Model Instance Name: EPA v4

MID: 1tQFJ4R55tdd50h88V1hQA==

Partiti YES

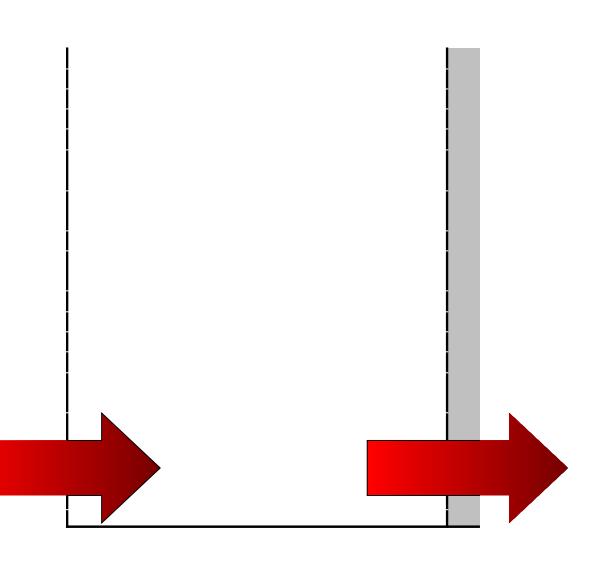
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 11/11/2011

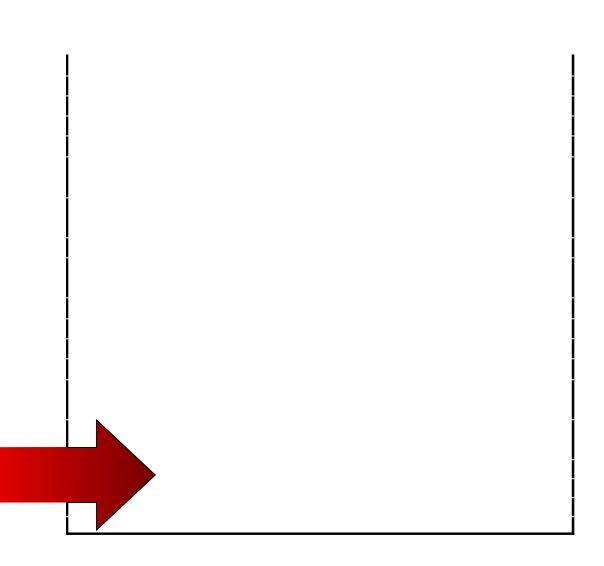
Model qu	iesti
ELEMENTS (drivers of satisfaction)	
Content (1=Poor, 10=Excellent, Don't Know)	
¹ Please rate your perception of the accuracy of information on this	27
site.	
² Please rate the quality of information on this site.	28
Please rate the freshness of content on this site.	29
Look and Feel (1=Poor, 10=Excellent, Don't Know)	
⁴ Please rate the visual appeal of this site.	
⁵ Please rate the balance of graphics and text on this site.	
⁶ Please rate the readability of the pages on this site.	
Navigation (1=Poor, 10=Excellent, Don't Know)	
⁷ Please rate how well the site is organized.	
⁸ Please rate the options available for navigating this site.	i
⁹ Please rate how well the site layout helps you find what you are looking for.	İ
¹⁰ Please rate the number of clicks to get where you want on this site.	İ
Online Transparency (1=Poor, 10=Excellent, Don't Know)	
¹¹ Please rate how thoroughly this website discloses information about what this agency is doing.	
¹² Please rate how quickly agency information is made available on this website.	
¹³ Please rate how well information about this agency's actions can be accessed by the public on this website.	
Plain Language (1=Poor, 10=Excellent, Don't Know)	
¹⁴ Please rate the clarity of the wording on this site.	

⁵ Please rate how well you understand the wording on this site.
⁶ Please rate this site on its use of short, clear sentences.
Search (1=Poor, 10=Excellent, Don't Know)
7 Please rate the relevance of search results on this site.
8 Please rate the organization of search results on this site.
Please rate how well the search results help you decide what to select.
¹⁰ 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)
¹ Please rate the usefulness of the website tools provided on this site.
² Please rate the convenience of the website tools on this site.
³ Please rate the variety of website tools on this site.
Site Performance (1=Poor, 10=Excellent, Don't Know)
⁴ Please rate how quickly pages load on this site.
⁵ Please rate the consistency of speed from page to page on this site.
¹⁶ Please rate the ability to load pages without getting error messages on this site.

EPA v4 ons utilize the ACSI methodology to determine scores a CUSTOMER SATISFACTION	and i
COSTOMER 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	С	Please specify your role in visiting this website:
SAC5522	A	Which of the following best describes your work?
SAC5523	D	Please specify your business role:
SAC5524	В	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	В	The other way I looked for information was:
SAC5529	A	Which of the following best describes your experience with the Search Tools?
SAC5530	С	Please describe your experience with the search tool:
HAR0035943	Z	What search terms did you use?
SAC5531		Which of the following best describes your navigation experience on the site:

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

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

ACQhar0018516	A	What other application did you interact with on the website today?
ACQhar0018518	В	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). Rank 1 (<i>Required</i>)
SAC5547		Rank 2 (Optional)

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

EPA v4 CUSTOM QUESTION LIST			
Answer Choices (limited to 50 characters)	Skip to	(select fron	Single or Multi
Business	A	Radio Button One Up Vertical	Single
Federal government	В		
State government			
Local government			
Educator (teacher, professor)			
Librarian			
Scientist			
Student			
Parent/adult helping a child			
General public			
Other, please specify:	С		
		Text area, no char limit	Single
Regulated company/entity		Radio button, one-up vertical	Single
EPA contractor			
Environmental consultant			
Contractor for other federal agency			
Other, please specify:	D		
		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		İ İ	
This is my first time		İ	
Search box	A, Z	Checkbox,	Multi
		one-up vertical	
Advanced search	A, Z		
Left navigation bar			
A-Z Index			
Other, please specify:	В		
Did not use any of these tools			
		Text area, no char limit	Single
I did not encounter any difficulties/search worked well		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:	С		
		Text area, no char limit	Single
		Text area, no char limit	
I did not have difficulty navigating the site		Radio button, one-up vertical	Single
I had difficulty navigating the site	Α, Β		

Could not povigate back to providue information		Checkbox,	Multi
Could not navigate back to previous information		one-up	Multi
		vertical	
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,	Single
		no char	
		limit	
Yes		Radio	Single
		button,	
		one-up vertical	
		Vertical	
Partially	A		
No	A	-	
		Text area,	Single
		no char limit	
		Checkbox,	
Read EPA's latest announcements		one-up vertical	Multi
Learn about an environmental issue		vertical	wuu
Find out what my community, family, or I can do about an environmental issue			
	1		
Learn about programs my company or organization can join			
Learn about programs my company or organization can join Find out what FPA is doing about an issue	-		
Find out what EPA is doing about an issue	-		
Find out what EPA is doing about an issue Find environmental information about my local area	-		
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	-		
Find out what EPA is doing about an issue Find environmental information about my local area	-		
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	-		
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	-		
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.			
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 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			
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			
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 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			

		Text area, no char	
		limit	Single
Air		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.)	В		
Grants and contracts			
Careers and employment			
Other, please specify:	A		
		Text area, no char limit	Single
		Text area, no char limit	single
AIRNOW	В	Checkbox, one-up vertical	Multi
Envirofacts	В		
Toxic Release Inventory (TRI) Explorer	В		
MyEnvironment	B		
Enviromapper	B		
Online Tracking Information System (OTIS)	B		
Enforcement and Compliance History Online	B		

Integrated Grants Management System (IGMS)	В		
Storage and Retrieval (STORET) for Water Quality Data	B		
I did not interact with any applications			
Other	А, В		
	7, 0	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			
5			
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			Single
network		Drop down, select one	
Video I saw on YouTube			
Internet blogs or discussion forums			
Advertising on social networks (Facebook, MySpace, Twitter)			
Maccage directly from the company on a casial patwork			
Message directly from the company on a social network			
Mobile phone text messages or alerts			

Instant Massage from a friend as called as			
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,	Single
		no char limit	

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
У	Skip Logic Group	EPA employee

Y		Frequency
Y exclusive	Skip Logic Group	Look for Info
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

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

N		Othor M/by
Y	Skip Logic Group Skip Logic Group	Other Why 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_Applicati osn
N	Skip Logic Group	Other_Applicati osn
Y	Rank Group Adjust Template/Style	SV - Rank 1
	Randomize	
	Anchor Answer Choice Anchor Answer Choice	
Ν	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 2

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

9.25.09

9.25.09				
EPA Satisfaction Survey				
ELEMENTS (drivers of satisfaction)	s utilize the ACSI methodology to determine scores and impacts CUSTOMER SATISFACTION	FUTURE BEHAVIORS		
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Likelihood to Return (1=Very Unlikely, 10=Very Likely)		
Please rate your perception of the accuracy of information on this site.	What is your overall satisfaction with this site?	How likely are you to return to this site?		
Please rate your perception of the accuracy of information of this site.	(1=Very Dissatisfied, 10=Very Satisfied)	now likely are you to return to this site?		
Please rate the quality of information on this site.	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)		
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	How likely are you to recommend this site to someone else?		
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)		
Please rate the usefulness of the website tools provided on this site.		How likely are you to use this site as your primary resource for obtaining information from this agency?		
Please rate the convenience of the website tools on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)		
Please rate the variety of website tools on this site.		I can count on this company to act in my best interests.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I consider this company to be trustworthy .		
Please rate the visual appeal of this site.		This company can be trusted to do what is right .		
Please rate the balance of graphics and text on this site.		Future Participation (1=Very Unlikely, 10=Very Likely)		
Please rate the readability of the pages on this site.		How likely are you to express your thoughts or ideas to this agency in the next 90 days?		
Navigation (1=Poor, 10=Excellent, Don't Know)				
Please rate how well the site is organized.				
Please rate the options available for navigating this site.				
Please rate how well the site layout helps you find what you are looking for.				
Please rate the number of clicks to get where you want on this site.				
Site Performance (1=Poor, 10=Excellent, Don't Know)				
Please rate how quickly pages load on this site.				
Please rate the consistency of speed from page to page on this site.				
Please rate the ability to load pages without getting error messages on this site.				
Online Transparency (1=Poor, 10=Excellent, Don't Know)				
Please rate how thoroughly this website discloses information about what this agency is				
doing.				
Please rate how quickly agency information is made available on this website.				
Please rate how well information about this agency's actions can be accessed by the public on this website.				
Search (1=Poor, 10=Excellent, Don't Know)				
Please rate the relevance of search results on this site.				
Please rate the organization of search results on this site.				
Please rate how well the search results help you decide what to select.				
Please rate how well the search feature helps you to narrow the results to find what you want.				

9.25.09

9.25.09	5.25.03				
EPA Satisfaction Survey Model questions utilize the ACSI methodology to determine scores and impacts					
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS			
Content (1=Poor, 10=Excellent, Don't Know)		Likelihood to Return (1=Very Unlikely, 10=Very Likely)			
Please rate your perception of the accuracy of information on this site.	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	How likely are you to return to this site ?			
Please rate the quality of information on this site.	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)			
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	How likely are you to recommend this site to someone else?			
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)			
Please rate the usefulness of the website tools features provided on this site.		How likely are you to use this site as your primary resource for obtaining information from this agency?			
Please rate the convenience of the website tools features on this site .		Trust (1=Strongly Disagree, 10=Strongly Agree)			
Please rate the variety of website tools features on this site.		I can count on this company to act in my best interests.			
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I consider this company to be trustworthy.			
Please rate the visual appeal of this site.		This company can be trusted to do what is right.			
Please rate the balance of graphics and text on this site.		Future Participation (1=Very Unlikely, 10=Very Likely)			
Please rate the readability of the pages on this site.		How likely are you to express your thoughts or ideas to this agency in the next 90 days?			
Navigation (1=Poor, 10=Excellent, Don't Know)					
Please rate how well the site is organized.					
Please rate the options available for navigating this site.					
Please rate how well the site layout helps you find what you are looking for.					
Please rate the number of clicks to get where you want on this site.					
Site Performance (1=Poor, 10=Excellent, Don't Know)					
Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site.					
Please rate the ability to load pages without getting error messages on this site.					
Online Transparency (1=Poor, 10=Excellent, Don't Know)					
Please rate how thoroughly this website discloses information about what this agency is doing.					
Please rate how quickly agency information is made available on this website.					
Please rate how well information about this agency's actions can be accessed by the public on this website.					
Search (1=Poor, 10=Excellent, Don't Know)					
Please rate the relevance of search results on this site.					
Please rate the organization of search results on this site.					
Please rate how well the search results help you decide what to select.					
Please rate how well the search feature helps you to narrow the results to find what you want.					

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== 5/4/2010 Date:

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	Requirec Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business	Α	Radio Button One Up Vertical	Single	Y
			Federal government	В			
			State government				
			Local government				
			Educator (teacher, professor)				
			Librarian				
			Scientist				
			Student	_			
			Parent/adult helping a child	_			
			General public	_			
			Other, please specify:	С			
AED08918	С	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	Α	Which of the following best describes your work?	Regulated company/entity		-		
			EPA contractor		-		
			Contractor for other federal agency		-		
			Consultant	D	-		
AED08920	D	Diagon angoift u aur hugingga rala:	Other, please specify:	D	Toyt area no ober limit	Cinglo	N
ED08920	B	Please specify your business role: Are you an EPA employee?	Yes		Text area, no char limit Radio button, one-up	Single	IN IN
AED00921	D	Are you an EPA employee?		4	vertical		
			No			<u></u>	
ED08922		How frequently do you use the EPA.gov Web site?	Daily		Radio Button One Up Vertical	Single	Y
			Weekly				
			Monthly				
			A couple of times a year				
			About once a year	_			
			This is my first time				
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		Radio button, one-up vertical	Single	Y
			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				
AED08924		How did you look for information on the site today? (Please select all that apply.)	Search box	Α	Checkbox, one-up vertical	Multi	Y
			Advanced search	Α			
			Left navigation bar				
			Resources				
			A-Z Index				
			Browse all topics				
			Did not use any of these tools				
			Other, please specify:	В			
AED08925	В	The other way I looked for information was:			Text area, no char limit	Single	N

ForeSee Results - Confidential and Proprietary

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== Date: 5/4/2010 red & strike-through: DELETE <u>underlined & italicized</u>: 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	С	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)		Checkbox, one-up vertical	Multi	Ν
AED08932	В	Please describe the difficulty you had with navigating the site today:	Other, please specify:	B	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	А	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
ACQCol0007300	В	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

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== Date: 5/4/2010 red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID) ACQCol0007310	Skip Logic Label D	Question Text The other way I found the information I was looking for was:	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Single or Multi Single	Required Y/N N
KFB06166			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 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:		Checkbox, one-up vertical	Multi	Y
KFB06167 AED08937		Please specify why you visited the EPA.gov site today: Which of the following topics best describes the information you wanted today?			Text area, no char limit Radio Button One Up Vertical	Single Single	N Y

Measure Name:		red & strike through : DELETE
EPA Satisfaction	Survey	underlined & italicized: RE-ORDER
MID:	UpZB94sModktFY0hAdNJlg==	pink: ADDITION
Date:	5/4/2010	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 Recycling Lead, mercury, metals Laws and regulations Science and technology (for example models, methods, data etc.) Grants and contracts Careers and employment	в			
AED08938	A	Please specify the other topic that best describes the reason for your visit.	Other, please specify:	A	Text area, no char limit	Single	N
AKR5900	В	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

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Date:

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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	Require Y/N
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
ED08943 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				
	28044	No familiarity		Duran davan	Circula		
ED08944 Online social networks (FaceBook, MySpace)	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				
		Vieture la constanti de la constanti de la constanti de la constanti de la constanti de la constanti de la const	No familiarity		Duran dayar	Singlo	N
ED08945		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				
ED08946		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				
ED08947		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				
ED08948		Vodcasts or videos on the web (YouTube)	No familiarity View and contribute often		Drop down	Single	N
			View often and contribute ecceptionally				
			View often and contribute occasionally View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				

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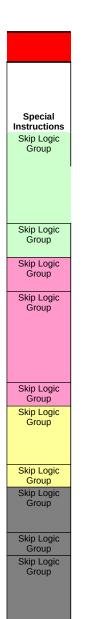
EPA Satisfaction Survey CUSTOM QUESTION LIST

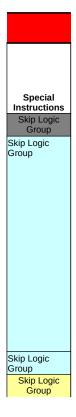
QID	Skip Logic		Answer Choices			Single or	Require
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
ED08950		RSS feeds/Listservs	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				
ED08951		Microblog (Twitter)	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				
ED08952		Other	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				
ED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages		Checkbox, one-up vertical	Multi	N
			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			
ED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
ED08955		What is the highest level of education you have completed?	High school or less		Radio Button One Up Vertical	Single	Y
			Some college				
	1		College degree		1		1

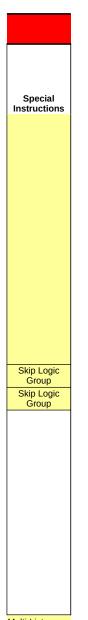
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	1	EP/	A Satisfaction Survey CUSTOM QUESTION LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Advanced degree Prefer not to answer	Skip to	Type (select from list)	Single or Multi	Required Y/N
¥ED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Alaska Alaska Arizona Arkansas Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Mississippi Missouri		Drop down, select one	Single	Y

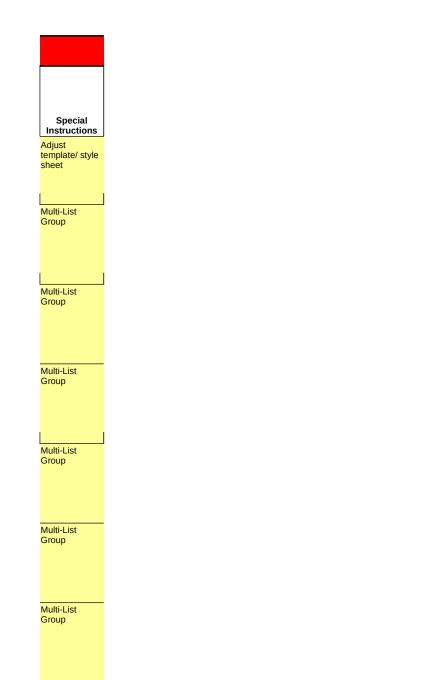


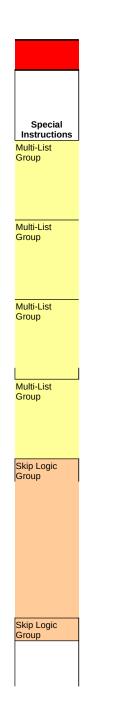






Multi-List Group







EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg==

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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	=4.50	For this visit to the EPA Web site, which of the following best	Business	A	Radio Button One Up	Single	Y
ALDOUGIN		describes you?			Vertical	Olligic	
			Federal government	в			
			State government	1 -			
			Local government	1			
			Educator (teacher, professor)	1			
			Librarian	1			
			Scientist	1			
			Student	1			
			Parent/adult helping a child	1			
			General public	7			
			Other, please specify:	С			
AED08918	С	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	Α	Which of the following best describes your work?	Regulated company/entity				
			EPA contractor		7		
			Contractor for other federal agency				
			Consultant		7		
			Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	В	Are you an EPA employee?	Yes		Radio button, one-up vertical		
			No	7			
AED08922		How frequently do you use the EPA.gov Web site?	Daily		Radio Button One Up Vertical	Single	Y
			Weekly	7			
			Monthly	1			
			A couple of times a year	7			
			About once a year	7			
			This is my first time	7			
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		Radio button, one-up vertical	Single	Y
			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				
AED08924		Please check each of the following tools you used to locate information on the site today: How did you look for information on the site today? (Please select all that apply.)	Search box	A	Checkbox, one-up vertical	Multi	Y
			Advanced search	А			
			Left navigation bar				
			Resources				
			A-Z Index				
			Browse all topics				
			Did not use any of these tools				
			Other, please specify:	в			

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QID (Group ID) AED08925	Skip Logic Label B	Question Text Please specify the other tools you used to locate information. The other way I looked for information was:	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Single or Multi Single	Required Y/N 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:	с	Radio button, one-up vertical	Single	N
AED08927	С	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	А	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:	В	Checkbox, one-up vertical	Multi	N
AED08932	В	Please describe the difficulty you had with navigating the site today:	otter, please specity.	В	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	А	Radio button, one-up vertical	Single	Y
AED08934	Α	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	А	I f you did not find all the information you were looking for, ₩₩/hat couldn't you find?			Text area, no char limit	Single	N
	8	Which of these mathod(s) led you to the information you ware looking for? (Please select all that apply.)	Search box Advanced search Leff navigation bar Resources		Citeckbox, one-up vertical	Multi	Y

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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
			Browse all topics Brid not use any of these tools Other, please specify.	D			
	D	The other way I found the information I was looking for was:			Text area, no char limit	Single	N
KFB06166			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	А	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

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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
(01000) 12)		Quotien row	Water	Chap to			
			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	в			
			Science and technology (for example models, methods, data etc.)				
			Grants and contracts	1			
			Careers and employment	1			
			Other, please specify:	Α			
ED08938	А	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
KR5900	В	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
ED08941		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	1			
			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	-			
		the second devices and a second from the state of the second state	None of the above		Dura dava	Circala	N
ED08942		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
		DUDKITIAIN OF LAY WEDSILE (DIGY OF DELICIOLUS)		-			
			View often and contribute occasionally				

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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				
AED08944		Online social networks (FaceBook, MySpace)	No familiarity 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				
AED08945		Virtual worlds (Second Life)	No familiarity 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				
AED08946		Comments, ratings, or reviews (Epinions)	No familiarity 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

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View often but don't contribute View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08949	ED08949 Personalized web pages (MyYahoo!, iGoogle)	Personalized web pages (MyYahoo!, iGoogle)	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute occasionally View occasionally but don't contribute No familiarity 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				
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

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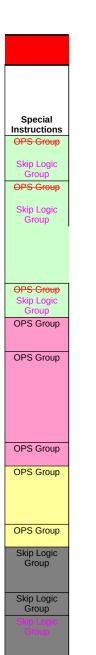
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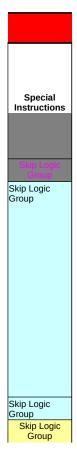
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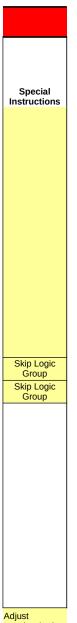
EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
			Following a microblog				
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Taut area		N
AED08955		What is the highest level of education you have completed?	High school or less		Text area Radio Button One Up Vertical	Single	Y
			Some college	-	Ventical		
			College degree				
			Advanced degree				
			Prefer not to answer				
ED08956		What is your gender?	Male	-	Radio Button One Up Vertic	Single	¥
			Female	-			
ED08957		If you are appreciate this site from within the United Ctotes, in	Prefer not to answer			Cingle	Y
ED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama		Drop down, select one	Single	Y
			Alaska	-	Drop down, select one		
			Arizona	1			
			Arkansas	1			
			California	1			
			Colorado	1			
			Connecticut				
			Delaware				
			District of Columbia	-			
			Florida	-			
			Georgia	-			
			Hawaii	-			
			Idaho Illinois	-			
			Indiana	-			
			lowa	+			
			Kansas	-			
			Kentucky	1			
			Louisiana	-			
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			Michigan				
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			Mississippi	1			
			Missouri]			





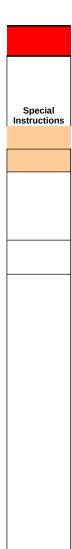




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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal 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	С	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	В	Are you an EPA employee?	Yes	_	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	Checkbox, one-up vertical	Multi	Y
AED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID) AED08926	Skip Logic Label	Question Text Which of the following best describes your experience with the	Answer Choices (limited to 50 characters) I did not encounter any difficulties/search worked well	Skip to	Type (select from list) Radio button, one-up	Single or Multi Single	Required Y/N
AED08926	A	Search Tools?	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:	с	vertical	Single	N
AED08927	С	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:	В	Checkbox, one-up vertical	Multi	Ν
AED08932	В	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	А	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			
AED08936	А	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 radiation 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

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Measure Name: EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== Date: 5/4/2010			r ed & strike-through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING					
		EF	PA 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:	А				
KFB06167	А	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 B P oil spill along the Gulf Coast		Radio Button One Up Vertical	Single	Y	

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg==

5/4/2010 Date:

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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
(Croup ID)	Laber	Question Text	Water	Ship to	Type (select noninist)	Marci	17/18
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information	1			
			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.)	В			
			Grants and contracts	1			
			Careers and employment				
			Other, please specify:	Α			
ED08938	Α	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
KR5900	В	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
ED08941		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	1			
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device	1			
			Tweeted	1			
			Listened to podcasts or audio on a Web site	1			
			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				
ED08942		How would you rate your familiarity with social media on the	View and contribute often		Drop down	Single	N
		web? Bookmark or tag website (Digg or Del.icio.us)					
			View often and contribute occasionally				

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== 5/4/2010 Date:

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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				
AED08944		Online social networks (FaceBook, MySpace)	No familiarity 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				
AED08945		Virtual worlds (Second Life)	No familiarity 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				
AED08946		Comments, ratings, or reviews (Epinions)	No familiarity 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

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View often but don't contribute View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08949	ED08949 Personalized web pages (MyYahoo!, iGoogle)	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N	
AED08950		RSS feeds/Listservs	View and contribute occasionally View occasionally but don't contribute No familiarity 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				
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 a widget or gadget to my personalized page		Checkbox, one-up vertical	Multi	N

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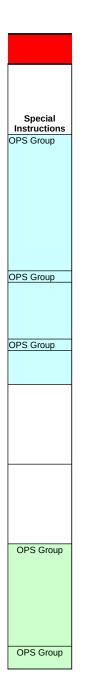
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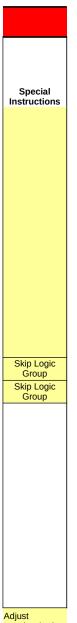
EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N	
			Following a microblog					
AED08954	A	Please specify the other way in which you would like to interact	Other (please specify)	A			N	
AED00934	^	with this site:			Text area			
AED08955		What is the highest level of education you have completed?	High school or less		Radio Button One Up Vertical	Single	Y	
			Some college	-	Ventical			
			College degree	-				
			Advanced degree	-				
			Prefer not to answer	-				
ED08956		What is your gender?	Male		Radio Button One Up Vertica	Single	Single	Y
			Female	-	radio Batton one op vente	Olligie	· ·	
			Prefer not to answer	-				
ED08957		If you are accessing this site from within the United States, in				Single	Y	
		which state are you located?	Alabama		Drop down, select one	Gingle		
			Alaska	-				
			Arizona	1				
			Arkansas	1				
			California	1				
			Colorado	1				
			Connecticut	1				
			Delaware	1				
			District of Columbia	1				
			Florida	1				
			Georgia	1				
			Hawaii	1				
			Idaho	1				
			Illinois					
			Indiana					
			Iowa					
			Kansas					
			Kentucky					
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			Mississippi					
			Missouri					





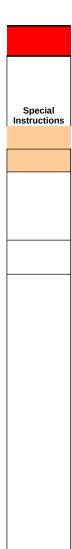




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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal 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	С	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	В	Are you an EPA employee?	Yes	_	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	Checkbox, one-up vertical	Multi	Y
AED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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	С	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	А	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:	В	Checkbox, one-up vertical	Multi	N
AED08932	В	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	А	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		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 radiation		Checkbox, one-up vertical	Multi	Y

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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:	Α			
KFB06167	А	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

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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.) Grants and contracts	В			
			Careers and employment				
AED08938	A	Please specify the other topic that best describes the reason for your visit.	Other, please specify:	A	Text area, no char limit	Single	N
AKR5900	В	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 View often but don't contribute		Drop down	Single	N

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08943		Podcasts or audio on the web	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally		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

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Requirec Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	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
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
4ED08951		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

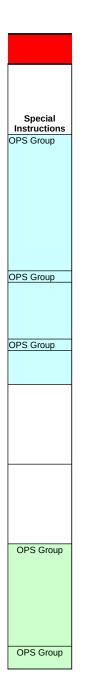
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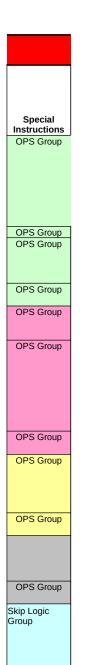
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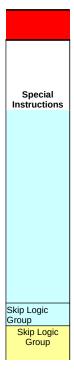
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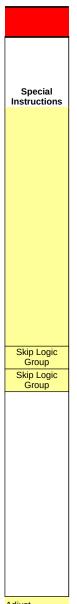
EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID) AED08954	Skip Logic Label	Question Text Please specify the other way in which you would like to interact with this site:	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N 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			Male Female Prefer not to answer		Radio Button One Up Vertic		Y
AED08957			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 Missoispi Missois		Drop down, select one	Single	Y



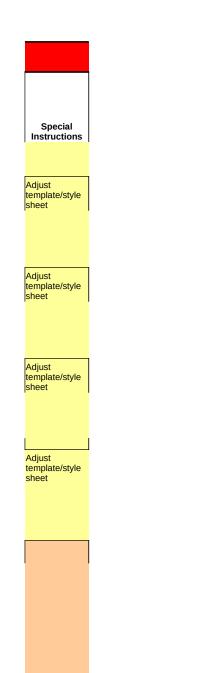


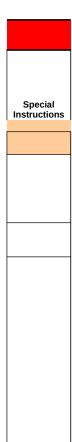




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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal 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	С	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	В	Are you an EPA employee?	Yes	_	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	Checkbox, one-up vertical	Multi	Y
AED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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		Radio button, one-up vertical	Single	N
			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:	с			
AED08927	С	Please describe your experience with the search tool:	Other, please specify.	C	Text area, no char limit	Single	N
AED08928	A		No, did not use the folders.		Radio button, one-up vertical	Single	N
			Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D			
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		Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	I had difficulty navigating the site Could not navigate back to previous information	A	Checkbox, one-up vertical	Multi	N
			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)	В	-		
AED08932	В	Please describe the difficulty you had with navigating the site today:	Other, please specify:	В	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		Radio button, one-up vertical	Single	Y
			No	А			
AED08934	A	Are there any changes to the EPA home page that would help	I did not visit the EPA homepage		Text area, no char limit	Single	N
		you in locating information on the site?					
AED08935		Did you find the information you were looking for today?	Yes Partially	А			
			No	A			
AED08936	А	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		Checkbox, one-up vertical	Multi	Y
			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				

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== Date: 5/4/2010 red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID	Skip Logic		Answer Choices		- / / / / / / / / / / / / / / / / / / /	Single or	Required
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	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:				Single	N
AED08937		Which of the following topics best describes the information you	Air		Radio Button One Up	Single	Y
		wanted today?			Vertical		
			BP oil spill along the Gulf Coast				

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg==

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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.) Grants and contracts	В			
			Careers and employment				
AED08938	A	Please specify the other topic that best describes the reason for your visit.	Other, please specify:	A	Text area, no char limit	Single	N
AKR5900	В	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 View often but don't contribute		Drop down	Single	N

EPA Satisfaction Survey MID: UpZB94sModktFY0hAdNJIg== 5/4/2010 Date:

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08943		Podcasts or audio on the web	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally View occasionally		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

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Requirec Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	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
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
4ED08951		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

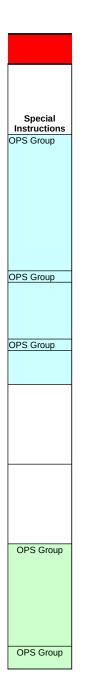
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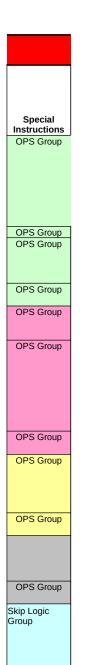
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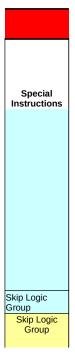
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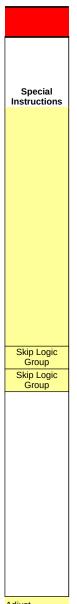
EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID) AED08954	Skip Logic Label	Question Text Please specify the other way in which you would like to interact with this site:	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N 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			Male Female Prefer not to answer		Radio Button One Up Vertic		Y
AED08957			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 Missoispi Missois		Drop down, select one	Single	Y



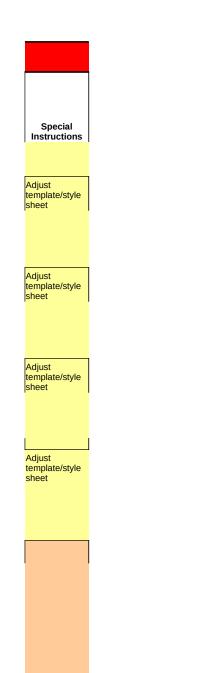


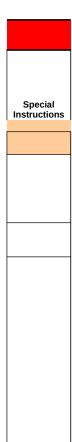




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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal 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	С	Please specify your role in visiting this website:	· · · / p · · · · · · · · · · · · · · ·		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	В	Are you an EPA employee?	Yes	_	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	Checkbox, one-up vertical	Multi	Y
AED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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		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:	с	Radio button, one-up vertical	Single	N
AED08927	С	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	А	Radio button, one-up vertical	Single	Y
AED08931	A		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	В	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	А	Radio button, one-up vertical	Single	Y
AED08934	Α	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			
AED08936	А	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			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

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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 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

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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>Water</u>				
			Waste/Pollution]			
			Chemicals				
			<u>Climate change</u>	-			
			Data set and raw data	-			
			Statistical information	-			
			UVindex	-			
			Fuel/Oil	-			
			Living Green	-			
			Human Health	-			
			Mold	4			
			Pesticides	-			
			Radon	-			
			Recycling	-			
			Lead, mercury, metals	-			
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	В			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	А			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	В	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!)	1			
			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	4			
			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?	View and contribute often		Drop down	Single	N
		Bookmark or tag website (Digg or Del.icio.us)					
			View often and contribute occasionally				
			View often but don't contribute				

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute No familiarity	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08943		Podcasts or audio on the web	View often 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 often and contribute occasionally View often but don't contribute		Drop down	Single	N

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	No familiarity 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	-			
AED08950		RSS feeds/Listservs	No familiarity 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				
AED08951		Microblog (Twitter)	No familiarity View and contribute often View often and contribute occasionally		Drop down	Single	N
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08952		Other	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	-			
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 Description		Checkbox, one-up vertical	Multi	N
			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				

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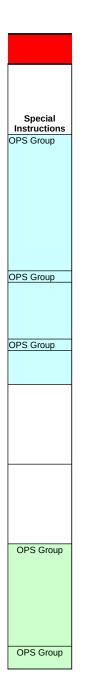
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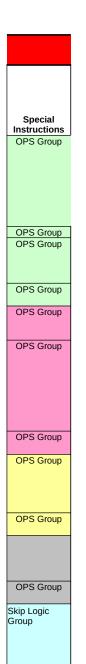
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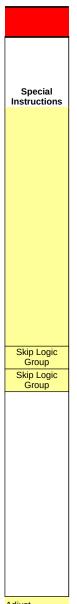
EPA Satisfaction Survey CUSTOM QUESTION LIST

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	Α	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A			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	-	Text area Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertica	Single	Y
AED08957			Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maine Maryland Massachusetts Michigan Missoispi M		Drop down, select one	Single	Y



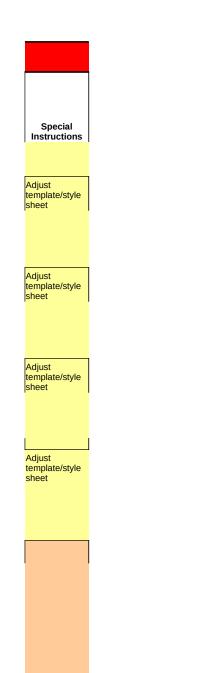


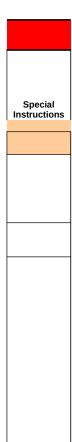




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QID	Skip Logic		Answer Choices			Single or	Required
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
AED08917		For this visit to the EPA Web site, which of the following best	Business	Α	Radio Button One Up	Single	Y
		describes you?			Vertical		
			Federal government	В			
			State government	_			
			Local government	-			
			Educator (teacher, professor)				
			Librarian Scientist	-			
			Student	-			
			Parent/adult helping a child	-			
			General public	-			
			Other, please specify:	с			
AED08918	С	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			Chigie	
		·······	EPA contractor		-		
			Contractor for other federal agency				
			Consultant				
			Other, please specify:	D	7		
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	В	Are you an EPA employee?	Yes		Radio button, one-up		
					vertical		
			No				
AED08922		How frequently do you use the EPA.gov Web site?	Daily		Radio Button One Up Vertical	Single	Y
			Weekly				
			Monthly				
			A couple of times a year				
			About once a year				
			This is my first time				
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		Radio button, one-up vertical	Single	Y
1			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				
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box	А	Checkbox, one-up vertical	Multi	Y
			Advanced search	Α			
			Left navigation bar				
			Resources				
			A-Z Index				
			Browse all topics				
			Did not use any of these tools				
			Other, please specify:	В			
AED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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		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:	с	Radio button, one-up vertical	Single	N
AED08927	С	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	А	Radio button, one-up vertical	Single	Y
AED08931	A		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:	в	Checkbox, one-up vertical	Multi	N
AED08932	В	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	А	Radio button, one-up vertical	Single	Y
AED08934	Α	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			
AED08936	А	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			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

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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 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

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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>Water</u>				
			Waste/Pollution]			
			Chemicals				
			<u>Climate change</u>	-			
			Data set and raw data	-			
			Statistical information	-			
			UVindex	-			
			Fuel/Oil	-			
			Living Green	-			
			Human Health	-			
			Mold	4			
			Pesticides	-			
			Radon	-			
			Recycling	-			
			Lead, mercury, metals	-			
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	В			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	А			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	В	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!)	1			
			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	1			
			Watched videos on a Web site	1			
			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?	View and contribute often		Drop down	Single	N
		Bookmark or tag website (Digg or Del.icio.us)					
			View often and contribute occasionally				
			View often but don't contribute				

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute No familiarity	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08943		Podcasts or audio on the web	View often 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 often and contribute occasionally View often but don't contribute		Drop down	Single	N

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EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View and contribute occasionally View occasionally but don't contribute	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	No familiarity 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	-				
ED08950 RSS feeds/Listservs	RSS feeds/Listservs	No familiarity 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	-				
AED08951		Microblog (Twitter)	No familiarity 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	-			
AED08952		Other	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	-			
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		Checkbox, one-up vertical	Multi	N
		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					

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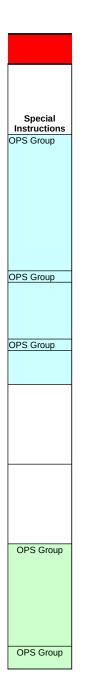
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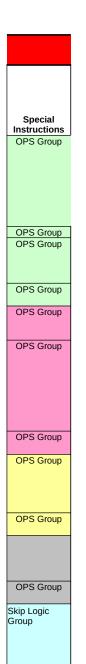
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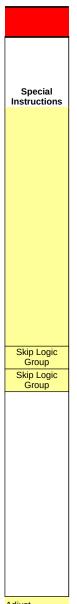
EPA Satisfaction Survey CUSTOM QUESTION LIST

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			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	-	Text area Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer	-	Radio Button One Up Vertica	Single	Y
AED08957			Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Missachusetts Michigan Mississippi Missouri		Drop down, select one	Single	Y



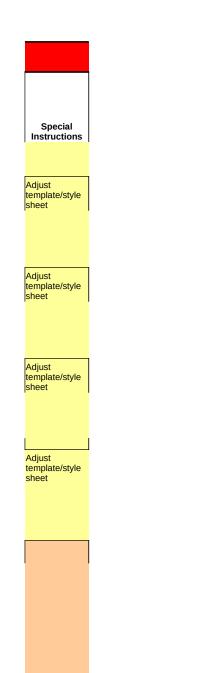


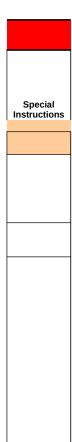




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EPA Satisfaction Survey CUSTOM QUESTION LIST

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	Business	Α	Radio Button One Up	Single	Y
		describes you?			Vertical	Ŭ	
			Federal government	В			
			State government				
			Local government				
			Educator (teacher, professor)				
			Librarian				
			Scientist				
			Student				
			Parent/adult helping a child				
			General public				
			Other, please specify:	С			
AED08918	С	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	Α	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	В	Are you an EPA employee?	Yes		Radio button, one-up vertical		
			No				
AED08922		How frequently do you use the EPA.gov Web site?	Daily		Radio Button One Up Vertical	Single	Y
			Weekly				
			Monthly				
			A couple of times a year				
			About once a year				
			This is my first time				
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		Radio button, one-up vertical	Single	Y
			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				
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box	А	Checkbox, one-up vertical	Multi	Y
			Advanced search	Α			
			Left navigation bar				
			Resources				
			A-Z Index				
			Browse all topics				
			Did not use any of these tools				
			Other, please specify:	В			
\ED08925	В	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N
AED08926	Α	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

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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	С	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		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	А	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:	В	Checkbox, one-up vertical	Multi	Ν
AED08932	В	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	А	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	Ν
AED08937		Which of the following topics best describes the reason for your visit today?	Air		Radio Button One Up Vertical	Single	Y

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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.)	в			
AED08938	A	Please specify the other topic that best describes the reason for	Grants and contracts Careers and employment Other, please specify:	А	Text area, no char limit	Single	N
AKR5900	В	your visit. 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	¥
AED08940	A	Please specify the other type of information you were looking for.			Text area, no char limit	Single	N
		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 environmen	al issue	Check Box	Multi	Y

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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 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:	Α			
	Α	Please specify why you visited the EPA.gov site today:		A	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]: How would you rate your familiarity with social media on the	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 View and contribute often		Checkbox One Up Vertical	Single	Y
		web? Bookmark or tag website (Digg or Del.icio.us)	View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute 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		Drop down	Single	N

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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
(Group ID)	Laber	Question Text	No familiarity	Зкірто	Type (select noninist)	wuru	17/1
AED08944			View and contribute often		Drop down	Single	N
AED00944		Online social networks (FaceBook, MySpace)				Single	IN
		· · · · · · · · · · · · · · · · · · ·	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				
1 55 000 40			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 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				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	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				

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AED08951 Microbiog (Twitter) View otten and contribute occasionally. View otten but don't contribute view and contribute occasionally. View and contribute occasionaly.	QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No familiarity	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08951 Microbiog (Twitter) View often and contribute occasionally Drop down Single View often and contribute occasionally View often and contribute occasionally Drop down Single AED08952 Other View often and contribute occasionally Drop down Single AED08953 Image: Contribute occasionally View often and contribute occasionally Drop down Single AED08953 Image: Contribute occasionally View often and contribute occasionally Drop down Single AED08953 Image: Contribute occasionally View often and contribute occasionally Microbiolog (Twitter) Drop down Single AED08953 Image: Contribute occasionally View often and contribute occasionally Microbiolog (Twitter) Single AED08953 Image: Contribute occasionally View often and contribute occasionally View often and contribute Microbiolog (Twitter) Micro	AED08950		RSS feeds/Listservs	View often but don't contribute View and contribute occasionally View occasionally but don't contribute		Drop down	Single	Ν
AED08952 Other View and contribute often Drop down Single View often and contribute occasionally View often and contribute occasionally Drop down Single AED08953 How would you most like to interact with this site? (Please specify) Bookmark or tag pages Drop down Single AED08953 How would you most like to interact with this site? (Please specify) Bookmark or tag pages Drop down Multi In social networks In virtual worlds Bookmark or tag pages Drop down Multi AED08953 A Please specify the other way in which you would like to interact Bookmark or tag page Drop down AeD08954 AED08954 A Please specify the other way in which you would like to interact High school or less Text area AED08955 What is the highest level of education you have completed? High school or less Some college Radio Button One Up Vertical Single	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		Drop down	Single	N
AED08953 How would you most like to interact with this site? (Please select all that apply) Bookmark or tag pages Bookmark or tag pages Multi In social networks In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Checkbox, one-up vertical Multi Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Subscribing to RSS feeds Listening to Podcasts or audio AED08954 A Please specify the other way in which you would like to interact Multi this site: Text area Text area AED08955 What is the highest level of education you have completed? High school or less Some college Radio Button One Up Vertical Single	AED08952		Other	View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute	-	Drop down	Single	Ν
Image: with this site: Image: mail of the site is the highest level of education you have completed? High school or less Text area AED08955 What is the highest level of education you have completed? High school or less Radio Button One Up Vertical Some college Some college Some college Some college			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	A	Checkbox, one-up vertical	Multi	N
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Advanced degree Prefer not to answer				Some college College degree Advanced degree Prefer not to answer	-	Vertical	Single	Y

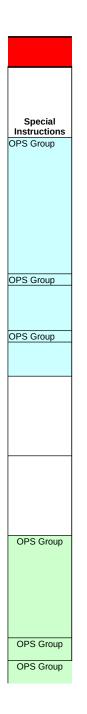
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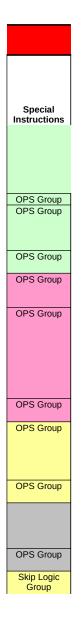
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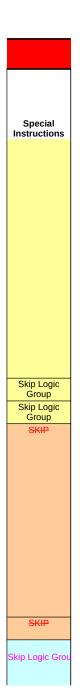
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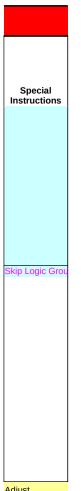
EPA Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Answer Choices (limited to 50 characters) Female Prefer not to answer	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08957		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









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EPA CUSTOM QUESTION LIST

	<u>Olivia</u>						
QID	Skip Logic		Answer Choices			Single or	Required
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
AED08917		For this visit to the EPA Web site, which of the following best	Business	A	Radio Button One Up	Single	Y
		describes you?			Vertical		
			Federal government	В			
			State government	_			
			Local government	_			
			Educator (teacher, professor)	_			
			Librarian Scientist	-			
			Student	-			
			Parent/adult helping a child	-			
			General public	-			
			Other, please specify:	с			
AED08918	с	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	Δ	Which of the following best describes your work?	Regulated company/entity			Single	
ALDOODID		Which of the following best describes your work:	EPA contractor		-		
			Contractor for other federal agency		1		
			Other, please specify:	D	1		
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	В	Are you an EPA employee?	Yes		Radio button, one-up		
					vertical		
			No	-			
AED08922		How frequently do you use the EPA.gov Web site?	Daily		Radio Button One Up Vertical	Single	Y
			Weekly				
			Monthly				
			A couple of times a year				
			About once a year				
			This is my first time				
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		Radio button, one-up vertical	Single	Y
			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				
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box	A	Checkbox, one-up vertical	Multi	Y
			Advanced search	A			
			Left navigation bar				
			Resources				
			A-Z Index				
			Browse all topics				
			Did not use any of these tools	_			
			Other, please specify:	В			
AED08925	В	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?	I did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

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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:	с			
AED08927	С	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	Ν
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:	В	Checkbox, one-up vertical	Multi	Ν
AED08932	В	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	А	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			
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

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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	4			
			UVindex	4			
			Fuel/Oil	-			
			Living Green	-			
			Human Health	4			
			Mold	4			
			Pesticides	-			
			Radon	-			
			Recycling	4			
			Lead, mercury, metals	-			
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	В			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	Α			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area,no char limit	Single	N
	В	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		Radio Button One Up Vertical	Single	Y
			Basic environmental information	1			
			Prevention	1			
			Cleanup	1			
			Safety information	1			
			Policy	1			
			Regulations	1			
			Educational materials	1			
				1			
			Ways to save resources and energy Information to help support a purchase (for example Energy Star, auto fuel efficiency)				
			Ways to save resources and energy Information to help support a purchase (for example Energy Star, auto fuel efficiency)				
			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	-			
			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	- - - -			
			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				
AED08940	A	Please specify the other type of information you were looking for	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	- - - - -	Text area, no char limit	Single	N
AED08940 AED08941	A	for. In the last three months, have you done any of the following:	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	A	Text area, no char limit Checkbox One Up Vertical	Single	N Y
	A	for.	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	,		

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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
(4	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	-			
ED08942		How would you rate your familiarity with social media on the	View and contribute often		Drop down	Single	N
.000342		web?				Single	
		Bookmark or tag website (Digg or Del.icio.us)					
			View often and contribute occasionally				
			View often but don't contribute	1			
			View and contribute occasionally				
			View occasionally but don't contribute	1			
			No familiarity				
ED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally	1			
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute	1			
			No familiarity				
ED08944		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				
D08945		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				
D08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) View often and contribute occasionally	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				
ED08947		Blogs or wikis	No familiarity 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				
ED08948		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				
ED08949		Personalized web pages (MyYahoo!, iGoogle)	No familiarity View and contribute often		Drop down	Single	N
LD00343		r ersonalized web pages (wy rando:, loobgie)				Single	
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute No familiarity				
ED08950		RSS feeds/Listservs	View and contribute often		Drop down	Single	N
LD00330						Single	
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
		Microbles (Twitter)	No familiarity		Dran daum	Cingle	N
ED08951		Microblog (Twitter)	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				
ED08952		Other	No familiarity View and contribute often		Drop down	Single	N
1000002						Single	

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			View often but don't contribute View and contribute occasionally View occasionally but don't contribute				
AED08953		How would you most like to interact with this site? (Please select all that apply)	No familiarity 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
ED08954	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 Vertica	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

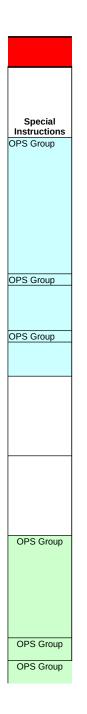
EPA Satisfaction Survey EPA MID: UpZB94sModktFY0hAdNJIg==

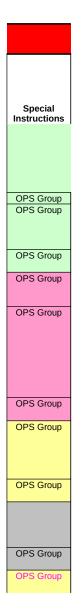
Date: 9/25/200

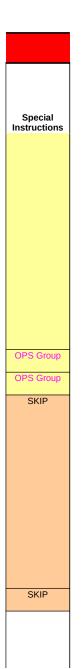
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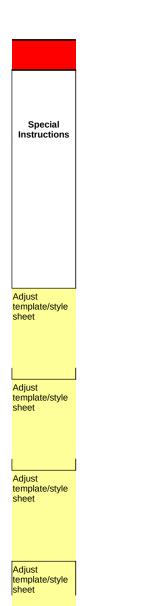
EPA CUSTOM QUESTION LIST

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









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