

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** have to be submitted using this document

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

DOT: 1) archives change request on separate tab

2) implements change(s)

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

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

Model Instance Name: GAO Main Site

Fill-in Measure Name: GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 2/5/2013

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Navigation	Satisfaction (1=Poor, 10=Excellent)	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
Please rate the degree to which the number of steps it took to get where you want is acceptable.	23 What is your overall satisfaction with this site?	26 How likely are you to return to this site ?
1 Please rate the ability to find information you want on this site.	24 How well does this site meet your expectations ?	Recommend (1=Not Very Likely, 10=Very Likely)
2 Please rate the clarity of site map/directory.	25 How does this site compare to your idea of an ideal website ?	27 How likely are you to recommend this site to someone else ?
3 Please rate the ease of navigation on this site.		
Site Performance		
4 Please rate the speed of loading the page on this site.		
5 Please rate the consistency of speed on this site.		
6 Please rate the reliability of site performance on this site.		
Look and Feel		
7 Please rate the ease of reading this site.		
8 Please rate the clarity of site organization.		
9 Please rate the clean layout of this site.		
Functionality		
10 Please rate the usefulness of the information provided on this site.		
11 Please rate the convenience of the information on this site.		
12 Please rate the ability to accomplish what you wanted to on this site.		
Information (1=Poor, 10=Excellent, Don't Know)		
13 Please rate the thoroughness of information on this site.		
14 Please rate how understandable the information is on this site.		
15 Please rate how well the information provides answers to your questions .		
Content		
14 Please rate the accuracy of information on this site.		
15 Please rate the quality of information on this site.		
16 Please rate the freshness of content on this site.		
Search		
17 Please rate the usefulness of search results on this site.		
18 Please rate how this site provides comprehensive search results.		
19 Please rate the organization of search results on this site.		
20 Please rate how the search feature helps you to narrow the results to find the		

Model Instance Name: GAO Main Site V2

Fill-in Measure Name: GAO Main Site V2

MID: EB1VZxU545AoREhIYoYgMw==

Date: 3/18/2013

Model questions utilize the ACSI methodology to determine scores and impacts

Model questions utilize the ACSI methodology to determine scores and impacts					
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Navigation (1=Poor, 10=Excellent, Don't Know)		Satisfaction (1=Very Dissatisfied, 10=Very Satisfied)		Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.	Satisfaction - Overall	What is your overall satisfaction with this site?	Return	How likely are you to return to this site?
Navigation - Options	Please rate the options available for navigating this site.	Satisfaction -	How well does this site meet your expectations?		Recommend (1=Very Unlikely, 10=Very Likely)
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load on this site.				
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
Look and Feel - Appeal	Please rate the visual appeal of this site.				
Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
Look and Feel - Readability	Please rate the readability of the pages on this site.				
	Functionality (1=Poor, 10=Excellent, Don't Know)				
Functionality - Usefulness	Please rate the usefulness of the features on this site.				
Functionality - Convenient	Please rate the convenient placement of features on this site.				
Functionality - Variety	Please rate the variety of features on this site.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
Site Information - Thoroughness	Please rate the thoroughness of information on the site.				
Site Information - Understandable	Please rate how understandable the information is on this site.				
Site Information - Answers	Please rate how well the information provides answers to your questions.				
	Search (1=Poor, 10=Excellent, Don't Know)				
Search - Results Relevance	Please rate the relevance of search results on this site.				
Search - Results Organization	Please rate the organization of search results on this site.				
Search - Results Help	Please rate how well the search results help you decide what to select.				
Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find what				

Model Instance Name:
 GAO Main Site
 MID: EB1VZxU545AoREhIYoYgMw==
 Date: 3/18/2013

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

GAO Main Site CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
CJ17281		How frequently do you visit this site?	CJ17281A01 CJ17281A02 CJ17281A03 CJ17281A04 CJ17281A05 CJ17281A06	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical
CJ17282		Which audience group best describes you?	CJ17282A01 CJ17282A02 CJ17282A03 CJ17282A04 CJ17282A05 CJ17282A06 CJ17282A07 CJ17282A08	The Congress The Media The Auditing and Accountability Community Federal Agencies Researchers Legal & Bid Protest Community Private Citizen Other, please specify:	B A	Radio button, one-up vertical
CJ17283	A	Which audience group best describes you? - Other responses				Text area, no char limit
CJ17284	B	More specifically, what is your role?				Text area, no char limit
CJ17285		What is your primary purpose in coming to the GAO website today?	CJ17285A01 CJ17285A02 CJ17285A03 CJ17285A04 CJ17285A05 CJ17285A06 CJ17285A07 CJ17285A08 CJ17285A09 CJ17285A10 CJ17285A11 CJ17285A12 CJ17285A13	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical
CJ17286	A	What is your primary purpose in coming to the GAO website today? - Other responses				Text area, no char limit
CJ17287		What was your primary method of looking for information on our site today?	CJ17287A01 CJ17287A02 CJ17287A03 CJ17287A04 CJ17287A05 CJ17287A06 CJ17287A07	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	D B F	Drop down, select one
CJ17288	B	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	CJ17288A01 CJ17288A02	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter).		Checkbox, one-up vertical

Model Instance Name:
 GAO Main Site
 MID: EB1VZxU545AoREhIYoYgMw==
 Date: 3/18/2013

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

GAO Main Site CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			CJI7288A03 CJI7288A04 CJI7288A05 CJI7288A06 CJI7288A07 CJI7288A08 CJI7288A09 CJI7288A10	I had issues using Boolean logic . I had issues with the visual display of the search results (text size, images). I had issues sorting the results. I had issues narrowing/filtering the results. I had issues increasing or decreasing the number of results that display. Many search results seemed irrelevant . I had technical issues with the search feature. I had a search difficulty not listed above:	C	
CJI7289	C	Please describe your search experience.				Text area, no char limit
CJI7290	F	Please tell us about your experience with the site's advanced search feature today. (Please select all that apply.)	CJI7290A01 CJI7290A02 CJI7290A03 CJI7290A04 CJI7290A05 CJI7290A06 CJI7290A07 CJI7290A08 CJI7290A09 CJI7290A10	The advanced search feature met my needs today. I had issues with the advanced search process (how to use it, terms to enter, options to select). I had issues using Boolean logic . I had issues with the visual display of the search results (text size, images). I had issues sorting the results. I had issues narrowing/filtering the results. I had issues increasing or decreasing the number of results that display. Many search results seemed irrelevant . I had technical issues with the search feature. I had a search difficulty not listed above:	G	Checkbox, one-up vertical
CJI7291	G	Please describe your advanced search experience.				Text area, no char limit
CJI7292	D	How would you describe your navigation experience on this site today? (Please select all that apply.)	CJI7292A01 CJI7292A02 CJI7292A03 CJI7292A04 CJI7292A05 CJI7292A06 CJI7292A07 CJI7292A08	Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had no difficulty navigating/browsing on this site I had a navigation difficulty not listed above:	E	Checkbox, one-up vertical que
CJI7293	E	Other navigation difficulty:				Text area, no char limit
CJI7294		Did you find what you were looking for today?	CJI7294A01 CJI7294A02 CJI7294A03	Yes No Not yet	A A	Radio button, one-up vertical
CJI7295	A	What was it you were looking for?				Text area, no char limit

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



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

Model Instance Name: GAO Main Site V2
 Fill-in Measure Name: GAO Main Site V2

MID:

Date: 3/18/2013

Model questions utilize the ACSI methodology to determine scores and impacts

	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Navigation (1=Poor, 10=Excellent, Don't Know)		Satisfaction (1=Very Dissatisfied, 10=Very Satisfied)		Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.	Satisfaction - Overall	What is your overall satisfaction with this site?	Return	How likely are you to return to this site?
Navigation - Options	Please rate the options available for navigating this site.	Satisfaction -	How well does this site meet your expectations?		Recommend (1=Very Unlikely, 10=Very Likely)
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	Recommend	How likely are you to recommend this site to someone else?
	Please rate the number of clicks to get where you want on this site:				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load on this site.				
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
Look and Feel - Appeal	Please rate the visual appeal of this site.				
Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
Look and Feel - Readability	Please rate the readability of the pages on this site.				
	Functionality (1=Poor, 10=Excellent, Don't Know)				
Functionality - Usefulness	Please rate the usefulness of the features on this site.				
Functionality - Convenient	Please rate the convenient placement of features on this site.				
Functionality - Variety	Please rate the variety of features on this site.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
Site Information - Thoroughness	Please rate the thoroughness of information on the site.				
Site Information - Understandable	Please rate how understandable the information is on this site.				
Site Information - Answers	Please rate how well the information provides answers to your questions.				
	Content (1=Poor, 10=Excellent, Don't Know)				
	Please rate your perception of the accuracy of information on this site.				
	Please rate the quality of information on this site.				
	Please rate the freshness of content on this site.				
	Search (1=Poor, 10=Excellent, Don't Know)				



Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 3/18/2013

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press+-->The Media The Auditing and Accountability Community Federal Agencies Researchers The Legal Community +--> Legal & Bid Protest Community Private Citizen Other, please specify:	B A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
	B	More specifically, what is your role?			Text area, no char limit		N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	D B F	Drop down, select one	Single	Y

Model Instance Name:
 GAO Main Site
 MID: ovWTRbWCsM3eHXbJeANbxQ==
 Date: 3/18/2013

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

GAO Main Site 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
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
	B	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter). I had issues using Boolean logic. I had issues with the visual display of the search results (text size, images). I had issues sorting the results. I had issues narrowing/filtering the results. I had issues increasing or decreasing the number of results that display. Many search results seemed irrelevant. I had technical issues with the search feature. I had a search difficulty not listed above:	C	Checkbox, one-up vertical	Multi	Y
	C	Please describe your search experience.			Text area, no char limit		N
	F	Please tell us about your experience with the site's advanced search feature today. (Please select all that apply.)	The advanced search feature met my needs today. I had issues with the advanced search process (how to use it, terms to enter, options to select). I had issues using Boolean logic. I had issues with the visual display of the search results (text size, images). I had issues sorting the results. I had issues narrowing/filtering the results. I had issues increasing or decreasing the number of results that display. Many search results seemed irrelevant. I had technical issues with the search feature. I had a search difficulty not listed above:	G	Checkbox, one-up vertical	Multi	Y
	G	Please describe your advanced search experience.			Text area, no char limit		N
	D	How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	E	Checkbox, one-up vertical	Multi	Y
	E	Other navigation difficulty:			Text area, no char limit		N
2870	C2871	Did you find what you were looking for today?	Yes		Radio button, one-up vertical	Single	Y

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 3/18/2013

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
			No	A			
			Not yet	A			
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**

Randomize

OPS Group
Skip Logic Group

OPS Group

OPS Group

OPS Group

Skip Logic Group



**Special
Instructions**

~~Skip Logic Group~~

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group



Special Instructions
Skip Logic Group

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press+-->The Media The Auditing and Accountability Community Federal Agencies Researchers The Legal Community +--> Legal & Bid Protest Community Private Citizen Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
2870	C2871	Did you find what you were looking for today?	Yes		Radio button, one-up vertical	Single	Y

Model Instance Name:
 GAO Main Site
 MID: ovWTRbWCsM3eHXbJeANbxQ==
 Date: 11/5/2009

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

GAO Main Site 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
			No	A			
			Not yet	A			
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**

Randomize
OPS Group

OPS Group

OPS Group

OPS Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

Special Instructions
Skip Logic Group

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press+-->The Media The Auditing and Accountability Community Newcomer- Federal Agencies Researchers The Legal Community +--> Legal & Bid Protest Community Private Citizen Job Seekers- Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner	A	Drop down, select one	Single	Y

Model Instance Name:
 GAO Main Site
 MID: ovWTRbWCsM3eHXbJeANbxQ==
 Date: 11/5/2009

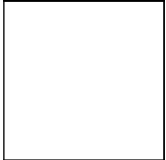
~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

GAO Main Site 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
			Used advanced search feature	A			
			Used a third-party search engine (e.g., Google)				
			Used site map				
			Did not use any of these				
			Don't know				
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
2870	C2871	Did you find what you were looking for today?	Yes	A A	Radio button, one-up vertical	Single	Y
			No				
			Not yet				
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**



Randomize
OPS Group

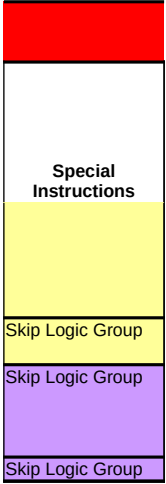
OPS Group

OPS Group

OPS Group

Skip Logic Group





Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up vertical	Single	Y
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**



Randomize
OPS Group

OPS Group

OPS Group

OPS Group

Skip Logic Group

Skip Logic Group

Special Instructions
Skip Logic Group
Skip Logic Group

Model Instance Name:
 GAO Main Site
 MID: ovWTRbWCsM3eHXbJeANbxQ==
 Date: 11/5/2009

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

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
AED09691		Did you visit or use the Recovery Section (Full name: Following the Money: GAO's Oversight of the Recovery Act) on the GAO site today?	Yes No I'm not sure		Radio button, one-up vertical	Single	Y
AED09692		Did you visit or use the High Risk and Challenges Section (Full name: GAO High Risk and Other Major Government Challenges) on the GAO site today?	Yes No I'm not sure		Radio button, one-up vertical	Single	Y

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up vertical	Single	Y
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**



Randomize
OPS Group

OPS Group

OPS Group

OPS Group



Special Instructions
Skip Logic Group
Skip Logic Group
Skip Logic Group
Skip Logic Group

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
	6 7	Did you visit or use the Recovery Section (Full name: Following the Money: GAO's Oversight of the Recovery Act) on the GAO site today?	Yes No I'm not sure		Radio button, one-up vertical	Single	Y
		Did you visit or use the High Risk and Challenges Section (Full name: GAO High Risk and Other Major Government Challenges) on the GAO site today?	Yes No I'm not sure		Radio button, one-up vertical	Single	Y

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 11/5/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up vertical	Single	Y
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**

Randomize
OPS Group

OPS Group

OPS Group

OPS Group

Special Instructions
Skip Logic Group
Skip Logic Group
Skip Logic Group
Skip Logic Group

Model Instance Name:

GAO Main Site

MID: ovWTRbWCsM3eHXbJeANbxQ==

Date: 5/27/2009

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

http://survey

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature Used a third-party search engine (e.g., Google) Searched in titles, abstracts, and subjects (in Browse by Topics) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y

Model Instance Name:
 GAO Main Site
 MID: ovWTRbWCsM3eHXbJeANbxQ==
 Date: 5/27/2009

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

<http://survey>

GAO Main Site 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
AKR4696	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up vertical	Single	Y
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**

Randomize
OPS Group

OPS Group

OPS Group

OPS Group

Skip Logic Group

.foreseeresults.com/



**Special
Instructions**

Skip Logic Group

Skip Logic Group

Skip Logic Group

Model Instance Name:

GAO Main Site

#REF!

Date: 5/27/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
732	A	Which audience group best describes you? - Other responses			Text area, no char limit	Single	N
2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	Single	Y
733	A	What is your primary purpose in coming to the GAO website today? - Other responses			Text area, no char limit	Single	N
51536 (51536G5)		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature on site Used a third-party search engine (e.g., Google) Searched in titles, abstracts, and subjects (in Browse by Topics) Used site map Did not use any of these Don't know	A A	Drop down, select one	Single	Y

Model Instance Name:

GAO Main Site

#REF!

Date: 5/27/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
	A	If you could improve the search page, what would you do? Please be as specific as possible.			Text area, no char limit	Single	N
AKR4671	A	How would you describe your search experience (check all that apply)?	Search results were helpful Search results were not helpful Returned too many results Did not return enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get to what I wanted Search speed was too slow Other		Checkbox, one-up-vertical	Multi	Y
2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up-vertical	Single	Y
AED04800	A	What was it you were looking for?			Text area, no char limit	Single	Y



**Special
Instructions**



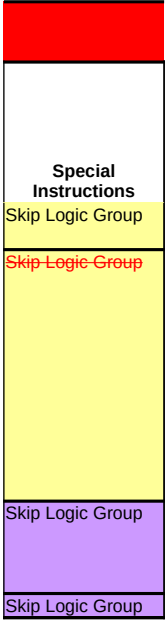
Randomize
OPS Group

OPS Group

OPS Group

OPS Group

Skip Logic Group



Model Instance Name:

GAO Main Site

#REF!

Date: 5/27/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GAO Main Site 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
C235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y
C2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single	Y
C732	A	Other, best describes you:			Text area, no char limit		
C2867		Which category best describes your organization?--	Federal: U.S. Congress / Committee Staff Federal: GAO Staff Federal: Legislative Branch (not Congress) Federal: Executive Branch Federal: Judicial Branch Private Company College / University Primary / Secondary School Non-profit / Non-governmental Organization State or Local Government Foreign Government		Radio button, one-up vertical	single	y

Model Instance Name:

GAO Main Site

#REF!

Date: 5/27/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

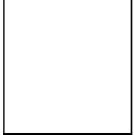
blue + -->: REWORDING

GAO Main Site CUSTOM QUESTION LIST

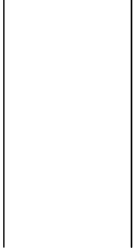
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Individual / Private Citizen Other-				
C2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO Look for a Comptroller General presentation Find a specific GAO report online Research information on a particular topic Research information on a federal agency Order a GAO publication by mail Report fraud or other misconduct Subscribe to a GAO publication Other, please specify:	A	Radio button, one-up vertical	single	y
C85	A	Other, primary purpose:			Text area, no char limit		
C51536		What was your primary method of looking for information on our site today?	Browsed, that is, followed links Typed text in search box in upper right corner Used advanced search feature on site Used a third-party search engine (e.g., Google) Searched in titles, abstracts, and subjects (in Browse by Topics) Used site map Did not use any of these Don't know	A A	Drop down, select one	single	y
	A	How would you describe your search experience (check all that apply).	Search results were helpful Search results were not helpful Returned too many results Did not return enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get to what I wanted Search speed was too slow Other		Checkbox, one-up vertical	multi	y
C2870	C2871	Did you find what you were looking for today?	Yes No Not yet	A A	Radio button, one-up vertical	single	y
AED04800	A	Please tell us what you were looking for: What was it you were looking for?			Text area, no char limit		y
AED04801		Did you use the 2009 Congressional and Presidential Transition section during your visit today?	Yes No I'm not sure	A	Radio button, one-up vertical		
AED04802	A	Please rate your satisfaction with this section of the site.	1=Poor 2 3		Radio button, scale, no don't know		

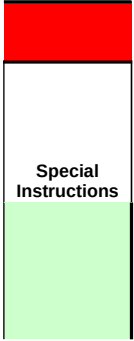


**Special
Instructions**



Randomize
OPS Group





#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

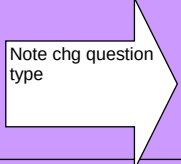
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
C235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single
C2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single
C732	A	Other, best describes you:			Text area, no char limit	
C2867		Which category best describes your organization?	Federal: U.S. Congress / Committee Staff Federal: GAO Staff Federal: Legislative Branch (not Congress) Federal: Executive Branch Federal: Judicial Branch Private Company College / University Primary / Secondary School Non-profit / Non-governmental Organization State or Local Government Foreign Government Individual / Private Citizen Other		Radio button, one-up vertical	single
C2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO		Radio button, one-up vertical	single

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Look for a Comptroller General presentation			
			Find a specific GAO report online			
			Research information on a particular topic			
			Research information on a federal agency			
			Order a GAO publication by mail			
			Report fraud or other misconduct			
			Subscribe to a GAO publication			
			Other, please specify:	A		
C85	A	Other, primary purpose:			Text area, no char limit	
C51536		What was your primary method of looking for information on our site today?	Browsed, that is, followed links		Drop down, select one	single
			Typed text in search box in upper right corner			
			Used advanced search feature on site			
			Used a third-party search engine (e.g., Google)			
			Searched in titles, abstracts, and subjects (in Browse by Topics)			
			Used site map			
			Did not use any of these			
			Don't know			
GDEZ10071		If you used the search feature on this site today to find your information, what type of difficulty, if any, did you encounter with the search functionality?	I did not encounter any difficulties		Radio button, one-up vertical	single
			Search results were helpful			
			Search results were not helpful			
			Returned too many results			
			Did not return enough results			
			Returned no results			
			Returned results that were too similar/redundant			
			Results were not relevant to my search terms or needs			
			I was not sure what words to use in my search			
			Search required too many refinements to get to what I wanted			
			Search speed was too slow			
			Other			
C2870		Did you find what you were looking for today?	Yes		Radio button, one-up vertical	single
			No	A		
			Not yet	A		
	A	Please tell us what you were looking for:			Text area, no char limit	
		Did you use the 2009 Congressional and Presidential Transition section during your visit today?	Yes		Radio button, one-up vertical	
			No	A		
			I'm not sure			
	A	Please rate your satisfaction with this section of the site.			Radio button, scale, no don't know	



#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
C149		<p>We're working to improve gao.gov. Please consider providing your email address for us to contact you for either one of the following reasons:<p> To discuss specific details about your current experience using our website<p> To request your comment</p>			Text area, no char limit	
C51537		If you could make one improvement to the site, what would it be?			Text area, no char limit	
C3673		Please tell us anything else about your experience with the GAO website today.			Text area, no char limit	



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group



Required Y/N	Special Instructions
y	
y	
y	
y	

Required Y/N	Special Instructions
n	
n	
n	

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
C235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single
C2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single
C732	A	Other, best describes you:			Text area, no char limit	
C2867		Which category best describes your organization?	Federal: U.S. Congress / Committee Staff Federal: GAO Staff Federal: Legislative Branch (not Congress) Federal: Executive Branch Federal: Judicial Branch Private Company College / University Primary / Secondary School Non-profit / Non-governmental Organization State or Local Government Foreign Government Individual / Private Citizen Other		Radio button, one-up vertical	single
C2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO		Radio button, one-up vertical	single

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Look for a Comptroller General presentation			
			Find a specific GAO report online			
			Research information on a particular topic			
			Research information on a federal agency			
			Order a GAO publication by mail			
			Report fraud or other misconduct			
			Subscribe to a GAO publication			
			Other, please specify:	A		
C85	A	Other, primary purpose:			Text area, no char limit	
C51536		What was your primary method of looking for information on our site today?	Browsed, that is, followed links		Drop down, select one	single
			Typed text in search box in upper right corner			
			Used advanced search feature on site			
			Used a third-party search engine (e.g., Google)			
			Searched in titles, abstracts, and subjects (in Browse by Topics)			
			Used site map			
			Did not use any of these			
			Don't know			
CDEZ10071		If you used the search feature on this site today to find your information, what type of difficulty, if any, did you encounter with the search functionality?	I did not encounter any difficulties		Radio button, one-up vertical	single
			Search results were helpful			
			Search results were not helpful			
			Returned too many results			
			Did not return enough results			
			Returned no results			
			Returned results that were too similar/redundant			
			Results were not relevant to my search terms or needs			
			I was not sure what words to use in my search			
			Search required too many refinements to get to what I wanted			
			Search speed was too slow			
			Other			
C2870		Did you find what you were looking for today?	Yes		Drop down, select one	single
			No			
			Not yet			
C149		We're working to improve gao.gov. Please consider providing your email address for us to contact you for either one of the following reasons:<p>To discuss specific details about your current experience using our website<p>To request your comments on proposed future changes to our website			Text area, no char limit	
C51537		If you could make one improvement to the site, what would it be?				
C3673		Please tell us anything else about your experience with the GAO website today.			Text area, no char limit	

#REF!
#REF!
#REF!
Date: 3/1/2008

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

#REF!

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	Special Instructions
Y	
Y	Randomize OPS Group
y	
y	



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



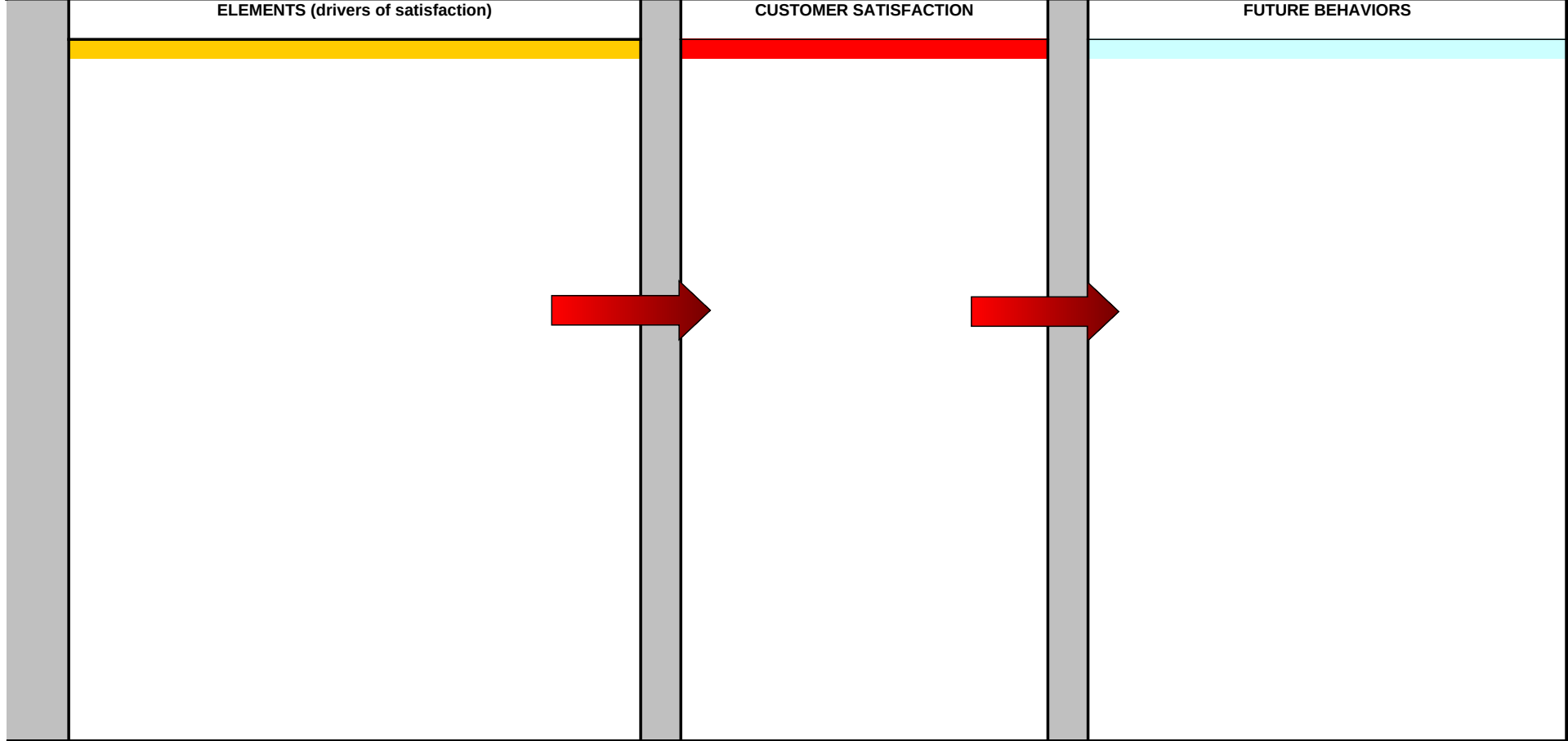
Required Y/N	Special Instructions
-------------------------	---------------------------------

Model Instance Name:
Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: Fill In Date

Model questions utilize the ACSI methodology to determine scores and impacts





**Special
Instructions**

A large, empty rectangular box with a black border, positioned directly below the 'Special Instructions' header, intended for providing specific instructions or notes.



<p data-bbox="92 389 224 446">Special Instructions</p>

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
C235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single
C2866		Which audience group best describes you?	The Congress The Press The Auditing and Accountability Community Newcomer Federal Agencies The Legal Community Private Citizen Researchers Job Seekers Other, please specify:	A	Radio button, one-up vertical	Single
C732	A	Other, best describes you:			Text area, no char limit	
C2867		Which category best describes your organization?	Federal: U.S. Congress / Committee Staff Federal: GAO Staff Federal: Legislative Branch (not Congress) Federal: Executive Branch Federal: Judicial Branch Private Company College / University Primary / Secondary School Non-profit / Non-governmental Organization State or Local Government Foreign Government Individual / Private Citizen Other		Radio button, one-up vertical	single
C2869		What is your primary purpose in coming to the GAO website today?	Look for reports and testimony Look for legal products (bid protests, other CG decisions and opinions, etc.) Use the Yellow Book (the Government Auditing Standards) Find employment / internship information Learn more about GAO		Radio button, one-up vertical	single

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Look for a Comptroller General presentation			
			Find a specific GAO report online			
			Research information on a particular topic			
			Research information on a federal agency			
			Order a GAO publication by mail			
			Report fraud or other misconduct			
			Subscribe to a GAO publication			
			Other, please specify:	A		
C85	A	Other, primary purpose:			Text area, no char limit	
C51536		What was your primary method of looking for information on our site today?	Browsed, that is, followed links		Drop down, select one	single
			Typed text in search box in upper right corner			
			Used advanced search feature on site			
			Used a third-party search engine (e.g., Google)			
			Searched in titles, abstracts, and subjects (in Browse by Topics)			
			Used site map			
			Did not use any of these			
			Don't know			
C2870	C2871	Did you find what you were looking for today?	Yes		Radio button, one-up vertical	single
			No	A		
			Not yet	A		
AED04800	A	Please tell us what you were looking for:			Text area, no char limit	
AED04801		Did you use the 2009 Congressional and Presidential Transition	Yes		Radio button, one-up vertical	
			No	A		
			I'm not sure			
AED04802	A	Please rate your satisfaction with this section of the site.	1=Poor		Radio button, scale, no don't know	
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=Excellent			

#REF!
 #REF!
 #REF!
 Date: 3/1/2008

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

#REF!

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
C149		<p>We're working to improve gao.gov. Please consider providing your email address for us to contact you for either one of the following reasons:<p> To discuss specific details about your current experience using our website<p> To request your comments on proposed future changes to our website</p>			Text area, no char limit	
C51537		If you could make one improvement to the site, what would it be?			Text area, no char limit	
C3673		Please tell us anything else about your experience with the GAO website today.			Text area, no char limit	



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
y	
y	



Required Y/N	Special Instructions
y	
y	

Required Y/N	
Special Instructions	
n	
n	
n	