

Model Instance Name:
 FAA Public Site V2 (May 2011)

MID: wJB1hFAAEF4UpZsAkJUQYg==

Date: NEW

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Functionality (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the usefulness of the services provided on this site.	21 What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	24 How likely are you to return to this site ?
2 Please rate the convenience of the services on this site.	22 How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>	
3 Please rate the ability to accomplish what you wanted to on this site.	23 How does this site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	Recommend (1=Very Unlikely, 10=Very Likely)
		25 How likely are you to recommend this site to someone else ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
4 Please rate the ease of reading this site.		
5 Please rate the clarity of site organization .		
6 Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the degree to which the number of steps to get where you want is acceptable.		
8 Please rate the ability to find information you want on this site.		
9 Please rate the clarity of site map/directory .		
10 Please rate the ease of navigation on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the usefulness of search results on this site.		
12 Please rate how this site provides comprehensive search results .		
13 Please rate the organization of search results on this site.		
14 Please rate how the search feature helps you to narrow the results to find the information you want.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
15 Please rate the speed of loading the page on this site.		
16 Please rate the consistency of speed on this site.		
17 Please rate the reliability of site performance on this site.		
Content (1=Poor, 10=Excellent, Don't Know)		
18 Please rate the accuracy of information on this site.		
19 Please rate the quality of information on this site.		
20 Please rate the freshness of content on this site.		

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~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

FAA Public Site V2 (May 2011) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
CWS07119		Were you able to complete your main task on FAA.gov?	CWS07119A001	Yes	A, B D
			CWS07119A002	No	
CWS07120	A	Please rate how easy it was to complete your task on FAA.gov.	CWS07120A001	1 = Very Difficult	
			CWS07120A002	2	
			CWS07120A003	3	
			CWS07120A004	4	
			CWS07120A005	5	
			CWS07120A006	6	
			CWS07120A007	7	
			CWS07120A008	8	
			CWS07120A009	9	
			CWS07120A010	10 = Very Easy	
CWS07121	B	Completed task comments:			
CWS07122	D	What prevented you from completing your task?			



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	Y	Skip Logic Group
Radio button, scale, no don't know	Single	Y	
Text area, no char limit	Single	N	
Text area, no char limit	Single	N	

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			CWS07119A002	No		
CWS07120	A	Please rate how easy it was to complete your task on FAA.gov.	CWS07120A001	1 = Very Difficult		Radio button, scale, no don't know
			CWS07120A002	2		
			CWS07120A003	3		
			CWS07120A004	4		
			CWS07120A005	5		
			CWS07120A006	6		
			CWS07120A007	7		
			CWS07120A008	8		
			CWS07120A009	9		
			CWS07120A010	10 = Very Easy		
CWS07121	B	Completed task comments:				Text area, no char limit
CWS07122	D	What prevented you from completing your task?				Text area, no char limit

Single or Multi	Required Y/N	Special Instructions
Single	Y	Skip Logic Group
Single	Y	
Single	N	
Single	N	