

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** have to be submitted using this document

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

DOT: 1) archives change request on separate tab

2) implements change(s)

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 safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Dept of State 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=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	24 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	27 How likely are you to return to this site ?
2 Please rate the quality of information on this site.	25 How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	26 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	28 How likely are you to recommend this site to someone else ?
Functionality (1=Poor, 10=Excellent, Don't Know)		Future Participation (1=Very Unlikely, 10=Very Likely)
4 Please rate the usefulness of the features (My State Department, social media, etc.) provided on this site.		29 How likely are you to express your thoughts or ideas to this agency in the next 90 days?
5 Please rate the convenience of the features (My State Department, social media, etc.) on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
6 Please rate the variety of features (My State Department, social media, etc.) on this site.		30 I can count on this agency to act in my best interests .
Look and Feel (1=Poor, 10=Excellent, Don't Know)		31 I consider this agency to be trustworthy .
7 Please rate the visual appeal of this site.		32 This agency can be trusted to do what is right .
8 Please rate the balance of graphics and text on this site.		
9 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized .		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for .		
13 Please rate the number of clicks to get where you want on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
15 Please rate the organization of search results on this site.		
16 Please rate how well the search results help you decide what to select .		
17 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)		
18 Please rate how quickly pages load on this site.		
19 Please rate the consistency of speed from page to page on this site.		
20 Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
21 Please rate how thoroughly this website discloses information about what this agency is doing.		
22 Please rate how quickly agency information is made available on this website.		
23 Please rate how well information about this agency's actions can be accessed by the public on this website.		



Model Instance Name:

Dept of State v2

MID: 1ccIMx5YkxU04x84FBc40g==

Date: 11/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Dept of State 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
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport information Humanrights information Information about foreign affairs Information about different countries Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Contact Secretary of State Document Authentication / Apostille Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Top navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E C,G	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country	M J, M K, M M	Checkbox, one-up vertical	multi

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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
			"Browse by" Publication Other	L, M		
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
ACQWro0010713	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor		Radio button, scale, has don't	Single

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			3 4 5 6 7 8 9 Excellent=10			
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
ACQWro0010691	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
ACQWro0010701		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes		Drop down, select one	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
			No	J		
			Partially	J		
			Still looking	J		

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic



Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	



Required Y/N	Special Instructions
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
Y	Skip logic group
Y	Skip logic group
N	Skip logic group
y	OPS
N	OPS
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AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport information Humanrights information Information about foreign affairs Information about different countries Foreign per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Contact Secretary of State Document Authentication / Apostille Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Top navigation bar Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E C,G	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date	M J, M	Checkbox, one-up vertical	multi

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			"Browse by" Topic "Browse by" Country "Browse by" Publication Other	K, M M L, M		
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
ACQWro0010713	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single

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AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
ACQWro0010691	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
ACQWro0010701		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication		Drop down, select one	single

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			Other: Please Specify	B		
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes		Drop down, select one	single
			No	J		
			Partially	J		
			Still looking	J		

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic

Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group



Required Y/N	Special Instructions
Y	
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
Y	Skip logic group
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N	Skip logic group
y	OPS

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AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport information Humanrights information Information about foreign affairs Information about different countries Foreign per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E C,G	Radio button, one-up vertical	single
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AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
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ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor		Radio button, scale, has don't	Single

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ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
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ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes		Drop down, select one	single

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			Partially	J		
			Still looking	J		

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic



Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	



Required Y/N	Special Instructions
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
Y	Skip logic group
Y	Skip logic group
N	Skip logic group
y	OPS
N	OPS
y	Skip Logic Group

Required Y/N	Special Instructions

Model Instance Name:

Dept of State v2

MID: 1cclMx5YkxU04x84FBc40g==

Date: 11/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Dept of State 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
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport information information Human Rights rights information Information about Foreign foreign affairs Information about different countries Foreign Per per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E C,G	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country	M J, M K, M M	Checkbox, one-up vertical	multi

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Dept of State 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
			"Browse by" Publication Other	L, M		
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
ACQWro0010713	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor		Radio button, scale, has don't	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
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			Excellent=10			
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
ACQWro0010691	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
ACQWro0010701		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
ACQWro0011747		Have you ever visited the Background Notes section of the website? This includes facts about the land, people, history, government, political conditions, economy, and foreign relations of independent states, some dependencies, and areas of special sovereignty.	Yes No I don't know	F, G	Drop-down, select one	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
ACQwil0011769	F	Much of the current information in Background Notes is readily available on other websites. The Department of State is considering revising the content to include only information that the department can uniquely provide, such as US Relations with a particular country. Would that information be useful to you?	Yes No		Drop down, select one	Single
ACQwil0011770	G	If the Background Notes were reconfigured to focus only on State Department unique information, would you like us to provide other useful links to help you in your country research?	Yes No	H	Drop down, select one	Single
ACQwil0011771	H	What type of information would you like additional links to?			Text area, no char limit	
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking	J J J	Drop down, select one	single

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic



Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	

Required Y/N	Special Instructions
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
Y	Skip logic group
Y	Skip logic group
N	Skip logic group
Y	Skip Logic Group

Required Y/N	
Required Y/N	Special Instructions
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
y	OPS
N	OPS
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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
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E C,G	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country	M J, M K, M M	Checkbox, one-up vertical	multi

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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
			"Browse by" Publication Other	L, M		
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
ACQWro0010713	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor		Radio button, scale, has don't	Single

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			3			
			4			
			5			
			6			
			7			
			8			
			9			
			Excellent=10			
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
ACQWro0010691	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
ACQWro0010701		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
		Have you ever visited the Background Notes section of the website? This includes facts about the land, people, history, government, political conditions, economy, and foreign relations of independent states, some dependencies, and areas of special sovereignty.	Yes No I don't know	F, G	Drop down, select one	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
	F	Much of the current information in Background Notes is readily available on other websites. The Department of State is considering revising the content to include only information that the department can uniquely provide, such as US Relations with a particular country. Would that information be useful to you?	Yes No		Drop down, select one	Single
	G	If the Background Notes were reconfigured to focus only on State Department-unique information, would you like us to provide other useful links to help you in your country research?	Yes No	H	Drop down, select one	Single
	H	What type of information would you like additional links to?			Text area, no char limit	
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking	J J J	Drop down, select one Drop down, select one	single

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic



Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
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Required Y/N	Special Instructions
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Required Y/N	
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
y	OPS
N	OPS
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AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A	Radio button, one-up vertical	single
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E C,G	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic	M J, M K, M	Checkbox, one-up vertical	multi

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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
			"Browse by" Country "Browse by" Publication Other	M L, M		
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
ACQWro0010704	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010705	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
ACQWro0010706	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
ACQWro0010707	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK KK	Checkbox, one-up vertical	single
ACQWro0010692	KK	What topic were you trying to find?			Text area, no char limit	Single
ACQWro0010713	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
ACQWro0010714	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.		1=Poor	Radio button, scale, has don't	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
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			Excellent=10			
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
ACQWro0010700	A	Other:			Text field, <100 char	single
ACQWro0010689		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
ACQWro0010690	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
ACQWro0010691	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
ACQWro0010701		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
ACQWro0010702	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
ACQWro0010703	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single

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AKR5770		Did you find what you were looking for?	Yes No Partially Still looking			

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	OPS Group
N	OPS Group
y	Skip Logic Group
y	Skip Logic



Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	



Required Y/N	Special Instructions
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
Y	Skip logic group
Y	Skip logic group
N	Skip logic group
y	OPS
N	OPS

Required Y/N	Special Instructions
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
ACQDom0008465-		If state.gov offered you an option to see information specific to your interests, what categories of information might you find useful? (Select all that apply)	<p>Top stories</p> <p>Daily press briefings</p> <p>My favorite countries</p> <p>RSS feeds (see http://www.state.gov/rssfeeds)</p> <p>Remarks and testimony by senior officials</p> <p>Secretary Clinton's remarks</p> <p>Videos</p> <p>Public schedule</p> <p>Secretary Clinton's most recent trip</p> <p>Links to top 10 liked pages</p> <p>Links to last 5 visited pages</p> <p>Widgets (weather, time, calendar)</p> <p>Quick link to Google maps for countries</p> <p>Hot topic</p> <p>Related sites (ex: travel.state.gov; blog)</p> <p>Other, please specify:</p>		Checkbox, one-up-vertical	Multi
ACQDom0008466	A	Other categories of information		A	Text field, <100 char	
AKR5753		How frequently do you visit this site?	<p>First time</p> <p>More than once a day</p> <p>Daily</p> <p>About once a week</p> <p>About once a month</p> <p>Every 6 months or less</p>		Radio button, one-up vertical	single
AKR5754		Which best describes you?	<p>Attorney/Lawyer</p> <p>Business Person/Contractor</p> <p>College/Graduate Student</p> <p>General Public (U.S. or Foreign Citizen)</p> <p>Grades 9-12 Student</p> <p>Grades K-8 Student</p> <p>Non-governmental org.</p> <p>Press/Journalist</p> <p>Retired</p> <p>Teacher/Educator</p> <p>U.S. State or Local gov't</p> <p>U.S. Federal gov't</p> <p>Other, please specify:</p>		Checkbox, one-up vertical	M
AKR5755	A	Other role		A	Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	<p>Career information</p> <p>Visa information</p> <p>Passport Information</p> <p>Human Rights information</p> <p>Information about Foreign affairs</p> <p>Information about different countries</p> <p>Foreign Per diem information</p> <p>Read the latest news and press releases</p>		Radio button, one-up vertical	single

Model Instance Name:

Dept of State v2

MID: 1ccIMx5YkxU04x84FBc40g==

Date: 11/15/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Dept of State 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
			Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A		
ACQDom0006614	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find by" feature -> "Browse by" feature Subject-Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E E C,D,F,G,H	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country "Browse by" Publication Type Other	M J, M K, M M L, M	Checkbox, one-up vertical	multi
AKR5759	D	Please describe your search experience	No difficulties encountered Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other	A	Radio button, one-up vertical	single
AKR5760	A	If you answered "other", what was your search experience? Please be specific.			Text area, no char limit	
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single

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Dept of State 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
AKR5761	F	Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	Single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	Single
	M	How would you rate your overall satisfaction with the "Browse by" features on state.gov?	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
	J	Which of the following best describes your experience with the "Browse by Date" feature? (select all that apply)	The feature led me to the results I was looking for. I could not find the specific results I wanted within the date range I browsed. I would have preferred to be able to browse by different date ranges.	JJ	Checkbox, one-up vertical	Multi
	JJ	What other date range would be helpful to you?			Text area, no char limit	Single
	K	Which of the following best describes your experience with "Browse by Topic" feature? (select all that apply)	The feature led me to the results I was looking for It was not sure which topic name would have the information I was looking for I could not find the specific results I wanted within the topic I browsed. The topic I was looking for was not included	KK	Checkbox, one-up vertical	Single
	KK	What topic were you trying to find?			Text area, no char limit	Single
	L	Which of the following best describes your experience with the "Browse by Publication" feature?	The feature led me to the results I was looking for I could not find the specific results I wanted within the publication type I was looking for a publication type that was not listed	LL	Checkbox, one-up vertical	
	LL	What publication type were you trying to find?			Text area, no char limit	Single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor		Radio button, scale, has don't	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
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			Excellent=10			
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other	A	Checkbox, one-up vertical	multi
	A	Other: Are you using the site to find information for any of the following:			Text field, <100 char	single
		Have you signed up for "My State Department" to personalize the content you see on state.gov?	Yes No	A, B	Radio button, one-up vertical	single
	A	Please rate your overall satisfaction with "My State Department."	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	single
	B	Are there any additional features or widgets you would like included in "My State Department?"			Text area, no char limit	Single
	C	What other features would you like to add?-			Text area, no char limit	single
		Have you downloaded the State Department's "Smart Traveler" app for iPhone?	Yes I have seen it but not downloaded it I was unfamiliar with the app	A, B	Radio button, one-up vertical	Single
	A	Please rate your overall satisfaction with the Smart Traveler app.	Very satisfied Somewhat satisfied Neutral Somewhat unsatisfied Very unsatisfied		Radio button, one-up vertical	Single
	B	Please recommend one improvement we could make to the Smart Traveler app.			Text area, no char limit	Single
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication		Drop down, select one	single

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			Other: Please Specify	B		
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single

Required Y/N	
Required Y/N	Special Instructions
Y	Skip Logic Group
N	Skip Logic Group
y	
y	OPS Group
n	OPS Group
y	OPS Group

Required Y/N	Special Instructions
N	OPS Group
y	Skip Logic Group
y	Skip Logic
n	Skip Logic Group
n	Skip Logic Group
n	Skip Logic Group



Required Y/N	Special Instructions
y	Skip Logic Group
n	Skip Logic Group
y	
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	

Required Y/N	Special Instructions
y	OPS Group
n	OPS Group
y	Skip Logic Group
Y	Skip Logic Group
N	skip logic group
n	Skip logic group
Y	Skip logic group
Y	Skip logic group
N	Skip logic group
y	OPS

Required Y/N	
Special Instructions	
N	OPS
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
ACQDom0008465		If state.gov offered you an option to see information specific to your interests, what categories of information might you find useful? (Select all that apply)	Top stories Daily press briefings My favorite countries RSS feeds (see http://www.state.gov/rssfeeds) Remarks and testimony by senior officials Secretary Clinton's remarks Videos Public schedule Secretary Clinton's most recent trip Links to top 10 liked pages Links to last 5 visited pages Widgets (weather, time, calendar) Quick link to Google maps for countries Hot topic Related sites (ex: travel.state.gov ; blog) Other, please specify:	A	Checkbox, one-up vertical	Multi
ACQDom0008466	A	Other categories of information			Text field, <100 char	
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases		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
			Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A		
	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Subject Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E E E C,D,F,G, H	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country "Browse by" Publication Type Other		Checkbox, one-up vertical	multi
AKR5759	D	Please describe your search experience	No difficulties encountered Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other	A	Radio button, one-up vertical	single
AKR5760	A	If you answered "other", what was your search experience? Please be specific.			Text area, no char limit	
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected		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
			Could not get started or did not know where to begin I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other			
AKR5761	F	Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication		Drop down, select one	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
			Other: Please Specify	B		
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single

Required Y/N	Special Instructions
Y	Skip Logic Group
N	Skip Logic Group
y	
y	OPS Group
n	OPS Group
y	OPS Group

Required Y/N	Special Instructions
N	OPS Group
y	Skip Logic Group
y	Skip Logic
n	Skip Logic Group
n	Skip Logic Group
n	



Required Y/N	Special Instructions
y	
n	
y	
Y	
y	
y	OPS

Required Y/N	
Special Instructions	
N	OPS
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
ACQDom0008465		If state.gov offered you an option to see information specific to your interests, what categories of information might you find useful? (Select all that apply)	Top stories Daily press briefings My favorite countries RSS feeds (see http://www.state.gov/rssfeeds) Remarks and testimony by senior officials Secretary Clinton's remarks Videos Public schedule Secretary Clinton's most recent trip Links to top 10 liked pages Links to last 5 visited pages Widgets (weather, time, calendar) Quick link to Google maps for countries Hot topic Related sites (ex: travel.state.gov ; blog) Other, please specify:	A	Checkbox, one-up vertical	Multi
ACQDom0008466	A	Other categories of information			Text field, <100 char	
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases		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
			Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A		
	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Subject Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E E E C,D,F,G, H	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country "Browse by" Publication Type Other		Checkbox, one-up vertical	multi
AKR5759	D	Please describe your search experience	No difficulties encountered Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other	A	Radio button, one-up vertical	single
AKR5760	A	If you answered "other", what was your search experience? Please be specific.			Text area, no char limit	
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected		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
			Could not get started or did not know where to begin I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other			
AKR5761	F	Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication		Drop down, select one	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
			Other: Please Specify	B		
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single



Required Y/N	Special Instructions
Y	Skip Logic Group
N	Skip Logic Group
y	
y	OPS Group
n	OPS Group
y	OPS Group

Required Y/N	Special Instructions
N	OPS Group
y	Skip Logic Group
y	Skip Logic
n	Skip Logic Group
n	Skip Logic Group
n	



Required Y/N	Special Instructions
y	
n	
y	
Y	
y	
y	OPS

Required Y/N	Special Instructions
N	OPS
y	

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Dept of State 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
		If state.gov offered you an option to see information specific to your interests, what categories of information might you find useful? (Select all that apply)	Top stories Daily press briefings My favorite countries RSS feeds (see http://www.state.gov/rssfeeds) Remarks and testimony by senior officials Secretary Clinton's remarks Videos Public schedule Secretary Clinton's most recent trip Links to top 10 liked pages Links to last 5 visited pages Widgets (weather, time, calendar) Quick link to Google maps for countries Hot topic Related sites (ex: travel.state.gov ; blog) Other, please specify:	A	Checkbox, one-up vertical	Multi
	A	Other categories of information			Text field, <100 char	
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases		Drop down, select one	single

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Dept of State v2

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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
			Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other, please specify:	A		
	A	Other primary reason			Text field, <100 char	
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Subject Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E E E C,D,F,G, H	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country "Browse by" Publication Type Other		Checkbox, one-up vertical	multi
AKR5759	D	Please describe your search experience	No difficulties encountered Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other	A	Radio button, one-up vertical	single
AKR5760	A	If you answered "other", what was your search experience? Please be specific.			Text area, no char limit	
AKR5765	E	Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information Too many links or navigational choices Links did not take me where I expected		Radio button, one-up vertical	single

Model Instance Name:

Dept of State v2

MID: 1ccIMx5YkxU04x84FBc40g==

Date: 11/7/2011

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Dept of State 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
			Could not get started or did not know where to begin I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other			
AKR5761	F	Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication		Drop down, select one	single

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Dept of State 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	B		
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single



Required Y/N	Special Instructions
Y	Skip Logic Group
N	Skip Logic Group
y	
y	OPS Group
n	OPS Group
y	OPS Group

Required Y/N	Special Instructions
N	OPS Group
y	Skip Logic Group
y	Skip Logic
n	Skip Logic Group
n	Skip Logic Group
n	



Required Y/N	Special Instructions
y	
n	
y	
Y	
y	
y	OPS

Required Y/N	
Special Instructions	
N	OPS
y	

Model Instance Name:

Dept of State v2

MID: 1ccIMx5YkxU04x84FBc40g==

Date: 12/14/2009

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Dept of State 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
AKR5753		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		Radio button, one-up vertical	single
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:		Checkbox, one-up vertical	M
AKR5755	A	Other role			Text area, no char limit	
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other		Drop down, select one	single
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Subject Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) Other	C,E,F E E E C,D,F,G, H	Radio button, one-up vertical	single
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Browse by" Speaker "Browse by" Date "Browse by" Topic "Browse by" Country		Checkbox, one-up vertical	multi

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Dept of State 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
			"Browse by" Publication Type			
			Other			
AKR5759	D	Please describe your search experience	No difficulties encountered		Radio button, one-up vertical	single
			Results were not helpful			
			Returned too many results			
			Returned too few or no results			
			Returned results that were too similar/redundant			
			I was not sure what words to use in my search			
			The search required too many refinements to get what I wanted			
			Search speed was too slow			
			Other	A		
AKR5760	A	If you answered "other", what was your search experience? Please be specific.			Text area, no char limit	
AKR5765	E	Please describe your navigation experience.	No difficulties encountered		Radio button, one-up vertical	single
			Could not determine the best link on most pages			
			Could not navigate back to previous information			
			I felt lost, did not know where I was			
			I had difficulty finding related information			
			I 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			
			I had technical difficulties (e.g. broken links, error messages, etc)			
			The navigation did not support what I was trying to accomplish			
			Navigated to general area but could not find the specific content needed			
			Other			
AKR5761	F	Did you use other available search features of the site?	Yes		Radio button, one-up vertical	single
			No			
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit	
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied		Radio button, scale, has don't know	single
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			

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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
			Very satisfied=10 Don't know			
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other: Please Specify	B	Drop down, select one	single
AED10467	B	Other: How did you find out about this website?			Text field, <100 char	single
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single

Required Y/N	Special Instructions
y	
y	OPS Group
n	OPS Group
y	
y	Skip Logic Group
y	Skip Logic

Required Y/N	Special Instructions
n	Skip Logic Group
n	Skip Logic Group
n	
y	
n	
y	



Required Y/N	Special Instructions
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Y	
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y	
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y	OPS
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N	OPS
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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
AKR5753		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		Radio button, one-up vertical	single	y
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student General Public (U.S. or Foreign Citizen) Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Retired Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:	A	Checkbox, one-up vertical	M	y
AKR5755	A	Other role			Text area, no char limit		n
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other		Drop down, select one	single	y
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature -> "Browse by" feature Subject Index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP grey navigation bar (e.g. press, travel, careers, etc.) -->Categories on the TOP white navigation bar (e.g. about state, policy issues, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) All of the above Other	C,D,F E E E E C,D,F,G	Radio button, one-up vertical	single	y
AKR5758	C	How do you search for information on our site? (check all that apply)	Keywords or topics "Find it by" Speaker --> "Browse by" Speaker "Find it by" Date --> "Browse by" Date	C,G	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
			"Find it by" Topic --> "Browse by" Topic "Find it by" Country --> "Browse by" Country "Find it by" Publication Type --> "Browse by Publication Type" Other				
AKR5759	D	If you used the search feature of the site, what type of difficulty, if any, did you encounter with the search feature? -> Please describe your search experience	No difficulties encountered Results were helpful Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other	A	Radio button, one-up vertical	single	n
AKR5760	A	If you answered "other" for "what type of difficulty, if any, did you encounter with the search feature", what was the other difficulty ? Please be specific. --> If you answered "other", what was your search experience? Please be specific.			Text area, no char limit		n
AKR5765	E	If you used navigation features to find your information, what type of difficulty, if any, did you encounter with the navigation process? -> Please describe your navigation experience.	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I 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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other		Radio button, one-up vertical	single	n
AKR5761	F	Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single	y
AKR5762	G	What specific search term(s) did you use in your search today to find the information you are looking for?		H	Text area, no char limit		n
AKR5764	H	Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6		Radio button, scale, has don't know	single	y

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Dept of State 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
			7 8 9 Very satisfied=10 Don't know				
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single	Y
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi	y
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other -> Other: Please Specify	B	Drop down, select one	single	y
	B	Other: How did you find out about this website?			Text field, <100 char	single	N
AED09615		Have you utilized the video feature on state.gov?	Yes No	A	Radio button, one-up vertical	Single	Y
AKR5768	A	Are you interested in more video?	Yes No		Radio button, one-up vertical	single	Y
AKR5769	A	If you watched video on state.gov, please rate your satisfaction with it.--> Please rate your satisfaction with the videos.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Does not apply		Radio button, one-up vertical	single	n
AKR5770		Did you find what you were looking for?	Yes		Drop down, select one	single	y

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Dept of State 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
			No				
			Partially				
			Still looking				

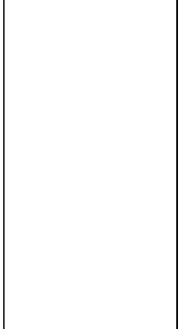


**Special
Instructions**

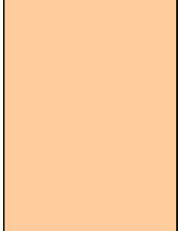


OPS Group

OPS Group



Skip Logic Group



Skip Logic



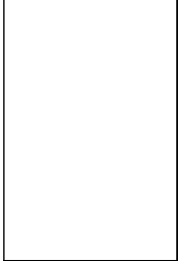
**Special
Instructions**

Skip Logic Group

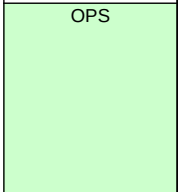
Skip Logic Group



**Special
Instructions**



OPS



OPS



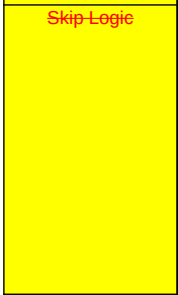
Skip Logic



Skip Logic



Skip Logic



Special Instructions

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Dept of State 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
AKR5753		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		Radio button, one-up vertical	single	y
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:		Checkbox, one-up vertical	M	y
AKR5755	A	Other role		A	Text area, no char limit		n
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other		Drop down, select one	single	y
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature Subject index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP grey navigation bar (e.g. press, travel, careers, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) All of the above Other		Radio button, one-up vertical	single	y
AKR5758		How do you search for information on our site? (check all that apply)	Keywords or topics "Find it by" Speaker "Find it by" Date "Find it by" Topic "Find it by" Country "Find it by" Publication Type		Checkbox, one-up vertical	multi	y

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Dept of State 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
AKR5759		If you used the search feature of the site, what type of difficulty, if	Other No difficulties encountered Results were helpful Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other		Radio button, one-up vertical	single	n
AKR5760	A	If you answered "other" for "what type of difficulty, if any, did you encounter with the search feature", what was the other difficulty ? Please be specific.		A	Text area, no char limit		n
AKR5761		Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single	y
AKR5762		What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit		n
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single	Y
AKR5764		Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single	y
AKR5765		If you used navigation features to find your information, what type of	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information		Radio button, one-up vertical	single	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
			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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other				
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi	y
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other		Drop down, select one	single	y
AED09615		Have you utilized the video feature on state.gov?	Yes No	A	Radio button, one-up vertical	Single	Y
AKR5768	A	Are you interested in more video?	Yes No		Radio button, one-up vertical	single	Y
AKR5769	A	If you watched video on state.gov, please rate your satisfaction with it. --> Please rate your satisfaction with the videos.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Does not apply		Radio button, one-up vertical	single	n
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single	y



**Special
Instructions**

OPS Group

OPS Group



**Special
Instructions**

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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
AKR5753		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		Radio button, one-up vertical	single	y
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:		Checkbox, one-up vertical	M	y
AKR5755	A	Other role		A	Text area, no char limit		n
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other		Drop down, select one	single	y
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature Subject index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP grey navigation bar (e.g. press, travel, careers, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) All of the above Other		Radio button, one-up vertical	single	y
AKR5758		How do you search for information on our site? (check all that apply)	Keywords or topics "Find it by" Speaker "Find it by" Date "Find it by" Topic "Find it by" Country "Find it by" Publication Type		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
AKR5759		If you used the search feature of the site, what type of difficulty, if	Other No difficulties encountered Results were helpful Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other		Radio button, one-up vertical	single	n
AKR5760	A	If you answered "other" for "what type of difficulty, if any, did you encounter with the search feature", what was the other difficulty ? Please be specific.		A	Text area, no char limit		n
AKR5761		Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single	y
AKR5762		What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit		n
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single	Y
AKR5764		Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single	y
AKR5765		If you used navigation features to find your information, what type of	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information		Radio button, one-up vertical	single	n

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Dept of State 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
			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 I had technical difficulties (e.g. broken links, error messages, etc) The navigation did not support what I was trying to accomplish Navigated to general area but could not find the specific content needed Other				
AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi	y
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other		Drop down, select one	single	y
		Have you utilized the video feature on state.gov?	Yes No	A	Radio button, one-up vertical	Single	Y
AKR5768	A	Are you interested in more video?	Yes No		Radio button, one-up vertical	single	Y
AKR5769	A	If you watched video on state.gov, please rate your satisfaction with it. --> Please rate your satisfaction with the videos. These 2 questions I want to add to a skip logic off the new one.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Does not apply		Radio button, one-up vertical	single	n
AKR5770		Did you find what you were looking for?	Yes No Partially		Drop down, select one	single	y

Model Instance Name:

Dept of State v2

MID: 1ccIMx5YkxU04x84FBc40g==

Date: 9/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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			Still looking				



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AKR5753		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		Radio button, one-up vertical	single	y
AKR5754		Which best describes you?	Attorney/Lawyer Business Person/Contractor College/Graduate Student Grades 9-12 Student Grades K-8 Student Non-governmental org. Press/Journalist Teacher/Educator U.S. State or Local gov't U.S. Federal gov't Other, please specify:		Checkbox, one-up vertical	M	y
AKR5755	A	Other role		A	Text area, no char limit		n
AKR5756		What is your primary purpose for visiting this site?	Career information Visa information Passport Information Human Rights information Information about Foreign affairs Information about different countries Foreign Per diem information Read the latest news and press releases Information on international business Research educational and cultural information Research for school or personal use Travel information or warnings Learn about the State Department Other		Drop down, select one	single	y
AKR5757		What primary method are you using to locate the information you are	"Find it by" feature Subject index Categories on the TOP blue navigation bar (e.g. multimedia, blog, etc.) Categories on the TOP grey navigation bar (e.g. press, travel, careers, etc.) Links in the page Search feature on this site Third-party search feature (such as Google, Yahoo, etc.) All of the above Other		Radio button, one-up vertical	single	y
AKR5758		How do you search for information on our site? (check all that apply)	Keywords or topics "Find it by" Speaker "Find it by" Date "Find it by" Topic "Find it by" Country "Find it by" Publication Type		Checkbox, one-up vertical	multi	y

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AKR5759		If you used the search feature of the site, what type of difficulty, if	Other No difficulties encountered Results were helpful Results were not helpful Returned too many results Returned too few or no results Returned results that were too similar/redundant I was not sure what words to use in my search The search required too many refinements to get what I wanted Search speed was too slow Other		Radio button, one-up vertical	single	n
AKR5760	A	If you answered "other" for "what type of difficulty, if any, did you encounter with the search feature", what was the other difficulty ? Please be specific.		A	Text area, no char limit		n
AKR5761		Did you use other available search features of the site?	Yes No		Radio button, one-up vertical	single	y
AKR5762		What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit		n
AKR5763		Please rate your impression of how well this agency encourages citizen participation in government.	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		Radio button, scale, has don't	Single	Y
AKR5764		Please rate how satisfied you are with the keyword search function of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 Very satisfied=10 Don't know		Radio button, scale, has don't know	single	y
AKR5765		If you used navigation features to find your information, what type of	No difficulties encountered Could not determine the best link on most pages Could not navigate back to previous information I felt lost, did not know where I was I had difficulty finding related information I had difficulty finding detailed information		Radio button, one-up vertical	single	n

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AKR5766		Are you using the site to find information for any of the following:	Career or employment decisions or choices Personal knowledge or curiosity School or college-related task or assignment Travel purposes Work-related task or assignment Other		Checkbox, one-up vertical	multi	y
AKR5767		How did you find out about this website?	College/School USA.gov Friend/Colleague Link from another website News Story Search engine State Dept. Publication Other		Drop down, select one	single	y
AKR5768		Are you interested in more video?	Yes No		Radio button, one-up vertical	single	n
AKR5769		If you watched video on state.gov, please rate your satisfaction with	1=Poor 2 3 4 5 6 7 8 9 Excellent=10 Does not apply		Radio button, one-up vertical	single	n
AKR5770		Did you find what you were looking for?	Yes No Partially Still looking		Drop down, select one	single	y



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 Date: 3/1/2008

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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
CQ0004444		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Dropdown (Select-one)	Single
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	A	Radio button, one-up vertical	Single
CQ0004444	A	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004444	A	Other primary reason			Text area, no char limit	Single
CQ0004444	B	What type of information were you looking for when researching products for the possible inclusion in a design?	Spec 3D models Product application <i>Green information</i> Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004444	C	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		Checkbox, one-up vertical	Multi

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 Date: 3/1/2008

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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
CQ0004444		How were you primarily seeking information on sweets.com?	Other Search by keyword feature Browse by master format feature Other (please specify)	A	Radio button, one-up vertical	Single
CQ0004444	A	Other reason seeking information			Text field, <100 char	Single
CQ0004444		Were you able to find what you were looking for today?	Yes No Not sure	B C,D	Radio button, one-up vertical	Single
CQ0004444	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		Radio button, one-up vertical	Single
CQ0004444	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 Other	E	Drop down, select one	Single
CQ0004444	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		Radio button, one-up vertical	Single
CQ0004444	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 Other	F	Drop down, select one	Single
CQ0004444	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004444	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
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		Checkbox, one-up vertical	Multi



Required Y/N	Special Instructions
Y	
Y	Randomize
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Y	



Required Y/N	Special Instructions
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