

Model Instance Name:

EPA v4

MID: 1tQFJ4R55tdd50h88V1hQA==

Partiti YES

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 11/11/2011

Model questic

ELEMENTS (drivers of satisfaction)

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

- |   |   |    |
|---|---|----|
| 1 | Please rate your perception of the <b>accuracy of information</b> on this site. | 27 |
| 2 | Please rate the <b>quality of information</b> on this site.                     | 28 |
|   | Please rate the <b>freshness of content</b> on this site.                       | 29 |

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

- |   |   |  |
|---|---|--|
| 4 | Please rate the <b>visual appeal</b> of this site.                |  |
| 5 | Please rate the <b>balance of graphics and text</b> on this site. |  |
| 6 | Please rate the <b>readability of the pages</b> on this site.     |  |

**Navigation (1=Poor, 10=Excellent, Don't Know)**

- |    |   |  |
|----|---|--|
| 7  | Please rate <b>how well the site is organized</b> .                                   |  |
| 8  | Please rate the <b>options available for navigating</b> this site.                    |  |
| 9  | Please rate <b>how well the site layout helps you find what you are looking for</b> . |  |
| 10 | Please rate the <b>number of clicks to get where you want</b> on this site.           |  |

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

- |    |  |  |
|----|--|--|
| 11 | Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.       |  |
| 12 | Please rate how <b>quickly agency information is made available</b> on this website.                               |  |
| 13 | Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website. |  |

**Plain Language (1=Poor, 10=Excellent, Don't Know)**

- |    |   |  |
|----|---|--|
| 14 | Please rate the <b>clarity of the wording</b> on this site. |  |
|----|---|--|

15 Please rate how **well you understand the wording** on this site.

16 Please rate this site on its **use of short, clear sentences**.

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

17 Please rate the **relevance of search results** on this site.

18 Please rate the **organization of search results** on this site.

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

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

**Functionality (1=Poor, 10=Excellent, Don't Know)**

21 Please rate the **usefulness of the website tools provided** on this site.

22 Please rate the **convenience of the website tools** on this site.

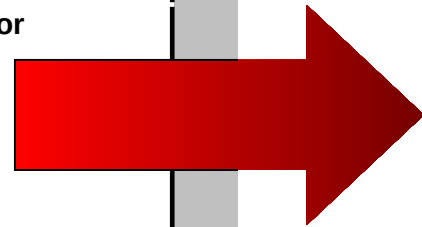
23 Please rate the **variety of website tools** on this site.

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

24 Please rate how **quickly pages load** on this site.

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

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



**EPA v4**

ons utilize the ACSI methodology to determine scores and i

**CUSTOMER SATISFACTION**

**Satisfaction**

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

30

How well does this site **meet your expectations**?  
(1=Falls Short, 10=Exceeds)

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

31

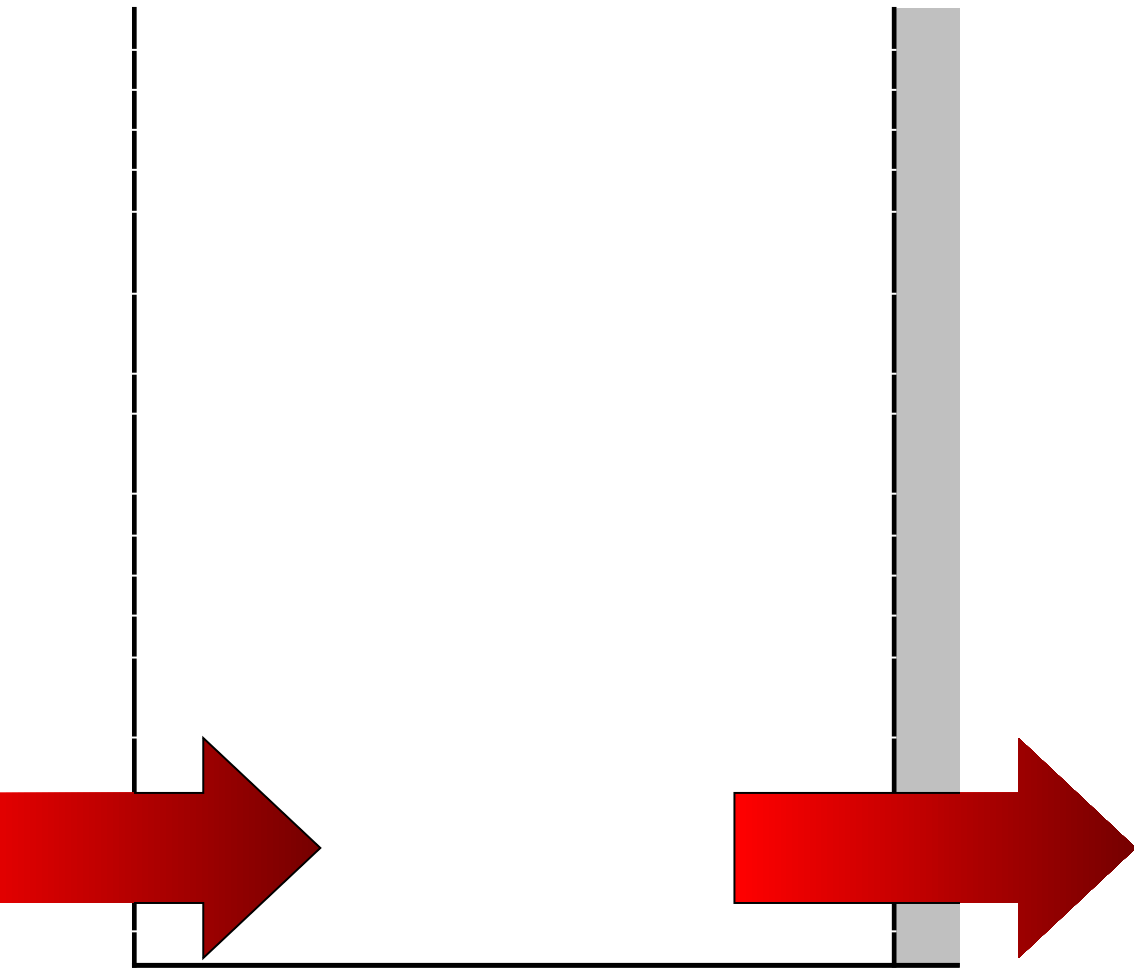
32

33

34

35

36



mpacts

**FUTURE BEHAVIORS**

**Likelihood to Return (1=Very Unlikely, 10=Very Likely)**

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

**Recommend (1=Very Unlikely, 10=Very Likely)**

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

**Primary Resource (1=Very Unlikely, 10=Very Likely)**

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

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

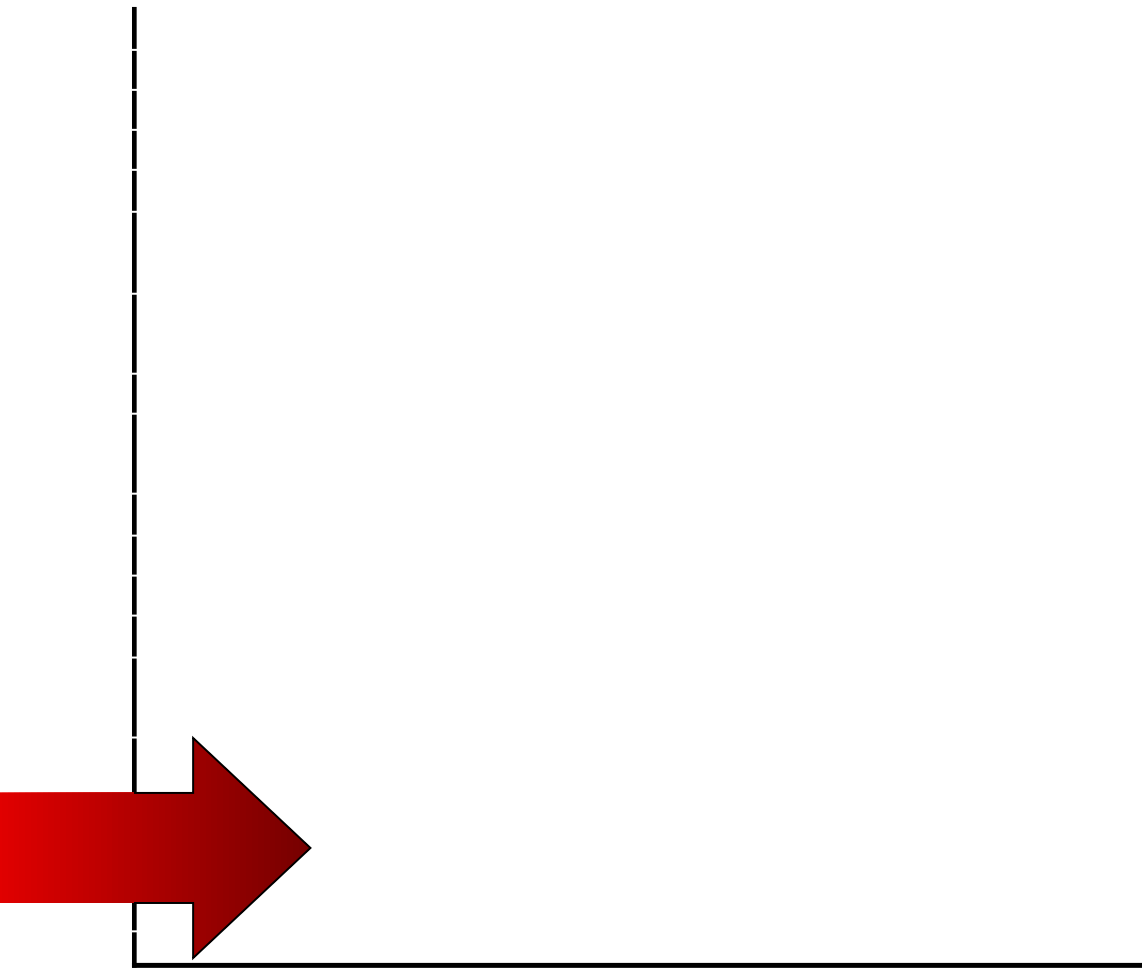
I can count on this company to **act in my best interests**.

I consider this company to be **trustworthy**.

This company can be trusted to **do what is right**.

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

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



Model Instance Name:

EPA v4

MID: 1tQFJ4R55tdd50h88V1hQA==

Date: 8/1/2013

QID	Skip Logic Label	Question Text
SAC5520		For this visit to the EPA Web site, which of the following best describes you?
SAC5521	<b>C</b>	Please specify your role in visiting this website:
SAC5522	<b>A</b>	Which of the following best describes your work?
SAC5523	<b>D</b>	Please specify your business role:
SAC5524	<b>B</b>	Are you an EPA employee?

SAC5525		How frequently do you use the EPA.gov Web site?
SAC5527		How did you look for information on the site today? (Please select all that apply.)
SAC5528	<b>B</b>	The other way I looked for information was:
SAC5529	<b>A</b>	Which of the following best describes your experience with the Search Tools?
SAC5530	<b>C</b>	Please describe your experience with the search tool:
HAR0035943	<b>Z</b>	What search terms did you use?
SAC5531		Which of the following best describes your navigation experience on the site:



SAC5532	<b>A</b>	Which of the following navigation difficulties did you have:
SAC5533	<b>B</b>	Please describe the difficulty you had with navigating the site today:
SAC5536		Did you find the information you were looking for today?
SAC5537	<b>A</b>	What couldn't you find?
SAC5540		Why did you visit the EPA.gov site today? (Please check all that apply):

SAC5541		
	<b>A</b>	Please specify why you visited the EPA.gov site today:
SAC5542		Which of the following topics best describes the information you wanted today?
SAC5543	<b>A</b>	Please specify the other topic that best describes the reason for your visit.
SAC5544	<b>B</b>	Please describe the specific science/technology topic you are on the site for:
ACQhar0018498		Did you interact with any of the following applications?

ACQhar0018516	<b>A</b>	What other application did you interact with on the website today?
ACQhar0018518	<b>B</b>	What was your experience like with the application(s)? Please provide as much detail as possible.
SAC5546		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). <b>Rank 1 (Required)</b>
SAC5547		<b>Rank 2 (Optional)</b>

SAC5548		<b>Rank 3</b> ( <i>Optional</i> )
SAC5557		If you could run the EPA website for one day, what is the first thing you would do?

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

<b>EPA v4 CUSTOM QUESTION LIST</b>			
<b>Answer Choices (limited to 50 characters)</b>	<b>Skip to</b>	<b>(select from</b>	<b>Single or Multi</b>
Business	<b>A</b>	Radio Button One Up Vertical	Single
Federal government			
State government	<b>B</b>		
Local government			
Educator (teacher, professor)			
Librarian			
Scientist			
Student			
Parent/adult helping a child			
General public			
Other, please specify:	<b>C</b>		
		Text area, no char limit	Single
Regulated company/entity	<b>D</b>	Radio button, one-up vertical	Single
EPA contractor			
Environmental consultant			
Contractor for other federal agency			
Other, please specify:			
		Text area, no char limit	Single
Yes		Radio button, one-up vertical	
No			

Daily		Radio Button One Up Vertical	Single
Weekly			
Monthly			
A couple of times a year			
About once a year			
This is my first time			
Search box	<b>A, Z</b>	Checkbox, one-up vertical	Multi
Advanced search	<b>A, Z</b>		
Left navigation bar			
A-Z Index			
Other, please specify: Did not use any of these tools	<b>B</b>		
		Text area, no char limit	Single
I did not encounter any difficulties/search worked well	<b>C</b>	Checkbox, one-up vertical	Multi
Returned too many results			
Returned results that were similar/redundant			
I was not sure what words to use in my search			
Search required too many refinements to get what I wanted			
Search returned no results at all			
Other, please specify:		Text area, no char limit	Single
		Text area, no char limit	
I did not have difficulty navigating the site	<b>A, B</b>	Radio button, one-up vertical	Single
I had difficulty navigating the site			

Could not navigate back to previous information		Checkbox, one-up vertical	Multi
Would often feel lost, not know where I was			
Links did not take me where I expected			
Links/labels are difficult to understand			
Too many links or navigational choices			
Had technical difficulties (e.g. broken links, error messages)			
Other			
		Text area, no char limit	Single
Yes	A A	Radio button, one-up vertical	Single
Partially			
No			
		Text area, no char limit	Single
Read EPA's latest announcements	A	Checkbox, one-up vertical	Multi
Learn about an environmental issue			
Find out what my community, family, or I can do about an environmental issue			
Learn about programs my company or organization can join			
Find out what EPA is doing about an issue			
Find environmental information about my local area			
Discover what my company has to do to comply with regulations			
Comment on a draft regulation			
Report data to EPA from my company, state, etc.			
Learn about EPA's research efforts			
Find information for kids			
Do homework or a school project			
Learn about EPA itself			
Report a spill or other problem			
Get a job or internship with EPA			
Find out about grants or contract opportunities			
Other, please specify:			

		Text area, no char limit	Single
Air	<b>B</b>	Radio Button One Up Vertical	Single
Water			
Waste			
Chemicals			
Climate change			
Data set and raw data			
Statistical information			
UVindex			
Fuel/Oil			
Living Green			
Human Health			
Mold			
Pesticides			
Radiation			
Radon			
Recycling			
Bed bugs			
Lead, mercury, metals			
Laws and regulations			
Science and technology (for example models, methods, data etc.)			
Grants and contracts			
Careers and employment			
Other, please specify:	<b>A</b>		
		Text area, no char limit	Single
		Text area, no char limit	single
AIRNOW	<b>B</b>	Checkbox, one-up vertical	Multi
Envirofacts	<b>B</b>		
Toxic Release Inventory (TRI) Explorer	<b>B</b>		
MyEnvironment	<b>B</b>		
Enviromapper	<b>B</b>		
Online Tracking Information System (OTIS)	<b>B</b>		
Enforcement and Compliance History Online	<b>B</b>		



Integrated Grants Management System (IGMS)	<b>B</b>		
Storage and Retrieval (STORET) for Water Quality Data	<b>B</b>		
I did not interact with any applications			
Other	<b>A, B</b>		
		Text area, no char limit	
		Text area, no char limit	
Message or recommendation from a friend on a social network		Drop down, select one	Single
Video I saw on YouTube			
Internet blogs or discussion forums			
Advertising on social networks (Facebook, MySpace, Twitter)			
Message directly from the company on a social network			
Mobile phone text messages or alerts			
Instant Message from a friend or colleague			
Familiarity with site/company/brand			
Promotional email(s) from the company			
Search engine results			
Word of mouth recommendation from someone I know			
TV, radio, newspaper, or magazine advertising			
Internet advertising			
Don't know			
Other			
Message or recommendation from a friend on a social network		Drop down, select one	Single
Video I saw on YouTube			
Internet blogs or discussion forums			
Advertising on social networks (Facebook, MySpace, Twitter)			
Message directly from the company on a social network			
Mobile phone text messages or alerts			

Instant Message from a friend or colleague			
Familiarity with site/company/brand			
Promotional email(s) from the company			
Search engine results			
Word of mouth recommendation from someone I know			
TV, radio, newspaper, or magazine advertising			
Internet advertising			
Don't know			
Other			
Message or recommendation from a friend on a social network		Drop down, select one	Single
Video I saw on YouTube			
Internet blogs or discussion forums			
Advertising on social networks (Facebook, MySpace, Twitter)			
Message directly from the company on a social network			
Mobile phone text messages or alerts			
Instant Message from a friend or colleague			
Familiarity with site/company/brand			
Promotional email(s) from the company			
Search engine results			
Word of mouth recommendation from someone I know			
TV, radio, newspaper, or magazine advertising			
Internet advertising			
Don't know			
Other			
		Text area, no char limit	Single

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Role
N	Skip Logic Group	Other Role
Y	Skip Logic Group	Business Work
N	Skip Logic Group	Other Work
y	Skip Logic Group	EPA employee

Y		Frequency
Y	Skip Logic Group	Look for Info
exclusive		
N	Skip Logic Group	OE_Look for Info
N	Skip Logic Group	Search Tools
N	Skip Logic Group	Other Search Tool
N	Skip Logic Group	OE_Search Terms
Y	Skip Logic Group	Navigation

N	Skip Logic Group	Navigation Difficulties
N	Skip Logic Group	OE_Nav
Y	Skip Logic Group	Find What Looking For
N	Skip Logic Group	Did Not Find
Y	Skip Logic Group	Why Visit

N	Skip Logic Group	Other Why
Y	Skip Logic Group	Reason for Visit
N	Skip Logic Group	Other Topic looking For
N	Skip Logic Group	Specific Science/Tech Topic
Y	Skip Logic Group	Applications

N	Skip Logic Group	Other_Application
N	Skip Logic Group	Other_Application
Y	Rank Group  Adjust Template/Style Sheet Randomize       Anchor Answer Choice Anchor Answer Choice	SV - Rank 1
N	Rank Group  Adjust Template/Style Sheet Randomize	SV - Rank 2

	Anchor Answer Choice Anchor Answer Choice	
N	Rank Group  Adjust Template/Style Sheet Randomize  Anchor Answer Choice Anchor Answer Choice	SV - Rank 3
N		Improvement



Measure Name: EPA V3 (Oct 09 - Present)

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

9.25.09

EPA Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b> Please rate your perception of the <b>accuracy of information</b> on this site.  Please rate the <b>quality of information</b> on this site.  Please rate the <b>freshness of content</b> on this site.</p>	<p><b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i> How well does this site <b>meet your expectations</b>? <i>(1= Falls Short, 10=Exceeds)</i> How does this site <b>compare to your idea of an ideal website</b>? <i>(1=Not Very Close, 10=Very Close)</i></p>	<p><b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>return to this site</b>?  <b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>usefulness of the website tools provided</b> on this site.  Please rate the <b>convenience of the website tools</b> on this site. Please rate the <b>variety of website tools</b> on this site.</p>		<p><b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use this site as your <b>primary resource for obtaining information from this agency</b>?</p>
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site. Please rate the <b>balance of graphics and text</b> on this site. Please rate the <b>readability of the pages</b> on this site.</p>		<p><b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b> I can count on this company to <b>act in my best interests</b>. I consider this company to be <b>trustworthy</b>. This company can be trusted to <b>do what is right</b>.</p>
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how well the site is organized</b>. Please rate the <b>options available for navigating</b> this site. Please rate <b>how well the site layout helps you find what you are looking for</b>. Please rate the <b>number of clicks to get where you want</b> on this site.</p>		<p><b>Future Participation (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>express your thoughts or ideas to this agency</b> in the next 90 days?</p>
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site. Please rate the <b>consistency of speed from page to page</b> on this site. Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Online Transparency (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing. Please rate how <b>quickly agency information is made available</b> on this website. Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.</p>		
<p><b>Search (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>relevance of search results</b> on this site. Please rate the <b>organization of search results</b> on this site. Please rate how well the <b>search results help you decide what to select</b>. Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.</p>		

Measure Name: EPA V3 (Oct 09 - Present)

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

9.25.09

EPA Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>your perception</b> of the <b>accuracy of information</b> on this site.  Please rate the <b>quality of information</b> on this site.  Please rate the <b>freshness of content</b> on this site.</p>	<p><b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i> How well does this site <b>meet your expectations</b>? <i>(1= Falls Short, 10=Exceeds)</i> How does this site <b>compare to your idea of an ideal website</b>? <i>(1=Not Very Close, 10=Very Close)</i></p>	<p><b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>return to this site</b>?  <b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>usefulness of the website tools features provided</b> on this site.  Please rate the <b>convenience of the website tools features</b> on this site. Please rate the <b>variety of website tools-features</b> on this site.</p>		<p><b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use this site as your <b>primary resource for obtaining information from this agency</b>?  <b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b> I can count on this company to <b>act in my best interests</b>. I consider this company to be <b>trustworthy</b>. This company can be trusted to <b>do what is right</b>.</p>
<p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site. Please rate the <b>balance of graphics and text</b> on this site. Please rate the <b>readability of the pages</b> on this site.</p>		<p><b>Future Participation (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>express your thoughts or ideas to this agency</b> in the next 90 days?</p>
<p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how well the site is organized</b>. Please rate the <b>options available for navigating</b> this site. Please rate <b>how well the site layout helps you find what you are looking for</b>. Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site. Please rate the <b>consistency of speed from page to page</b> on this site. Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Online Transparency (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing. Please rate how <b>quickly agency information is made available</b> on this website. Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.</p>		
<p><b>Search (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>relevance of search results</b> on this site. Please rate the <b>organization of search results</b> on this site. Please rate how well the <b>search results help you decide what to select</b>. Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.</p>		

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		How did you look for information on the site today? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	The other way I looked for information was:			Text area, no char limit	Single	N

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJg==  
 Date: 5/4/2010

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

**EPA Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	B A A			
AED08936	A	What couldn't you find?			Text area, no char limit	Single	N
ACQCoI0007300	B	Which of these method(s) led you to the information you were looking for? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Other, please specify: Did not use any of these tools	D	Checkbox, one-up vertical	Multi	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJg==  
 Date: 5/4/2010

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

**EPA Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQCol0007310	D	The other way I found the information I was looking for was:			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A	Checkbox, one-up vertical	Multi	Y
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJg==

Date: 5/4/2010

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water Waste/Pollution Chemicals Climate change Data set and raw data Statistical information UVindex Fuel/Oil Living Green Human Health Mold Pesticides Radiation Radon Recycling Lead, mercury, metals Laws and regulations Science and technology (for example models, methods, data etc.)  Grants and contracts Careers and employment Other, please specify:	<b>B</b>          <b>A</b>			
AED08938	<b>A</b>	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	<b>B</b>	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!) Participated in online social networks (such as MySpace, Facebook, etc.) Read blogs or Wikis Wrote a blog or contributed to Wikis Obtained EPA information using a mobile phone or device Tweeted Listened to podcasts or audio on a Web site Watched videos on a Web site Uploaded videos to a Web site (such as YouTube) Browsed through photo galleries Subscribed to RSS feeds Signed up to receive email updates from a website None of the above		Checkbox One Up Vertical	Multi	Y
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often View often and contribute occasionally		Drop down	Single	N

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08947		Blogs or wikis	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree		Radio Button One Up Vertical	Single	Y



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08957		If you are accessing this site from within the United States, in which state are you located?	Advanced degree Prefer not to answer Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

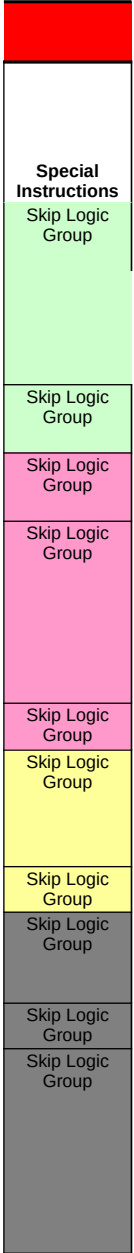
Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group





**Special  
Instructions**

Skip Logic  
Group

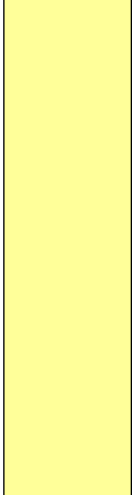
Skip Logic  
Group

Skip Logic  
Group

Skip Logic  
Group

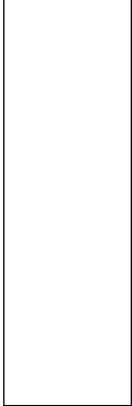


**Special  
Instructions**



Skip Logic  
Group

Skip Logic  
Group



Multi-List  
Group



**Special  
Instructions**

Adjust  
template/ style  
sheet

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group



**Special  
Instructions**

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group

Multi-List  
Group

Skip Logic  
Group

Skip Logic  
Group





**Special  
Instructions**

---

A large, empty rectangular box with a thin black border, positioned below the 'Special Instructions' header.



Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		<del>Please check each of the following tools you used to locate information on the site today:-</del> How did you look for information on the site today? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08925	B	<del>Please specify the other tools you used to locate information.</del> The other way I looked for information was:			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	B A A			
AED08936	A	<del>If you did not find all the information you were looking for,</del> what couldn't you find?			Text area, no char limit	Single	N
	B	Which of these method(s) led you to the information you were looking for? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources		Checkbox, one-up vertical	Multi	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			<a href="#">A-Z Index</a> <a href="#">Browse all topics</a> <a href="#">Did not use any of these tools</a> <a href="#">Other, please specify</a>	D	Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A	Checkbox, one-up vertical	Multi	Y
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

**EPA Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radiation				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08947		Blogs or wikis	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page		Checkbox, one-up vertical	Multi	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Following a microblog Other (please specify)	A			
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

~~OPS Group~~

Skip Logic  
Group







**Special  
Instructions**



Skip Logic  
Group

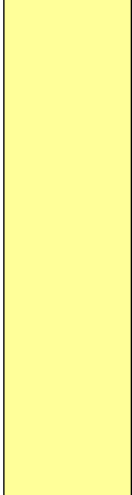
Skip Logic  
Group

Skip Logic  
Group

Skip Logic  
Group

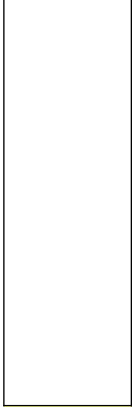


**Special  
Instructions**



Skip Logic  
Group

Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

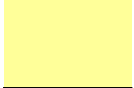
Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

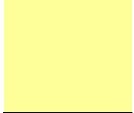
Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

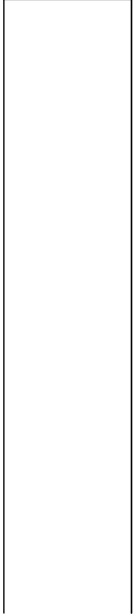
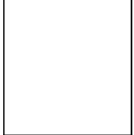
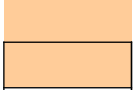


Adjust  
template/style  
sheet





**Special  
Instructions**



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

**EPA Satisfaction Survey CUSTOM QUESTION LIST**

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements <a href="#">Learn about radiation</a> Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts		Checkbox, one-up vertical	Multi	Y



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Find information for kids				
			Do homework or a school project				
			Learn about EPA itself				
			Report a spill or other problem				
			Get a job or internship with EPA				
			Find out about grants or contract opportunities				
			Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y
			<del>BP oil spill along the Gulf Coast</del>				

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radiation				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08947		Blogs or wikis	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page		Checkbox, one-up vertical	Multi	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Following a microblog Other (please specify)	A			
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

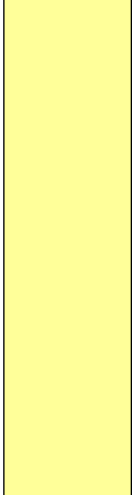
Skip Logic  
Group





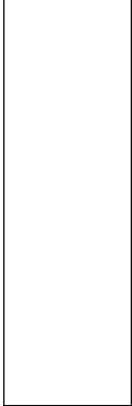


**Special  
Instructions**



Skip Logic  
Group

Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

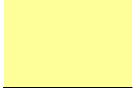
Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

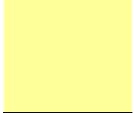
Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

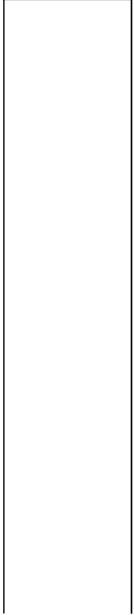
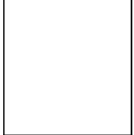
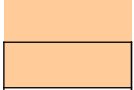


Adjust  
template/style  
sheet





**Special  
Instructions**



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

Measure Name: EPA Satisfaction Survey  
MID: UpZB94sModktFY0hAdNJlg==  
Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	<del>When using the search feature, did you use the Blue Folders to help narrow your search?</del>	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search-	D	Radio button, one-up vertical	Single	N
AED08929	D	<del>Could you please briefly explain why the blue folders did not help with narrowing your search?</del>			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements <del>Learn about the EPA and Federal government coordinated response to the BP oil spill along the Gulf Coast and get answers to questions about the incident</del> Learn about radiation		Checkbox, one-up vertical	Multi	Y

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Learn about an environmental issue				
			Find out what my community, family, or I can do about an environmental issue				
			Learn about programs my company or organization can join				
			Find out what EPA is doing about an issue				
			Find environmental information about my local area				
			Discover what my company has to do to comply with regulations				
			Comment on a draft regulation				
			Report data to EPA from my company, state, etc.				
			Learn about EPA's research efforts				
			Find information for kids				
			Do homework or a school project				
			Learn about EPA itself				
			Report a spill or other problem				
			Get a job or internship with EPA				
			Find out about grants or contract opportunities				
			Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y
			BP oil spill along the Gulf Coast				

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often  View often and contribute occasionally View often but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

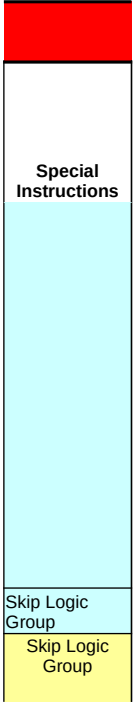
OPS Group

OPS Group

OPS Group

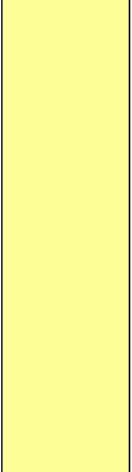
OPS Group

Skip Logic  
Group



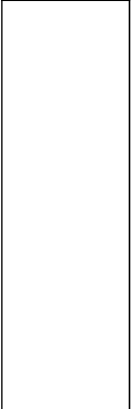


**Special  
Instructions**



Skip Logic  
Group

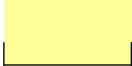
Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet





**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

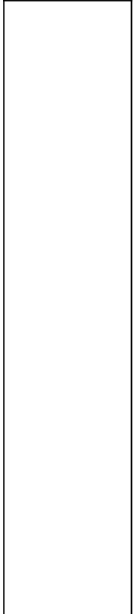
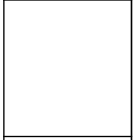


Adjust  
template/style  
sheet





**Special  
Instructions**



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about the EPA and Federal government coordinated response to the BP oil spill along the Gulf Coast and get answers to questions about the incident Learn about an environmental issue		Checkbox, one-up vertical	Multi	Y

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air BP oil spill along the Gulf Coast		Radio Button One Up Vertical	Single	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 5/4/2010

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often  View often and contribute occasionally View often but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

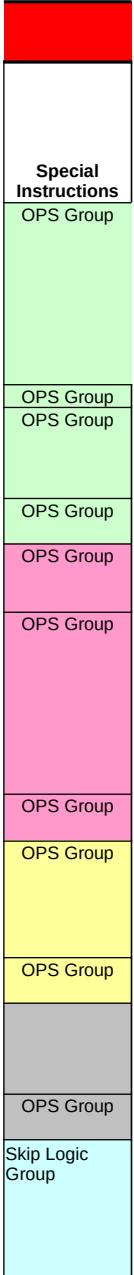
OPS Group

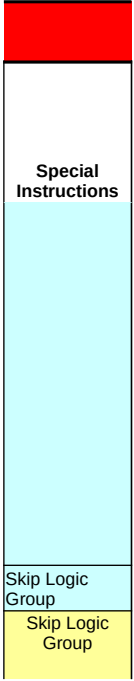
OPS Group

OPS Group

OPS Group

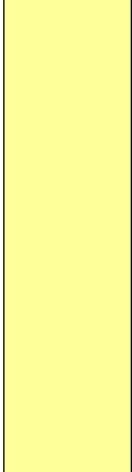
OPS Group





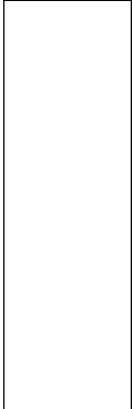


**Special  
Instructions**



Skip Logic  
Group

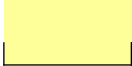
Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

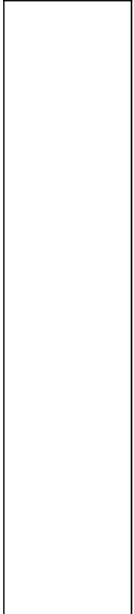
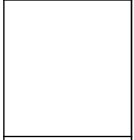


Adjust  
template/style  
sheet





**Special  
Instructions**





Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	<u>Read EPA's latest announcements</u> <u>Learn about an environmental issue</u> <u>Find out what my community, family, or I can do about an environmental issue</u> <u>Learn about programs my company or organization can join</u>		Checkbox, one-up vertical	Multi	Y

Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			<u>Find out what EPA is doing about an issue</u> <u>Find environmental information about my local area</u> <u>Discover what my company has to do to comply with regulations</u> <u>Comment on a draft regulation</u> <u>Report data to EPA from my company, state, etc.</u> <u>Learn about EPA's research efforts</u> <u>Find information for kids</u> <u>Do homework or a school project</u> <u>Learn about EPA itself</u> <u>Report a spill or other problem</u> <u>Get a job or internship with EPA</u> <u>Find out about grants or contract opportunities</u> <u>Other, please specify:</u>	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:.			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y



Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

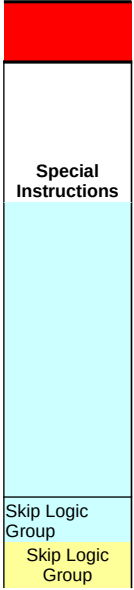
OPS Group

OPS Group

OPS Group

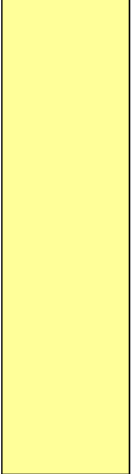






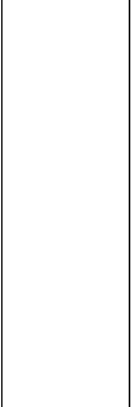


**Special  
Instructions**



Skip Logic  
Group

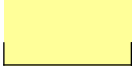
Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

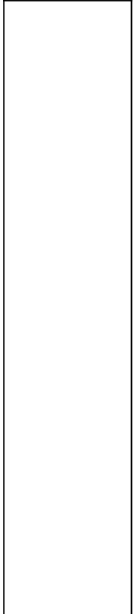
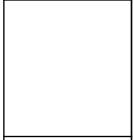
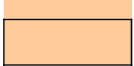


Adjust  
template/style  
sheet





**Special  
Instructions**



Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join		Checkbox, one-up vertical	Multi	Y



Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/11/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			<u>Find out what EPA is doing about an issue</u> <u>Find environmental information about my local area</u> <u>Discover what my company has to do to comply with regulations</u> <u>Comment on a draft regulation</u> <u>Report data to EPA from my company, state, etc.</u> <u>Learn about EPA's research efforts</u> <u>Find information for kids</u> <u>Do homework or a school project</u> <u>Learn about EPA itself</u> <u>Report a spill or other problem</u> <u>Get a job or internship with EPA</u> <u>Find out about grants or contract opportunities</u> <u>Other, please specify:</u>	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:.			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often  View often and contribute occasionally View often but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/11/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

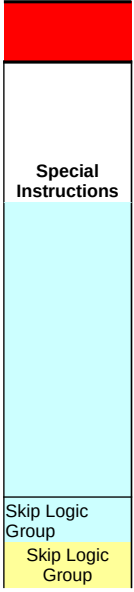
OPS Group

OPS Group

OPS Group

OPS Group

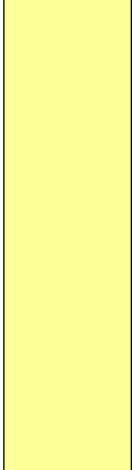
Skip Logic  
Group





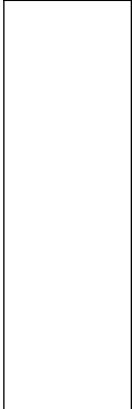


**Special  
Instructions**



Skip Logic  
Group

Skip Logic  
Group



Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet



**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet

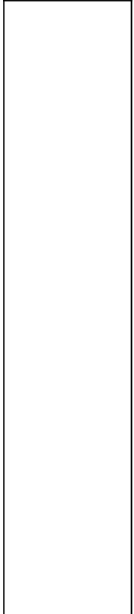
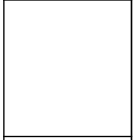


Adjust  
template/style  
sheet





**Special  
Instructions**



Measure Name:  
 EPA Satisfaction Survey  
 MID: UpZB94sModktFY0hAdNJlg==  
 Date: 11/10/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

Measure Name: EPA Satisfaction Survey  
MID: UpZB94sModktFY0hAdNJlg==  
Date: 11/10/2009

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

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C			
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders.  Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site  I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information  Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes  No  I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes  Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the reason for your visit today?	Air		Radio Button One Up Vertical	Single	Y



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/10/2009

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			<a href="#">Learn about programs my company or organization can join</a> <a href="#">Find out what EPA is doing about an issue</a> <a href="#">Find environmental information about my local area</a> <a href="#">Discover what my company has to do to comply with regulations</a> <a href="#">Comment on a draft regulation</a> <a href="#">Report data to EPA from my company, state, etc.</a> <a href="#">Learn about EPA's research efforts</a> <a href="#">Find information for kids</a> <a href="#">Do homework or a school project</a> <a href="#">Learn about EPA itself</a> <a href="#">Report a spill or other problem</a> <a href="#">Get a job or internship with EPA</a> <a href="#">Find out about grants or contract opportunities</a> Other, please specify:	A			
	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!) Participated in online social networks (such as MySpace, Facebook, etc.) Read blogs or Wikis Wrote a blog or contributed to Wikis Obtained EPA information using a mobile phone or device Tweeted Listened to podcasts or audio on a Web site Watched videos on a Web site Uploaded videos to a Web site (such as YouTube) Browsed through photo galleries Subscribed to RSS feeds Signed up to receive email updates from a website None of the above		Checkbox One Up Vertical	Multi	Y
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute		Drop down	Single	N



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/10/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08944		Online social networks (FaceBook, MySpace)	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/10/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08950		RSS feeds/Listservs	No familiarity View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often  View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages  In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less  Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male		Radio Button One Up Vertical	Single	Y

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/10/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Female Prefer not to answer				
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

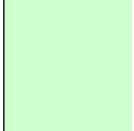
OPS Group

OPS Group

OPS Group



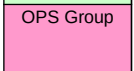
**Special  
Instructions**



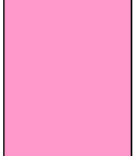
OPS Group  
OPS Group



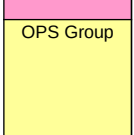
OPS Group



OPS Group



OPS Group



OPS Group

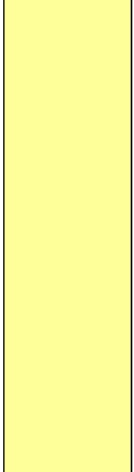


OPS Group

Skip Logic  
Group

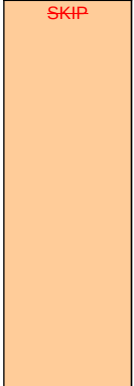


Special  
Instructions



Skip Logic  
Group

Skip Logic  
Group

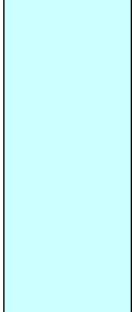


SKIP

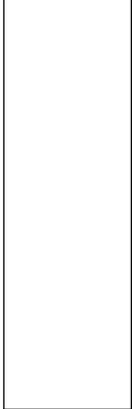
Skip Logic Group



**Special  
Instructions**



Skip Logic Group



Adjust  
template/style  
sheet

Adjust  
template/style  
sheet



**Special  
Instructions**

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet



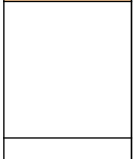


**Special  
Instructions**

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet





**Special  
Instructions**

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted  I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C			
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders.  Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site  I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information  Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes  No  I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes  Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the reason for your visit today?	Air		Radio Button One Up Vertical	Single	Y

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Water Waste/Pollution Chemicals Climate change UVindex Fuel/Oil Living Green Human Health Mold Pesticides Radon Recycling Lead, mercury, metals Laws and regulations Science and technology (for example models, methods, data etc.) Grants and contracts Careers and employment Other, please specify:	B          A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08939		Which of the following best describes the type of information you were looking for?	Data and statistics Basic environmental information Prevention Cleanup Safety information Policy Regulations Educational materials Ways to save resources and energy Information to help support a purchase (for example Energy Star, auto fuel efficiency) Information about the environment where I live Information about the environment (air quality, beach safety) in a place I will be traveling to Information about companies and corporations Other, please specify:	A	Radio Button One Up Vertical	Single	Y
AED08940	A	Please specify the other type of information you were looking for.			Text area, no char limit	Single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!)		Checkbox One Up Vertical	Multi	Y

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often		Drop down	Single	N

EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJlg==

Date: 9/25/200

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas		Drop down, select one	Single	Y



EPA Satisfaction Survey

EPA

MID: UpZB94sModktFY0hAdNJg==

Date: 9/25/200

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Kentucky				
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan				
			Minnesota				
			Mississippi				
			Missouri				



**Special  
Instructions**

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

OPS Group

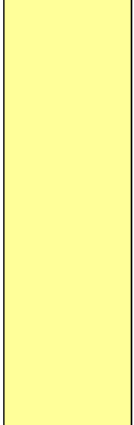
OPS Group

OPS Group

<b>Special Instructions</b>
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group
OPS Group



**Special  
Instructions**



OPS Group

OPS Group

SKIP

SKIP





**Special  
Instructions**

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

Adjust  
template/style  
sheet

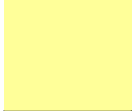
Adjust  
template/style  
sheet



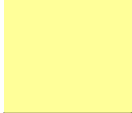
**Special  
Instructions**



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



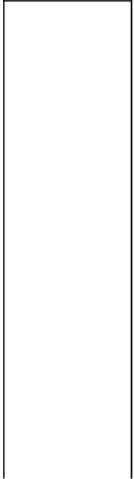
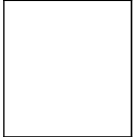
Adjust  
template/style  
sheet



Adjust  
template/style  
sheet



Special  
Instructions





**Special  
Instructions**