

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 strickly confidential.

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

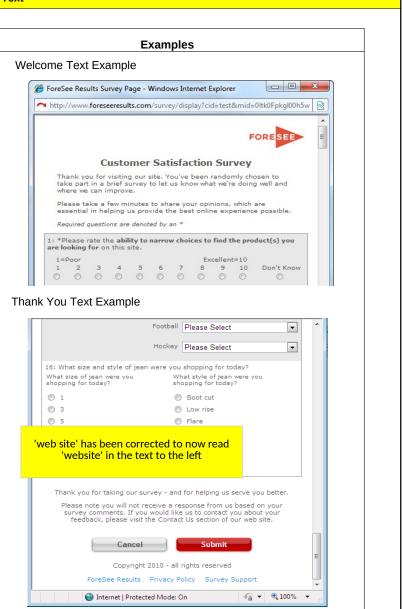
DEFAULT Thank You Text

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.



Partitioned (Y/N)? Y Date: 10/7/2013



			Wel	cometoUSA.gov			
	Model questions	utili:	ze the ACSI	methodology to determine scores and impa	acts		
MQ Label	ELEMENTS (drivers of satisfaction)		MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	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.	1	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.						

Model Instance Name: WelcometoUSA.gov MID: Date: 10/7/2013

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blue + -->: REWORDING

- 1									
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	CQ Labe
T		How frequently do you visit the WelcometoUSA site?	First time		Drop down, select one	S	Y		Frequenc
			Daily						
			Weekly	-					
			Monthly	-					
+		Which of the following best describe your role when visiting	Every few months or less often New immigrant		Radio button, one-up vertical	S	Y		Role
1		the WelcometoUSA site?	Legal permanent resident	1	readio buttori, orie-up vertical		l '		Role
			Naturalized citizen	1					
1			Individual abroad interested in living in the United States						
1			Individual eligible to naturalize	_					
			Refugee/asylee	-					
			Community-based organization Adult educator	-					
			Public librarian	1					
1			Volunteer	1					
			State or local government						
1			Other						
		Which area of WelcometoUSA site are you primarily visiting	For Receiving Communities	4	Drop down, select one	S	Y		Area
I		today?	Immigration and Citizenship Education and Child Care						
l			Health Care and Families	-					
l			Government Benefits	1					
l			About the United States	1					
l			Money and Finance						
l			Employment						
l			Emergencies and Safety	-					
l			About Us Just browsing	-					
l			Other	-					
t		What is your primary reason for visiting the WelcometoUSA	Find an English class in my area		Radio button, one-up vertical	S	Y		Reaso
l		site today?	Download the guide Welcome to the United States						
			Apply for a green card	_					
			Apply for U.S. Citizenship	-					
l			Download the guide to naturalization Get the latest study materials for naturalization test						
l			Find a place to live						
l			Find a job						
l			Research about starting a business in the US						
			Find legal assistance						
l			Review information for refugees and asylees						
l			Learn about education for children or adult education Find childcare information						
l			Get information on health care and health insurance						
l			Review emergency information	1					
l			Find information about housing						
I			Learn about government benefits	1					
١			Learn about the United States	4					
			Research about money and financing Get a social security number	4 l					
			Get a social security number Get a driver's license	1					
I			Other						
t		What method did you use to find information on the	Top navigation bar		Drop down, select one	S	Y		Metho
١		WelcometoUSA site today?	Left-hand advertisement						
I			Right-hand quick links	4					
			Links in the page	4					
			Site's search feature Both the navigational links and search box	1					
t		Did you find what you were looking for?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find
l		.,,	Partially						
1			No, please specify:	Α					
1	Α	What information were you unable to find today? Please Be specific as possible.			Text area, no char limit		N		No inf
1		Please rate the usefulness of the following information provided on the WelcometoUSA site.	Very useful		Drop down, select one	S	Y	Multiple Lists Group*	USA
I		About the United States	Somewhat useful						
			Not very useful Not at all useful						
			Not applicable						
1		Education and Childcare	Very useful		Drop down, select one	S	Y	Multiple Lists Group*	Educati
1			Somewhat useful						

Date: 10/7/2013

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			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 Labe		
			Not very useful		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		1,11	-,			
			Not at all useful								
		Emergencies and Safety	Not applicable Very useful		Drop down, select one	S	Y	Multiple Lists Group*	Emorgono		
		Emergencies and Salety	Somewhat useful		Drop down, select one	3	'	Multiple Lists Group	Emergeno		
			Not very useful								
			Not at all useful								
			Not applicable						_		
		Employment	Very useful Somewhat useful		Drop down, select one	S	Y	Multiple Lists Group*	Employme		
			Not very useful								
			Not at all useful								
			Not applicable								
		Government Benefits	Very useful		Drop down, select one	S	Y	Multiple Lists Group*	Benefits		
			Somewhat useful								
			Not very useful Not at all useful								
			Not applicable								
		Healthcare and Families/Housing	Very useful		Drop down, select one	S	Y	Multiple Lists Group*	Healthcar		
			Somewhat useful								
			Not very useful								
			Not at all useful Not applicable								
		Immigration and Citizenship For Immigrants/Permanent	Very useful		Drop down, select one	S	Y	Multiple Lists Group*	Immigratio		
		Residents	Somewhat useful		Brop down, bolost one			manapio ziolo oroap	- Inningration		
			Not very useful								
			Not at all useful								
		Managed Pianage	Not applicable		Door down colors			Madeinto Linto Consult	Finance		
		Money and Finance	Very useful Somewhat useful		Drop down, select one	S	Y	Multiple Lists Group*	Finance		
			Not very useful								
			Not at all useful								
			Not applicable								
		If you could make one improvement to the WelcometoUSA site, what would it be?			Text area, no char limit		N		Improveme		
		Do you ever access the Internet using a mobile phone or	Yes	A, B	Radio button, one-up vertical	S	Y		Access Mol		
		tablet?	No		Observation and the state of				Internet		
	Α	Which of the following devices do you have?	A SmartPhone A tablet		Checkbox, one-up vertical	М	N		Phone or Ta		
			None of these								
	В	Have you ever accessed ANY federal website using a	Yes	С	Radio button, one-up vertical	S	N		Federal Mol		
		mobile phone or tablet?	No, but I plan to do so						Site Usag		
			No, but I might in the future								
	С	Have you ever accessed WelcometoUSA's site using a	No, and I don't plan to do so Yes		Radio button, one-up vertical	S	N		Mobile Site U		
		mobile phone or tablet?	No, but I plan to do so		. tadio battori, one up vertical				I Solid Oile O		
			No, but I might in the future								
			No, and I don't plan to do so								
		What is your gender?	Female		Radio button, one-up vertical	S	N		Gender		
			Male I prefer not to respond	 							
		Please select the category that includes your age .	17 and under		Radio button, one-up vertical	S	N		Age		
		, , , , , , , , , , , , , , , , , , , ,	18 - 24		, 51.5		'				
			25 - 34								
			35 - 44						1		
			45 - 54 55 - 64								
			65 and over	 							
			I prefer not to respond								
		Which of the following best describes the highest level of	Elementary school		Radio button, one-up vertical	S	N		Education		
		education you have completed?	Middle school or less								
			Current middle or high school student								
			Did not complete high school								
			High school graduate Vocational/trade school	 					1		
			College/university graduate								
			Some postgraduate school								
			Masters/professional degree								
	1	I .	Doctoral Degree	1 1		1	1		1		

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All Sections California Californi				I prefer not to respond						
Advisors Colorina Col			In which state do you reside?	Alabama	- 1	Drop down, select one	S	N		State
Actionate Controlled C				Alaska	- 1					
Calorina Colonia Colon				Arizona	4 1					
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Final Company Company Tataba Illinos I					1 1					
Georgia Harmin H					1 1					
Hatwail Indiana Orea Carriadana Orea Carriadana Orea Carriadana Control Captionina Adapter					1					
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New Hampshire New Hampshire New How How Mexico New York New Mexico North Dakota Onto Disco				Montana	-					
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South Dakota Tennessee Texas Utah Vermont Viriginia Washington West Virginia Misconsin Myoming I prefer not to respond Alghanistan Algeria Andorra Andorra Antigue and Barbuda Arrigue and Barbuda Argentina Australia Australia Australia Australia Australia Bahamas Bahamas Baharain Bangladesh Barbados					1					
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Wisconsin Wyoming I prefer not to respond What is your country of origin? Alghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Bahamas Bahamin Bangladesh Barbados]					
Wyoming I prefer not to respond Afghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Australia Australia Aazerbaijan Bahamas Bahamas Bahania Bangiadesh Barbados]		1			
I prefer not to respond What is your country of origin? Afghanistan Algeria Andorra Angola Antigua and Barbuda Argentina Australia Australia Bahamas Bahamas Bahrain Bangadesh Barbados					1					
What is your country of origin? Alghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Bahamas Bahamas Bahania Bangladesh Barbados					1					
Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Aazerbaijan Bahamas Bahrain Bangladesh Barbados										
Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Azerbaijan Bahamas Bahrain Bangladesh Barbados			What is your country of origin?	Afghanistan	4	Drop down, select one	S	l N		Country
Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Azerbaijan Bahamas Bahrain Bangladesh Barbados				Albania	4		1			
Angola Antigua and Barbuda Argentina Armenia Australia Australia Azerbaijan Bahamas Bahrain Bangladesh Barbados				Algeria						
Antigua and Barbuda Argentina Armenia Australia Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados					4		1			
Argentina Armenia Australia Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados				Angula	4		1			
Armenia Australia Australia Azerbaijan Bahamas Bahrain Bangladesh Barbados				Antigua and Barbuda	-					
Australia Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados				Armenia	4					
Austria Azerbaijan Bahamas Bahrain Bangladesh Barbados				Australia	4		1			
Azerbaijan Bahamas Bahrain Bangladesh Barbados							1			
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Bangladesh Barbados				Rahrain	 		1			
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				Barbados	+ !					
Belarus				Belarus			1			

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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
QID	Lubei		Belgium	OKIP to	Type (Select from list)	wat	17/14	opecial instructions	OQ Lubei
			Belize						
			Benin Bhutan						
			Bolivia (Plurinational State of)						
			Bosnia and Herzegovina						
			Botswana						
			Brazil						
			Brunei Darussalam Bulgaria						
			Burkina Faso						
			Burundi						
			Cambodia						
			Cameroon Canada						
			Cape Verde						
l			Central African Republic						
			Chad						
			Chile China						
l			Colombia						
l			Comoros						
l			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						
l			Gabon Gambia						
l			Georgia						
l			Germany						
l			Ghana						
l			Greece Grenada						
l			Guatemala						
			Guinea						
			Guinea-Bissau Guyana						
			Guyana Haiti						
l			Honduras						
l			Hungary						
			Iceland India						
l			Indonesia						
l			Iran (Islamic Republic of)]					
l			Iraq						
			Ireland Israel						
			Italy						
			Jamaica]					

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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
		•	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						
			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	4					
			Rwanda Saint Kitts and Nevis	1					
			Saint Lucia	1					
			Saint Vincent and the Grenadines	1					
			Samoa						
			San Marino						
			Sao Tome and Principe	-					
			Saudi Arabia Senegal						
			Serbia						
			Seychelles	1					
			Sierra Leone						

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		-	Singapore		,				-
			Slovakia	-					
			Slovenia Solomon Islands	-					
			Somalia	-					
			South Africa	-					
			South Sudan	+					
			Spain	1					
			Sri Lanka	1					
			Sudan	1					
			Suriname	1					
			Swaziland	1					
			Sweden						
			Switzerland	_					
			Syrian Arab Republic	_					
			Tajikistan	_					
			Thailand	- 1					
			The former Yugoslav Republic of Macedonia Timor-Leste	-					
				- 1					
			Togo Tonga	- 1					
			Trinidad and Tobago	1					
			Tunisia	1					
			Turkey	1					
			Turkmenistan	1					
			Tuvalu						
			Uganda						
			Ukraine	_					
			United Arab Emirates	<u> </u>					
			United Kingdom	_					
			United Republic of Tanzania	- 1					
			United States of America	-					
			Uruguay Uzbekistan	-l		1			
			Vanuatu	+ I		1			
			Venezuela (Bolivarian Republic of)	- I					
			Viet Nam	† l					
			Yemen	†					
			Zambia	1					
			Zimbabwe	1					
			I prefer not to respond	1 l		1			