

Model Instance Name:

WelcometoUSA.gov

MID:

Date: 10/7/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting **WelcometoUSA.gov**. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. All input you provide is strictly confidential.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

DEFAULT Thank You Text

~~Thank you for taking our survey – and for helping us serve you better. – We appreciate your input!~~

ALTERNATE WEB Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example

The screenshot shows a web browser window titled "ForeSee Results Survey Page - Windows Internet Explorer". The address bar shows the URL: <http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkg100h5w>. The page content includes the ForeSee logo, the title "Customer Satisfaction Survey", and the following text: "Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an *". Below this is a question: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." The question has a rating scale from 1 to 10, with "1=Poor" and "Excellent=10". The scale is: 1 (radio), 2 (radio), 3 (radio), 4 (radio), 5 (radio), 6 (radio), 7 (radio), 8 (radio), 9 (radio), 10 (radio), and "Don't Know" (radio).

Thank You Text Example

The screenshot shows a web browser window displaying a survey page. At the top, there are two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below these is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, and 5. The style options are radio buttons for "Boot cut", "Low rise", and "Flare". A yellow box highlights a correction: "'web site' has been corrected to now read 'website' in the text to the left". Below the question is a "Thank you for taking our survey - and for helping us serve you better." message, followed by a note: "Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site." At the bottom are "Cancel" and "Submit" buttons, and a copyright notice: "Copyright 2010 - all rights reserved". The footer includes links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

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Partitioned (Y/N)? Y

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Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Site Information - Thoroughness	Please rate the thoroughness of information provided on the WelcometoUSA site.	17 Satisfaction - Overall	What is your overall satisfaction with the WelcometoUSA site? (1=Very Dissatisfied, 10=Very Satisfied)	20 Return	How likely are you to return to the WelcometoUSA site in the future?
2 Site Information - Understandable	Please rate how understandable the WelcometoUSA site's information is.	18 Satisfaction - Expectations	How well does the WelcometoUSA site meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Site Information - Answers	Please rate how well the WelcometoUSA site's information provides answers to your questions .	19 Satisfaction - Ideal	How does the WelcometoUSA site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	21 Recommend	How likely are you to recommend the WelcometoUSA site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on the WelcometoUSA site.			22 Primary Resource	How likely are you to use the WelcometoUSA site as your primary resource for obtaining immigrant information about United States?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on the WelcometoUSA site.				
6 Site Performance - Errors	Please rate the ability to load pages without getting error messages on the WelcometoUSA site.				
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
7 Look and Feel - Appeal	Please rate the visual appeal of the WelcometoUSA site.				
8 Look and Feel - Balance	Please rate the balance of graphics and text on the WelcometoUSA site.				
9 Look and Feel - Readability	Please rate the readability of the pages on the WelcometoUSA site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
10 Navigation - Organized	Please rate how well the WelcometoUSA site is organized .				
11 Navigation - Options	Please rate the options available for navigating the WelcometoUSA site.				
12 Navigation - Layout	Please rate how well the WelcometoUSA site layout helps you find what you are looking for .				
	Search (1=Poor, 10=Excellent, Don't Know)				
13 Search - Results Relevance	Please rate the relevance of search box results on the WelcometoUSA site.				
14 Search - Results Organization	Please rate the organization of search box results on the WelcometoUSA site.				
15 Search - Results Help	Please rate how well the search box results help you decide what to select .				
16 Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find what you want.				

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 blue + -->: REWORDING

WelcometoUSA.gov CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How frequently do you visit the WelcometoUSA site?	First time Daily Weekly Monthly Every few months or less often		Drop down, select one	S	Y		Frequency
		Which of the following best describe your role when visiting the WelcometoUSA site?	New immigrant Legal permanent resident Naturalized citizen Individual abroad interested in living in the United States Individual eligible to naturalize Refugee/asylee Community-based organization Adult educator Public librarian Volunteer State or local government Other		Radio button, one-up vertical	S	Y		Role
		Which area of WelcometoUSA site are you primarily visiting today?	For Receiving Communities Immigration and Citizenship Education and Child Care Health Care and Families Government Benefits About the United States Money and Finance Employment Emergencies and Safety About Us Just browsing Other		Drop down, select one	S	Y		Area
		What is your primary reason for visiting the WelcometoUSA site today?	Find an English class in my area Download the guide Welcome to the United States Apply for a green card Apply for U.S. Citizenship Download the guide to naturalization Get the latest study materials for naturalization test Find a place to live Find a job Research about starting a business in the US Find legal assistance Review information for refugees and asylees Learn about education for children or adult education Find childcare information Get information on health care and health insurance Review emergency information Find information about housing Learn about government benefits Learn about the United States Research about money and financing Get a social security number Get a driver's license Other		Radio button, one-up vertical	S	Y		Reason
		What method did you use to find information on the WelcometoUSA site today?	Top navigation bar Left-hand advertisement Right-hand quick links Links in the page Site's search feature Both the navigational links and search box		Drop down, select one	S	Y		Method
		Did you find what you were looking for?	Yes Partially No, please specify:		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find
	A	What information were you unable to find today? Please Be specific as possible.		A	Text area, no char limit		N		No info
		Please rate the usefulness of the following information provided on the WelcometoUSA site. About the United States	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	USA
		Education and Childcare	Very useful Somewhat useful		Drop down, select one	S	Y	Multiple Lists Group*	Education

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			Not very useful Not at all useful Not applicable						
		Emergencies and Safety	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Emergency
		Employment	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Employment
		Government Benefits	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Benefits
		Healthcare and Families/Housing	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Healthcare
		Immigration and Citizenship For Immigrants/Permanent Residents	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Immigration
		Money and Finance	Very useful Somewhat useful Not very useful Not at all useful Not applicable		Drop down, select one	S	Y	Multiple Lists Group*	Finance
		If you could make one improvement to the WelcometoUSA site, what would it be?			Text area, no char limit		N		Improvement
		Do you ever access the Internet using a mobile phone or tablet?	Yes No	A, B	Radio button, one-up vertical	S	Y		Access Mobile Internet
A		Which of the following devices do you have?	A SmartPhone A tablet None of these		Checkbox, one-up vertical	M	N		Phone or Tablet
B		Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	C	Radio button, one-up vertical	S	N		Federal Mobile Site Usage
C		Have you ever accessed WelcometoUSA's site using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so		Radio button, one-up vertical	S	N		Mobile Site Usage
		What is your gender ?	Female Male I prefer not to respond		Radio button, one-up vertical	S	N		Gender
		Please select the category that includes your age .	17 and under 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 and over I prefer not to respond		Radio button, one-up vertical	S	N		Age
		Which of the following best describes the highest level of education you have completed?	Elementary school Middle school or less Current middle or high school student Did not complete high school High school graduate Vocational/trade school College/university graduate Some postgraduate school Masters/professional degree Doctoral Degree		Radio button, one-up vertical	S	N		Education

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		In which state do you reside?	I prefer not to respond 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 Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming		Drop down, select one	S	N		State
		What is your country of origin ?	I prefer not to respond Afghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados Belarus		Drop down, select one	S	N		Country

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			Belgium						
			Belize						
			Benin						
			Bhutan						
			Bolivia (Plurinational State of)						
			Bosnia and Herzegovina						
			Botswana						
			Brazil						
			Brunei Darussalam						
			Bulgaria						
			Burkina Faso						
			Burundi						
			Cambodia						
			Cameroon						
			Canada						
			Cape Verde						
			Central African Republic						
			Chad						
			Chile						
			China						
			Colombia						
			Comoros						
			Congo						
			Cook Islands						
			Costa Rica						
			Côte d'Ivoire						
			Croatia						
			Cuba						
			Cyprus						
			Czech Republic						
			Democratic People's Republic of Korea						
			Democratic Republic of the Congo						
			Denmark						
			Djibouti						
			Dominica						
			Dominican Republic						
			Ecuador						
			Egypt						
			El Salvador						
			Equatorial Guinea						
			Eritrea						
			Estonia						
			Ethiopia						
			Fiji						
			Finland						
			France						
			Gabon						
			Gambia						
			Georgia						
			Germany						
			Ghana						
			Greece						
			Grenada						
			Guatemala						
			Guinea						
			Guinea-Bissau						
			Guyana						
			Haiti						
			Honduras						
			Hungary						
			Iceland						
			India						
			Indonesia						
			Iran (Islamic Republic of)						
			Iraq						
			Ireland						
			Israel						
			Italy						
			Jamaica						

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			Japan						
			Jordan						
			Kazakhstan						
			Kenya						
			Kiribati						
			Kuwait						
			Kyrgyzstan						
			Lao People's Democratic Republic						
			Latvia						
			Lebanon						
			Lesotho						
			Liberia						
			Libya						
			Lithuania						
			Luxembourg						
			Madagascar						
			Malawi						
			Malaysia						
			Maldives						
			Mali						
			Malta						
			Marshall Islands						
			Mauritania						
			Mauritius						
			Mexico						
			Micronesia (Federated States of)						
			Monaco						
			Mongolia						
			Montenegro						
			Morocco						
			Mozambique						
			Myanmar						
			Namibia						
			Nauru						
			Nepal						
			Netherlands						
			New Zealand						
			Nicaragua						
			Niger						
			Nigeria						
			Niue						
			Norway						
			Oman						
			Pakistan						
			Palau						
			Panama						
			Papua New Guinea						
			Paraguay						
			Peru						
			Philippines						
			Poland						
			Portugal						
			Qatar						
			Republic of Korea						
			Republic of Moldova						
			Romania						
			Russian Federation						
			Rwanda						
			Saint Kitts and Nevis						
			Saint Lucia						
			Saint Vincent and the Grenadines						
			Samoa						
			San Marino						
			Sao Tome and Principe						
			Saudi Arabia						
			Senegal						
			Serbia						
			Seychelles						
			Sierra Leone						

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			Singapore						
			Slovakia						
			Slovenia						
			Solomon Islands						
			Somalia						
			South Africa						
			South Sudan						
			Spain						
			Sri Lanka						
			Sudan						
			Suriname						
			Swaziland						
			Sweden						
			Switzerland						
			Syrian Arab Republic						
			Tajikistan						
			Thailand						
			The former Yugoslav Republic of Macedonia						
			Timor-Leste						
			Togo						
			Tonga						
			Trinidad and Tobago						
			Tunisia						
			Turkey						
			Turkmenistan						
			Tuvalu						
			Uganda						
			Ukraine						
			United Arab Emirates						
			United Kingdom						
			United Republic of Tanzania						
			United States of America						
			Uruguay						
			Uzbekistan						
			Vanuatu						
			Venezuela (Bolivarian Republic of)						
			Viet Nam						
			Yemen						
			Zambia						
			Zimbabwe						
			I prefer not to respond						