you were looking for?			Text area, no char limit		N	
MMW1360	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficultes (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D	Radio button, one-up vertical	single	N	
MMW1361	D	Other navigational experience						
MMW1362		Did you find what you were looking for?	Yes No Not yet		Drop down, select one	single	Y	Skip logic
MMW1363		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y	
MMW1364		If you could improve one thing on this website, what would that be?			Text area, no char limit		N	





MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 1/28/2013

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pink: Addition

blue + -->: REWORDING

QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1351		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		Drop down, select one	single	Y	
MMW1352		What is your role in visiting this site?	General Public Investor Compliance Officer Banker or financial institution Small Business Large Business Teacher / Educator / Student Press / Media Other	A	Drop down, select one	single	Y	Skip logic
MMW1353	А	Please specify your role/capacity in which you are visiting Treasury.gov today?			Text area, no char limit		N	
MMW1354		Which of the following best categorizes what you are primarily looking for:	Treasury news Forms, reports, or documents Savings bonds information Daily or historical interest rate statistics Currency or coins Financial Stability – economic stabilization and the Troubled Asset Relief Program (TARP) Wall Street Reform Debt limit/public debt/national debt information How to report fraud, waste, or email scams How to resolve an issue with a U.S. Treasury check OFAC/Sanctions/Specially Designated Nationals List Auction/seized property for sale History, building tours, and curatorial exhibitions Contact information General information about the U.S. Department of the Treasury Research about a specific topic or service Freedom of Information Act (FOIA) Information Other		Radio button, one-up vertical	single	Y	
MMW1355		What specifically were you looking for? Please be as specific as possible.			Text area, no char limit		Y	
MMW1356		How did you primarily look for the information you wanted?	I received an email notice through GovDelivery Browsed (that is, followed links) Used the site index Treasury Beta Search (the test search) Used the Treasury search engine Used a third-party search engine (i.e. Google, Yahoo, etc.) SDN Search	C C A,E A,E	Drop down, select one	single	Y	Skip logic
MMW1357	A	When you used the Treasury search engine , which of the following describe your experience?	Search results were helpful Returned too many results Returned not enough or no results Search required too many refinements to get what I wanted Search results were not relevant to my search terms/needs I was not sure what words to use in my search Other, please specify:	В	Radio button, one-up vertical	single	N	

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 1/28/2013

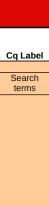
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1358	В	Other search experience			Text area, no char limit		N	
MMW1359	E	What search term did you use today to find what you were looking for?			Text area, no char limit		N	
MMW1360	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D	Radio button, one-up vertical	single	N	
MMW1361	D	Other navigational experience						
MMW1362		Did you find what you were looking for?	Yes No Not yet		Drop down, select one	single	Y	Skip logic
MMW1363		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Υ	
MMW1364		If you could improve one thing on this website, what would that be?			Text area, no char limit		N	





MID: RN4Ro0xo99FYJJZdpx50oQ==
Client: U.S. Department of the Treasury

Date: 11/19/2012

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1351		How frequently do you visit this site?	First time		Drop down, select one	single	Y	
			More than once a day	_				
			Daily	4				
			About once a week	_				
			About once a month	_				
			Every 6 months or less					
MMW1352		What is your role in visiting this site?	General Public	_	Drop down, select one	single	Y	Skip logic
			Investor	_				
			Compliance Officer	_				
			Banker or financial institution	_				
			Small Business	4				
			Large Business	_				
			Teacher / Educator / Student	_				
			Press / Media					
			Other	Α				
MMW1353	Α	Please specify your role/capacity in which you are visiting Treasury.gov today?			Text area, no char limit		N	
MMW1354		Which of the following best categorizes what you are	<u>Treasury news</u>		Radio button, one-up vertical	single	Y	
		primarily looking for:	Forms, reports, or documents					
			Savings bonds information					
			Daily or historical interest rate statistics					
			Currency or coins					
			Financial Stability – economic stabilization and the Troubled Asset					
			Relief Program (TARP)					
			Wall Street Reform					
			Debt limit/public debt/national debt information					
			How to report fraud, waste, or email scams					
			How to resolve an issue with a U.S. Treasury check					
			OFAC/Sanctions/Specially Designated Nationals List					
			Auction/seized property for sale					
			History, building tours, and curatorial exhibitions					
			Cuba					
			Contact information					
			General information about the U.S. Department of the Treasury					
			Research about a specific topic or service					
			Freedom of Information Act (FOIA) Information					
			Other					
MMW1355		What specifically were you looking for? Please be as specific as possible.			Text area, no char limit		Y	
MMW1356		How did you primarily look for the information you	Browsed (that is, followed links)	С	Drop down, select one	single	Υ	Skip logic
		wanted?	Used the site index	С		, i		, ,
			Used the Treasury search engine	A,E				
			Used a third-party search engine (i.e. Google, Yahoo, etc.)					
			SDN Search					
MMW1357	Α	When you used the Treasury search engine , which of the	Search results were helpful		Radio button, one-up vertical	single	N	
		following describe your experience?	Returned too many results			Ü		
			Returned not enough or no results					
			Search required too many refinements to get what I wanted					
			Search results were not relevant to my search terms/needs					
			I was not sure what words to use in my search					
			Other, please specify:	В				
			and the same of a same.		Text area, no char limit		N	

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

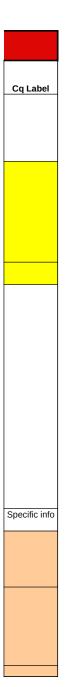
Date: 11/19/2012

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MMW1359	E	What search term did you use today to find what you were looking for?			Text area, no char limit		N	
MMW1360	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Links/labels are difficult to understand		Radio button, one-up vertical	single	N	
MMW1361	D	Other navigational experience	Other, please specify:	D				
MMW1362		Did you find what you were looking for?	Yes No Not yet		Drop down, select one	single	Y	Skip logic
MMW1363		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y	
MMW1364		If you could improve one thing on this website, what would that be?			Text area, no char limit		N	
MMW1365		What did you like about Treasury.gov during your current site visit?			Text area, no char limit		¥	





Search terms

Like About Treasury

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Client: U.S. Department of the Treasury

Date: 11/8/2012

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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	Special Instructions
MMW1351		How frequently do you visit this site?	First time		Drop down, select one	single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less					
MMW1352		What is your role in visiting this site?	General Public		Drop down, select one	single	Υ	Skip logic
			Investor			ŭ		
			Compliance Officer					
			Banker or financial institution					
			Small Business					
			Large Business	_				
			Teacher / Educator / Student	_				
			Government	-				
			Press / Media	_				
			Other	A				
NANAVA/1 2E 2	_	Places aposify your role/paposity in which you are visiting	Other	A	Toyt area no shor limit		N	
MMW1353	Α	Please specify your role/capacity in which you are visiting Treasury.gov today?			Text area, no char limit			
MMW1354		Which of the following best categorizes what you are	General information about the U.S. Department of the Treasury	_	Radio button, one-up vertical	single	Y	
		primarily looking for:	Treasury news					
			Forms, reports, or documents					
			Savings bonds information					
			Daily or historical interest rate statistics					
			Currency or coins					
			Financial Stability – economic stabilization and the Troubled Asset Relief Program (TARP)					
			Wall Street Reform					
			Debt limit/public debt/national debt information	-				
			How to report fraud, waste, or email scams	-				
			How to resolve an issue with a U.S. Treasury check	-				
			OFAC/Sanctions/Specially Designated Nationals List	-				
			Auction/seized property for sale	-				
			Cuba	-				
			Contact information	-				
			Research about a specific topic or service	-				
			Freedom of Information Act (FOIA) Information	-				
			` '	-				
NANAVA (1 OF F		NA/hot amasifically ways you looking for O Diogo he as anaific	Other		Tout area no aboutineit		Y	
MMW1355		What specifically were you looking for? Please be as specific as possible.			Text area, no char limit			
MMW1356		How did you primarily look for the information you	Browsed (that is, followed links)	С	Drop down, select one	single	Υ	Skip logic
		wanted?	Used the site index	_ c				
			Used the Treasury search engine	A,E				
			Used a third-party search engine (i.e. Google, Yahoo, etc.)					
			SDN Search					
MMW1357	Α	When you used the Treasury search engine , which of the	Search results were helpful		Radio button, one-up vertical	single	N	
		following describe your experience?	Returned too many results					
			Returned not enough or no results					
			Search required too many refinements to get what I wanted					
			Search results were not relevant to my search terms/needs					
			I was not sure what words to use in my search					
			Other, please specify:	В				
			Other, piede openly.					

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Date: 11/8/2012

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blue + -->: REWORDING

	Skip Logic		Answer Choices			Single or	Required	Special
QID	Label	Ouestion Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
MMW1359	Е	What search term did you use today to find what you were looking for?			Text area, no char limit		N	
MMW1360		When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D	Radio button, one-up vertical	single	N	
MMW1361	D	Other navigational experience						
MMW1362		Did you find what you were looking for?	Yes No Not yet		Drop down, select one	single	Y	Skip logic
MMW1363		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y	
MMW1364		If you could improve one thing on this website, what would that be?			Text area, no char limit		N	
MMW1365		What did you like about Treasury.gov during your current site visit?			Text area, no char limit		Y	





Search terms

Like About Treasury

MID: RN4Ro0xo99FYJJZdpx50oQ==

Client: U.S. Department of the Treasury

Date: 8/8/2012

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pink: ADDITION

blue + -->: REWORDING

	Skip							
	Logic			Answer Choices			Single or	Required
QID	Label	Question Text		(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
MMW1351		How frequently do you visit this site?	MMW1351A01	First time		Drop down, select one	single	Y
			MMW1351A02	More than once a day	_			
			MMW1351A03	Daily	_			
			MMW1351A04	About once a week	_			
			MMW1351A05	About once a month	_			
			MMW1351A06	Every 6 months or less				
MMW1352		What is your role in visiting this site?	MMW1352A01	General Public		Drop down, select one	single	Υ
			MMW1352A02	Investor				
			MMW1352A03	Compliance Officer	_			
			MMW1352A04	Banker or financial institution	_			
			MMW1352A05	Small Business	_			
			MMW1352A06	Large Business	_			
			MMW1352A07	Teacher / Educator / Student	_			
			MMW1352A08	Government				
			MMW1352A09	Press / Media				
1414140E0	-	Discourse it was a later and the installation and in the	MMW1352A10	Other	Α	Tarabana and also best		N.
MMW1353	Α	Please specify your role/capacity in which you are visiting Treasury.gov today?				Text area, no char limit		N
MMW1354		Which of the following best categorizes what you are	MMW1354A01	General information about the U.S. Department of the Treasury		Radio button, one-up vertical	single	Y
		primarily looking for:	MMW1354A02	Treasury news				
			MMW1354A03	Forms, reports, or documents				
			MMW1354A04	Savings bonds information				
			MMW1354A05	Daily or historical interest rate statistics				
			MMW1354A06	Currency or coins				
				Financial Stability – economic stabilization and the Troubled Asset Relief Program (TARP)				
			MMW1354A07	Wall Street Reform				
			MMW1354A08	Debt limit/public debt/national debt information				
			MMW1354A09	How to report fraud, waste, or email scams				
			MMW1354A10	How to resolve an issue with a U.S. Treasury check				
			MMW1354A11	OFAC/Sanctions/Specially Designated Nationals List				
			MMW1354A12	Auction/seized property for sale				
			MMW1354A13	Cuba				
			MMW1354A14	Contact information				
			MMW1354A15	Research about a specific topic or service	_			
			MMW1354A16	Freedom of Information Act (FOIA) Information	_			
			MMW1354A17	Other				
MMW1355		What specifically were you looking for? Please be as specifically as possible.				Text area, no char limit		Y
MMW1356		How did you primarily look for the information you	MMW1356A01	Browsed (that is, followed links)	С	Drop down, select one	single	Υ
		wanted?	MMW1356A02	Used the site index	С			
			MMW1356A03	Used the Treasury search engine	A,E			
			MMW1356A04	Used a third-party search engine (i.e. Google, Yahoo, etc.)				
			MMW1356A05	SDN Search				
MMW1357	Α	When you used the Treasury search engine, which of the	MMW1357A01	Search results were helpful		Radio button, one-up vertical	single	N
		following describe your experience?	MMW1357A02	Returned too many results				
			MMW1357A03	Returned not enough or no results				
			MMW1357A04	Search required too many refinements to get what I wanted				
			MMW1357A05	Search results were not relevant to my search terms/needs				
			MMW1357A06	I was not sure what words to use in my search				
			MMW1357A07	Other, please specify:	В			
MMW1358	В	Other search experience				Text area, no char limit		N

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 8/8/2012

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pink: Addition

blue + -->: REWORDING

QID	Skip Logic Label	Ouestion Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
MMW1359	Е	What search term did you use today to find what you were looking for?				Text area, no char limit		N
MMW1360	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	MMW1360A01 MMW1360A02 MMW1360A03 MMW1360A04 MMW1360A05 MMW1360A06 MMW1360A07 MMW1360A08 MMW1360A10 MMW1360A10	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Had technical difficultes (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D	Radio button, one-up vertical	single	N
MMW1361	D	Other navigational experience						
MMW1362		Did you find what you were looking for?	MMW1362A01 MMW1362A02 MMW1362A03	Yes No Not yet		Drop down, select one	single	Y
MMW1363		How did you find out about Treasury.gov?	MMW1363A01 MMW1363A02 MMW1363A03 MMW1363A04 MMW1363A05 MMW1363A06	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y
MMW1364		If you could improve one thing on this website, what would that be?				Text area, no char limit		N
MMW1365		What did you like about Treasury.gov during your current site visit?				Text area, no char limit		Y

Special Instructions	Cq Label
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Special Instructions	Cq Label
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MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 6/3/2011

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blue + -->: REWORDING

QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
235		How frequently do you visit this site?	First time	Skip to	Drop down, select one	single	Y
233		How hequeinly do you visit this site?	More than once a day	-	Drop down, Select one	Sirigie	, Y
			Daily	-			
				-			
			About once a week	_			
			About once a month	_			
			Every 6 months or less				
88		What is your role in visiting this site?	Banker or financial institution	_	Drop down, select one	single	Y
			General Public	_			
			Government				
			International Visitor				
			Job seeker				
			Press / Media				
			Student				
			Teacher / Educator				
			Other	A			
			Business	- ''			
			Collector	_			
123	Α	If you chose 'other' for "what is your role in visiting this site", please specify:	Concetor		Text area, no char limit		N
4480		Are you looking for property/items to buy which have	Yes		Dron down, coloct one	single	Y
4460			No No	_	Drop down, select one	single	'
00		, ,			Observation	det	
90		What were you primarily looking for when you came to	Contact information for government officials	_	Checkbox, one-up vertical	multi	Y
		Treasury.gov?	Download a Treasury form, report, or document				
			General information about the US Treasury Dept.	_			
			Treasury news				
			Information about a Treasury office or program				
			Just curious				
			Research about a specific topic				
			SDN List				
			Seized Government property				
			Specific Treasury service	-			
			Other	-			
			To do business with Treasury	-			
				⊣			
			Currency and coins	_			
			Health Savings Accounts (HSA)	⊣			
			OFAC	⊣			
			Freedom of Information Act (FOIA) Information				
4735		If you are looking for research on a particular topic, please specify the topic:			Text area, no char limit		N
512		How did you primarily look for the information you	Browsed (that is, followed links)	С	Drop down, select one	single	Y
		wanted?	Used the site index	С			
			Used the Treasury search engine	Α			
			Used a third-party search engine (i.e. Google, Yahoo, etc.)				
D04181	Α	When you used the Treasury search engine , which of the	Search results were helpful		Radio button, one-up vertical	single	N
		following describe your experience?	Returned too many results		,		
			Returned not enough or no results				
			Search required too many refinements to get what I wanted				
			Search results were not relevant to my search terms/needs		В		
			I was not sure what words to use in my search				
			Other, please specify:				

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Date: 6/3/2011

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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
AED04183		When you used navigation (browsed or used the site index) to find information, which of the following describe your	Found the information with no difficulty Could not determine the best link on most pages		Radio button, one-up vertical	single	N
		experience?	Could not navigate back to previous information				
			Would often feel lost, not know where I was				
			Had difficulty finding detailed information				
			Too many links or navigational choices				
			Links did not take me where I expected				
			Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages)	-			
			Links/labels are difficult to understand				
			Other, please specify:	D			
AED04184	D	Other navigational experience	Cutor, picase specify.				
91		Did you find what you were looking for?	Yes		Drop down, select one	single	Y
		3	No	Α	, , , , , , , , , , , , , , , , , , , ,		
			Not yet	Α			
AED04185	Α	If you didn't find what you were looking for, please specify information not found.			Text area, no char limit		N
89		How did you find out about Treasury.gov?	Another website/link		Drop down, select one	single	Y
			Friend / relative		•		
		Librarian or educator					
			Media / news story				
			Search engine				
			Other				
166		If you are looking for seized property, what improvements would you like to see in the auctions website?			Text area, no char limit		N
92		What other types of information do you think should be available on the Treasury site?			Text area, no char limit		N
AED04186		If you could improve <u>one thing</u> on this website, what would that be?			Text area, no char limit		N
QOsl000492		Please rate the simplicity of the words used on this site.	1=Poor		Radio button, scale, has don't know	S	¥
2			2				
			3				
			4				
			5				
			6				
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			8	_			
			10=Excellent				
			Don't know	-			
QOsl000492		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	¥
3		i lease rate the site on its use of short, clear semences.	2	1	radio battori, sourc, rias dorre know		
-			3	1			
			4	1			
			5				
			6	1			
			7				
			8				
			9	1			
		10=Excellent	7				

MID: RN4Ro0xo99FYJJZdpx50oQ==

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	Skip							
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	
			Don't know					
ACQOsl000492	2	Please rate how logically text is organized on this site.	1=Poor		Radio button, scale, has don't know	S	¥	
4			2					
			3	1				
			4	1				
			5	1				
			6	1				
			7	1				
			8	1				
			9	1				
			10=Excellent	1				
			Don't know	1	Radio button, scale, has don't know			
ACQOsl000492	2	Please rate how well the site's language is focused on a	1=Poor			S	S	S
5-		central topic.	2	1	radio batton, Socie, has don't know			
			3	1				
			4	1				
			5	1				
			6	1				
			7	1				
			8	1				
			9	1				
			10=Excellent	1				
			Don't know	1				
ACQOsl000492	2	Please rate how well terminology is explained on this site.	1=Poor		Radio button, scale, has don't know	S	¥	
6		,	2	1				
			3	1				
			4	1				
			5	1				
			6	1				
			7	1				
			8	1				
			g	1				
			10=Excellent	1				
			Don't know	1				
ACOO:I000402	2	Please rate this site's use of language that people like me	1=Poor		Radio button, scale, has don't know	S	¥	
ACQOsl000492 7		can understand.	2	1	radio battori, soure, rias dorre know			
			2	1				
			4	1				
			<u> </u>	1				
			6	1				
			7	1				
			Ω	1				
		9	1					
			10=Excellent	1				
			Don't know	1				
ACQOsl000492	2	Please rate the clarity of the language used on this site.	1=P00r		Radio button, scale, has don't know	S	¥	
8	1	i lease rate the clurity of the language used on this site:	2	1	radio battori, sodie, rids dorrt know			
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			4	1				
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I	1	I	<u>v</u>	J	ForeCoo Booulto	I	I	

MID: RN4Ro0xo99FYJJZdpx50oQ== Client: U.S. Department of the Treasury

Date: 6/3/2011

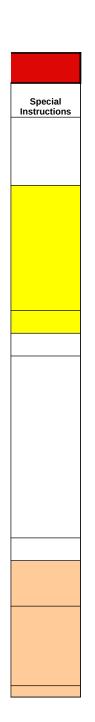
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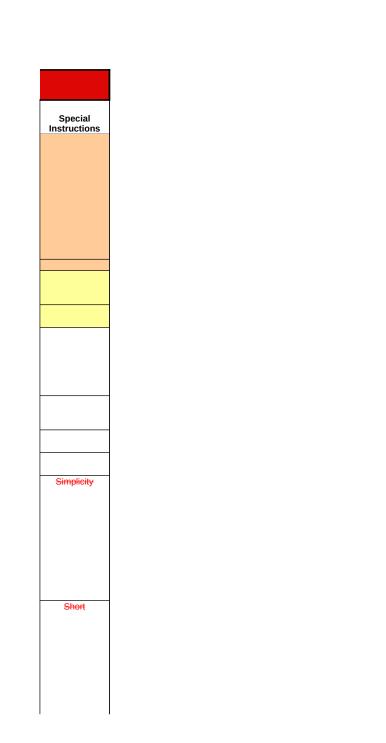
underlined <u>& italicized</u>: RE-ORDER

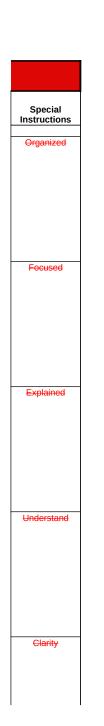
pink: Addition

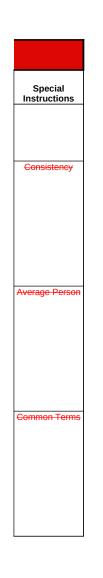
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			7				
			8				
			9				
			10=Excellent				
			Don't know				
QOsl000492		Please rate the consistency of language usage on this site.	1=Poor		Radio button, scale, has don't know	S	¥
9			2				
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			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
Osl000486	Please rate this site's use of language that the average	1=P00r		Radio button, scale, has don't know	S	¥	
5		person can understand.	2				
		•	2				
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			<u> </u>				
			7				
			Q				
			0				
			10=Excellent				
			Don't know				
Osl000486		Please rate how well this site uses common terms to	1=Poor		Radio button, scale, has don't know	S	¥
6		express ideas.	2		Radio buttori, Scale, has don't know	3	*
Ŭ		express rucus.	2				
			4				
			<u>4</u>				
			5				
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			8				
			9				
			10=Excellent				
			Don't know			1	1









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	01:		MD. KN44K00X099F133ZUþX300Q== CO31OM QOE3				I	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	
235	Laber	How frequently do you visit this site?	First time	Citip to	Drop down, select one	single	Y	
200		litow nequently do you visit this site.	More than once a day		2 rep dermi, delections	Sirigic	· '	
			Daily					
			About once a week	_				
			About once a month	_				
			Every 6 months or less					
88		What is your role in visiting this site?	Banker or financial institution		Drop down, select one	single	Υ	
00		What is your fold in visiting this site.	General Public		Brop down, solder one	Single		
			Government	_				
			International Visitor	_				
			Job seeker	_				
			Press / Media	-				
			Student	_				
			Teacher / Educator	_				
			Other	A				
			Business	⊣ ^				
			Collector	-				
123	А	If you chose 'other' for "what is your role in visiting this site", please specify:	Conector		Text area, no char limit		N	
4480		Are you looking for property/items to buy which have	Yes		Drop down, select one	single	Y	
4400		been seized by the government?	No No		Drop down, Select one	Sirigic	'	
90		What were you primarily looking for when you came to	Contact information for government officials	ent officials Checkbox, one-up vertical	multi	Y		
90		Treasury.gov?	Download a Treasury form, report, or document	_	Checkbox, one-up vertical	muiu	'	
		Treasury.gov.	General information about the US Treasury Dept.	-				
			Treasury news	_				
			Information about a Treasury office or program	-				
			Just curious	-				
			Research about a specific topic	-				
			SDN List					
				_				
			Seized Government property	_				
			Specific Treasury service Other	_				
				_				
			To do business with Treasury					
			Currency and coins	_				
			Health Savings Accounts (HSA)					
			OFAC	_				
4735	+	If you are looking for receased on a negativeley tonic	Freedom of Information Act (FOIA) Information		Tout area no shor limit		N.	
		If you are looking for research on a particular topic, please specify the topic:			Text area, no char limit		N	
512		How did you primarily look for the information you	Browsed (that is, followed links)	_ с	Drop down, select one	single	Y	
		wanted?	Used the site index	_				
			Used the Treasury search engine	_ A				
			Used a third-party search engine (i.e. Google, Yahoo, etc.)					
AED04181	Α	When you used the Treasury search engine , which of the	Search results were helpful		Radio button, one-up vertical	single	N	
		following describe your experience?	Returned too many results					
			Returned not enough or no results					
			Search required too many refinements to get what I wanted					
			Search results were not relevant to my search terms/needs					
			I was not sure what words to use in my search					
			Other, please specify:	В	В			
AED04182	В	Other search experience			Text area, no char limit		N	

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Date: 4/22/2011

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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
AED04183	С	When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin		Radio button, one-up vertical	single	N
			Had technical difficulties (e.g. broken links, error messages) Links/labels are difficult to understand Other, please specify:	D			
AED04184	D	Other navigational experience					
91		Did you find what you were looking for?	Yes No Not yet	A A	Drop down, select one	single	Y
AED04185	Α	If you didn't find what you were looking for, please specify information not found.			Text area, no char limit		N
89		How did you find out about Treasury.gov?	Another website/link Friend / relative Librarian or educator Media / news story Search engine Other		Drop down, select one	single	Y
166		If you are looking for seized property, what improvements would you like to see in the auctions website?	Guidi		Text area, no char limit		N
92		What other types of information do you think should be available on the Treasury site?			Text area, no char limit		N
AED04186		If you could improve one thing on this website, what would that be?			Text area, no char limit		N
NEW		Please rate the simplicity of the words used on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	S	Y
NEW		Please rate the site on its use of short, clear sentences .	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, has don't know	S	Y

MID: RN4Ro0xo99FYJJZdpx50oQ==

Client: U.S. Department of the Treasury

Date: 4/22/2011

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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	Require Y/N
QID	Labei	Question Text		Skip to	Type (select from list)	Multi	Y/N
NEW		Please rate how logically text is organized on this site.	Don't know 1=Poor		Dadia button, apple, has don't know	S	Y
INEVV		Please rate now logically text is organized on this site.	1-2001	-	Radio button, scale, has don't know	3	Ţ
			2				
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			9				
			10=Excellent				
			Don't know				
NEW		Please rate how well the site's language is focused on a	1=Poor		Radio button, scale, has don't know	S	Υ
		central topic.	2		, , , , , , , , , , , , , , , , , , , ,		
			3				
			4				
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			8				
			9				
			10=Excellent				
			Don't know				
NEW		Please rate how well terminology is explained on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
NEW		Please rate this site's use of language that people like me	1=Poor		Radio button, scale, has don't know	S	Y
		can understand.	2				
			3				
			4				
			5				
			0				
			/				
			0				
			10=Excellent				
			Don't know				
NEW	1	Please rate the clarity of the language used on this site.	1=Poor		Radio button, scale, has don't know	S	Υ
INEVV		r rease rate the clarity of the language used on this site.	2	-	radio buttori, scale, rias dorre know	3	, T
			2				
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MID: RN4Ro0xo99FYJJZdpx50oQ==

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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
			7				
			8				
			9				
			10=Excellent				
			Don't know				
NEW		Please rate the consistency of language usage on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
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			4				
			5				
			6				
			/				
			8				
			9				
			10=Excellent				
IENA/		Discount de la citat a consentat de la consent	Don't know		Dadia bustan araba bar dantaharan		
NEW		Please rate this site's use of language that the average person can understand.	1=Poor		Radio button, scale, has don't know	S	Y
		person can understand.	2				
			3				
			4				
			5				
			0				
			0				
			8				
			10=Excellent				
			Don't know				
NEW		Please rate how well this site uses common terms to	1=Poor		Radio button, scale, has don't know	S	Y
INEVV		express ideas.	2		Radio button, scale, has don't know	3	'
		express racas.	2				
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