

Model Instance Name:
GSA Auctions Survey

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

Date: 1/7/2011



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 text shown in the examples.

Welcome Text

Thank you for visiting **GSA Auctions**. 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.

Thank You Text

Thank you for participating in the **GSA Auctions Customer Satisfaction Survey**. We appreciate your thoughtful and careful consideration of each question.

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

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Model questions utilize the ACSI methodology to determine scores and impacts		
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Look and Feel (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the visual appeal of this site.	18 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	21 How likely are you to return to this site ?
2 Please rate the balance of graphics and text on this site.	19 How well does this site meet your expectations ? (1= Falls Short, 10= Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the readability of the pages on this site.	20 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	22 How likely are you to recommend this site to someone else ?
Navigation (1=Poor, 10=Excellent, Don't Know)		Purchase Online (1=Very Unlikely, 10=Very Likely)
4 Please rate how well the site is organized .		23 How likely are you to make an online purchase from this site in the future?
5 Please rate the options available for navigating this site.		Primary Resource (1=Not Very Likely, 10=Very Likely)
6 Please rate how well the site layout helps you find what you are looking for .		24 How likely are you to use this site as your primary resource for browsing property or products for sale by the government?
7 Please rate the number of clicks to get where you want on this site.		
Product Descriptions (1=Poor, 10=Excellent, Don't Know)		
8 Please rate the thoroughness of product descriptions on this site.		
9 Please rate how understandable the product descriptions are on this site.		
10 Please rate how well the product descriptions provide answers to your questions .		
Search (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the relevance of search results on this site.		
12 Please rate the organization of search results on this site.		
13 Please rate how well the search results help you decide what to select .		
14 Please rate how well the search feature helps you to narrow the results to find what you want.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
15 Please rate how quickly pages load on this site.		
16 Please rate the consistency of speed from page to page on this site.		
17 Please rate the ability to load pages without getting error messages on this site.		

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red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

GSA Auctions Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SAC0884		How frequently do you visit this site?	First time Daily About once a week About once a month Every 6 months or less		Drop down, select one
SAC0885		What best describes you?	Citizen/General public Government employee Reseller Realtor Car dealer Small business Other, please specify:	A	Drop down, select one
SAC0886	A	Other role			Text field, <100 char
CAS0033582		Which of the following categories contains your age?	Under 18 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer		Radio button, one-up vertical
CAS0033583		Which of the following best describes the highest level of education you have attained?	Have not graduated high school High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical
SAC0887		What is your primary reason for visiting the site today?	Just browsing the site Looking for real estate (houses, buildings, land, farms) Vehicles and parts Agricultural Equipment and Supplies Aircraft and Aircraft Parts Boats and Marine Equipment Communication Equipment Computer Equipment and Accessories Construction Equipment Electrical and Electronic Equipment and Components Fire Trucks and Fire Fighting Equipment Furniture Hand Tools & Shop Equipment Household/Personal Industrial Machinery		Drop down, select one

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			Jewelry & Exotic Collectibles Lab Equipment Medical, Dental, and Veterinary Equipment and Supplies Miscellaneous Motorcycles & Bicycles NASA Shuttle/Hubble Office Equipment and Supplies Photographic Equipment Trailers, Tractors and Manufactured Housing Other, please specify:	A	
SAC0888	A	Other reason			Text area, no char limit
SAC0889		Did you find what you were looking for?	Yes Partially No	A A	Drop down, select one
SAC0890	A	Please specify what were you trying to find.			Text area, no char limit
SAC0891		What method do you use to find your information?	Site's search feature Advanced search Browse by category Browse by location Quick links Just navigating through the pages Combination of search and navigation Other, please specify:	A A C C C C A,C E	Drop down, select one
SAC0892	E	Other method			Text field, <100 char
SAC0893	A	Please tell us about your experience with the site's search feature today.	No problems were encountered Results were not relevant to my search terms Results were too similar/redundant Search required too many refinements to get what I wanted Returned too many results Returned no enough or no results I was not sure what words to use in my search Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
SAC0894	B	Other search difficulty			Text area, no char limit
SAC0895	C	How would you describe your navigation experience on this site today? (Please select all that apply.)	No problems were encountered Links/ headings are not intuitive enough Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Navigation did not support what I was trying to accomplish Could not navigate back to previous information Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages		Checkbox, one-up vertical

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Had various technical difficulties (links didn't work, received error messages, etc.) Other, please specify:	D	
SAC0896	D	Other navigational difficulty			Text area, no char limit
SAC0897		Have you ever bid on an item or product on the GSA Auctions site?	Yes No Don't remember	A, B, D E	Drop down, select one
SAC0898	A	Was the bidding process easy to understand ?	Very easy to understand Somewhat easy to understand Somewhat difficult to understand Very difficult to understand		Drop down, select one
SAC0899	B	Did you like the bid inactivity feature which extends an auction to prevent sniping?	Yes No Don't know	C	Drop down, select one
SAC0900	C	If no, please tell us why?			Text area, no char limit
	D	What type of item did you bid on?			Text area, no char limit
	E	Why didn't you bid on an item?			Text area, no char limit
SAC0901		Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity?	Location Condition Written Description Features Attached Photo of Item Other, please specify:	A	Checkbox, one-up vertical
SAC0902	A	Other most important bidding factors			Text area, no char limit
SAC0903		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
SAC0904	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
SAC0905		Did you encounter any difficulty in coordinating removal ?	Yes No Don't know	A	Drop down, select one
SAC0906	A	If yes, please describe the difficulty with coordinating removal.			Text area, no char limit
SAC0907		What other features or information would you like to see added to this site?			Text area, no char limit
SAC0908		If you could make one improvement to the site, what would it be?			Text area, no char limit



Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
S	Y		
S	Y	OPS Group	Role
	N		Other role
Single	N		Age
Single	N		Education
S	Y	Skip Logic Group	Primary reason



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	Y	Skip Logic Group	Find
	N		Info not found
S	Y	Skip Logic Group	Method
	N		Other method
M	Y	Skip Logic Group	Search Difficulty
	N		Other search diff
M	Y	Skip Logic Group	Navigation Difficulty



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Bid
S	N		Bidding process
S	N		Inactivity feature
	N		Don't like inactivity feature
	N		Item bid on
	N		Why no bid
M	Y	Skip Logic Group	Bidding factors
	N		Other bidding factor
S	Y	Skip Logic Group	Terms of sale
	N		Unclear terms of sale
S	Y	Skip Logic Group	Coordinating removal
	N		Removal difficulty
	N		Other features/info
	Y		Improvement

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SAC0884		How frequently do you visit this site?	First time Daily About once a week About once a month Every 6 months or less		Drop down, select one
SAC0885		What best describes you?	Citizen/General public Government employee Reseller Realtor Car dealer Small business Other, please specify:	A	Drop down, select one
SAC0886	A	Other role			Text field, <100 char
		Which of the following categories contains your age?	Under 18 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer		Radio button, one-up vertical
		Which of the following best describes the highest level of education you have attained?	Have not graduated high school High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical
SAC0887		What is your primary reason for visiting the site today?	Just browsing the site Looking for real estate (houses, buildings, land, farms) Vehicles and parts Agricultural Equipment and Supplies Aircraft and Aircraft Parts Boats and Marine Equipment Communication Equipment Computer Equipment and Accessories Construction Equipment Electrical and Electronic Equipment and Components Fire Trucks and Fire Fighting Equipment Furniture Hand Tools & Shop Equipment Household/Personal Industrial Machinery		Drop down, select one

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Jewelry & Exotic Collectibles Lab Equipment Medical, Dental, and Veterinary Equipment and Supplies Miscellaneous Motorcycles & Bicycles NASA Shuttle/Hubble Office Equipment and Supplies Photographic Equipment Trailers, Tractors and Manufactured Housing Other, please specify:	A	
SAC0888	A	Other reason			Text area, no char limit
SAC0889		Did you find what you were looking for?	Yes Partially No	A A	Drop down, select one
SAC0890	A	Please specify what were you trying to find.			Text area, no char limit
SAC0891		What method do you use to find your information?	Site's search feature Advanced search Browse by category Browse by location Quick links Just navigating through the pages Combination of search and navigation Other, please specify:	A A C C C C A,C E	Drop down, select one
SAC0892	E	Other method			Text field, <100 char
SAC0893	A	Please tell us about your experience with the site's search feature today.	No problems were encountered Results were not relevant to my search terms Results were too similar/redundant Search required too many refinements to get what I wanted Returned too many results Returned no enough or no results I was not sure what words to use in my search Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
SAC0894	B	Other search difficulty			Text area, no char limit
SAC0895	C	How would you describe your navigation experience on this site today? (Please select all that apply.)	No problems were encountered Links/ headings are not intuitive enough Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Navigation did not support what I was trying to accomplish Could not navigate back to previous information Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages		Checkbox, one-up vertical

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			Had various technical difficulties (links didn't work, received error messages, etc.) Other, please specify:	D	
SAC0896	D	Other navigational difficulty			Text area, no char limit
SAC0897		Have you ever bid on an item or product on the GSA Auctions site?	Yes No Don't remember	A, B, D E	Drop down, select one
SAC0898	A	Was the bidding process easy to understand ?	Very easy to understand Somewhat easy to understand Somewhat difficult to understand Very difficult to understand		Drop down, select one
SAC0899	B	Did you like the bid inactivity feature which extends an auction to prevent sniping?	Yes No Don't know	C	Drop down, select one
SAC0900	C	If no, please tell us why?			Text area, no char limit
	D	What type of item did you bid on?			Text area, no char limit
	E	Why didn't you bid on an item?			Text area, no char limit
SAC0901		Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity?	Location Condition Written Description Features Attached Photo of Item Other, please specify:	A	Checkbox, one-up vertical
SAC0902	A	Other most important bidding factors			Text area, no char limit
SAC0903		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
SAC0904	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
SAC0905		Did you encounter any difficulty in coordinating removal ?	Yes No Don't know	A	Drop down, select one
SAC0906	A	If yes, please describe the difficulty with coordinating removal.			Text area, no char limit
SAC0907		What other features or information would you like to see added to this site?			Text area, no char limit
SAC0908		If you could make one improvement to the site, what would it be?			Text area, no char limit



Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
S	Y		
S	Y	OPS Group	Role
	N		Other role
Single	N		Age
Single	N		Education
S	Y	Skip Logic Group	Primary reason



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other reason
S	Y	Skip Logic Group	Find
	N		Info not found
S	Y	Skip Logic Group	Method
	N		Other method
M	Y	Skip Logic Group	Search Difficulty
	N		Other search diff
M	Y	Skip Logic Group	Navigation Difficulty



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other navigation diff
S	Y	Skip Logic Group	Bid
S	N		Bidding process
S	N		Inactivity feature
	N		Don't like inactivity feature
	N		Item bid on
	N		Why no bid
M	Y	Skip Logic Group	Bidding factors
	N		Other bidding factor
S	Y	Skip Logic Group	Terms of sale
	N		Unclear terms of sale
S	Y	Skip Logic Group	Coordinating removal
	N		Removal difficulty
	N		Other features/info
	Y		Improvement

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
SAC0884		How frequently do you visit this site?	First time Daily About once a week About once a month Every 6 months or less		Drop down, select one
SAC0885		What best describes you?	Citizen/General public Government employee Reseller Realtor Car dealer Small business Other, please specify:	A	Drop down, select one
SAC0886	A	Other role			Text field, <100 char
SAC0887		What is your primary reason for visiting the site today?	Just browsing the site Looking for real estate (houses, buildings, land, farms) Vehicles and parts Agricultural Equipment and Supplies Aircraft and Aircraft Parts Boats and Marine Equipment Communication Equipment Computer Equipment and Accessories Construction Equipment Electrical and Electronic Equipment and Components Fire Trucks and Fire Fighting Equipment Furniture Hand Tools & Shop Equipment Household/Personal Industrial Machinery Jewelry & Exotic Collectibles Lab Equipment Medical, Dental, and Veterinary Equipment and Supplies Miscellaneous Motorcycles & Bicycles NASA Shuttle/Hubble Office Equipment and Supplies Photographic Equipment Trailers, Tractors and Manufactured Housing Other, please specify:	A	Drop down, select one
SAC0888	A	Other reason			Text area, no char limit
SAC0889		Did you find what you were looking for?	Yes Partially No	A, B A, B	Drop down, select one
SAC0890	A	Please specify what were you trying to find.			Text area, no char limit

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	B	Why were you unable to find what you were looking for?	Item not available in desired location Item not available within desired price range Not enough information regarding item Not enough pictures of item Difficulty locating items within a certain location Difficulty locating specific item Just browsing the site Other, please specify:	X	Drop down, select one
	X	Please specify why else you were unable to find what you were looking for			Text area, no char limit
SAC0891		What method do you use to find your information?	Site's search feature Advanced search Browse by category Browse by location Quick links Just navigating through the pages Combination of search and navigation Other, please specify:	A A C C C C A,C E	Drop down, select one
SAC0892	E	Other method			Text field, <100 char
SAC0893	A	Please tell us about your experience with the site's search feature today.	No problems were encountered Results were not relevant to my search terms Results were too similar/redundant Search required too many refinements to get what I wanted Returned too many results Returned no enough or no results I was not sure what words to use in my search Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
SAC0894	B	Other search difficulty			Text area, no char limit
SAC0895	C	How would you describe your navigation experience on this site today? (Please select all that apply.)	No problems were encountered Links/ headings are not intuitive enough Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Navigation did not support what I was trying to accomplish Could not navigate back to previous information Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Had various technical difficulties (links didn't work, received error messages, etc.) Other, please specify:	D	Checkbox, one-up vertical
SAC0896	D	Other navigational difficulty			Text area, no char limit
SAC0897		Have you ever bid on an item or product on the GSA	Yes	A,B, D	Drop down, select one

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		Auctions site?	No Don't remember	E	
SAC0898	A	Was the bidding process easy to understand ?	Very easy to understand Somewhat easy to understand Somewhat difficult to understand Very difficult to understand		Drop down, select one
SAC0899	B	Did you like the bid inactivity feature which extends an auction to prevent sniping?	Yes No Don't know	C	Drop down, select one
SAC0900	C	If no, please tell us why?			Text area, no char limit
	D	What type of item did you bid on?			Text area, no char limit
	E	Why didn't you bid on an item?			Text area, no char limit
SAC0901		Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity?	Location Condition Written Description Features Attached Photo of Item Other, please specify:	A	Checkbox, one-up vertical
SAC0902	A	Other most important bidding factors			Text area, no char limit
SAC0903		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
SAC0904	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
SAC0905		Did you encounter any difficulty in coordinating removal ?	Yes No Don't know	A	Drop down, select one
SAC0906	A	If yes, please describe the difficulty with coordinating removal.			Text area, no char limit
SAC0907		What other features or information would you like to see added to this site?			Text area, no char limit
SAC0908		If you could make one improvement to the site, what would it be?			Text area, no char limit



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S	Y		
S	Y	OPS Group	Role
	N		Other role
S	Y	Skip Logic Group	Primary reason
	N		Other reason
S	Y	Skip Logic Group	Find
	N		Info not found

Single or Multi	Required Y/N	Special Instructions	CQ Label
M	N	Skip Logic Group	Why Unable
	N	Skip Logic Group	OE_Why Unable
S	Y	Skip Logic Group	Method
	N		Other method
M	Y	Skip Logic Group	Search Difficulty
	N		Other search diff
M	Y	Skip Logic Group	Navigation Difficulty
	N		Other navigation diff
S	Y	Skip Logic Group	Bid



Single or Multi	Required Y/N	Special Instructions	CQ Label
S	N		Bidding process
S	N		Inactivity feature
	N		Don't like inactivity feature
	N		Item bid on
	N		Why no bid
M	Y	Skip Logic Group	Bidding factors
	N		Other bidding factor
S	Y	Skip Logic Group	Terms of sale
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S	Y	Skip Logic Group	Coordinating removal
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SAC0888	A	Other reason			Text area, no char limit
SAC0889		Did you find what you were looking for?	Yes Partially No	A A	Drop down, select one
SAC0890	A	Please specify what were you trying to find.			Text area, no char limit

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SAC0899	B	Did you like the bid inactivity feature which extends an auction to prevent sniping?	Yes No Don't know	C	Drop down, select one
SAC0900	C	If no, please tell us why?			Text area, no char limit

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GSA Auctions Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	D	What type of item did you bid on?			Text area, no char limit
	E	Why didn't you bid on an item?			Text area, no char limit
SAC0901		Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity?	Location Condition Written Description Features Attached Photo of Item Other, please specify:	A	Checkbox, one-up vertical
SAC0902	A	Other most important bidding factors			Text area, no char limit
SAC0903		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
SAC0904	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
SAC0905		Did you encounter any difficulty in coordinating removal ?	Yes No Don't know	A	Drop down, select one
SAC0906	A	If yes, please describe the difficulty with coordinating removal.			Text area, no char limit
SAC0907		What other features or information would you like to see added to this site?			Text area, no char limit
SAC0908		If you could make one improvement to the site, what would it be?			Text area, no char limit



Single or Multi	Required Y/N	Special Instructions	CQ Label Frequency
S	Y		
S	Y	OPS Group	Role
	N		Other role
S	Y	Skip Logic Group	Primary reason
	N		Other reason
S	Y	Skip Logic Group	Find
	N		Info not found



Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y	Skip Logic Group	Method
	N		Other method
M	Y	Skip Logic Group	Search Difficulty
	N		Other search diff
M	Y	Skip Logic Group	Navigation Difficulty
	N		Other navigation diff
S	Y	Skip Logic Group	Bid
S	N		Bidding process
S	N		Inactivity feature
	N		Don't like inactivity feature



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Item bid on
	N		Why no bid
M	Y	Skip Logic Group	Bidding factors
	N		Other bidding factor
S	Y	Skip Logic Group	Terms of sale
	N		Unclear terms of sale
S	Y	Skip Logic Group	Coordinating removal
	N		Removal difficulty
	N		Other features/info
	Y		Improvement

Model Instance Name:

GSA Auctions Survey

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

Date: 11/8/12

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GSA Auctions Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
		How frequently do you visit this site?	First time Daily About once a week About once a month Every 6 months or less		Drop down, select one
		What best describes you?	Citizen/General public Government employee Reseller Realtor Car dealer Small business Other, please specify:	A	Drop down, select one
	A	Other role			Text field, <100 char
		What is your primary reason for visiting the site today?	Just browsing the site Looking for real estate (houses, buildings, land, farms) Vehicles and parts Agricultural Equipment and Supplies Aircraft and Aircraft Parts Boats and Marine Equipment Communication Equipment Computer Equipment and Accessories Construction Equipment Electrical and Electronic Equipment and Components Fire Trucks and Fire Fighting Equipment Furniture Hand Tools & Shop Equipment Household/Personal Industrial Machinery Jewelry & Exotic Collectibles Lab Equipment Medical, Dental, and Veterinary Equipment and Supplies Miscellaneous Motorcycles & Bicycles NASA Shuttle/Hubble Office Equipment and Supplies Photographic Equipment Trailers, Tractors and Manufactured Housing Other, please specify:	A	Drop down, select one
	A	Other reason			Text area, no char limit
		Did you find what you were looking for?	Yes Partially No	A	Drop down, select one

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
	A	If you were unable to find what you were looking for, please specify what were you trying to find?			Text area, no char limit
		What method do you use to find your information?	Site's search feature Advanced search Browse by category Browse by location Quick links Just navigating through the pages Combination of search and navigation Other, please specify:	A A C C C C A,C E	Drop down, select one
	E	Other method			Text field, <100 char
	A	If you used search today to find your information, did you encounter any difficulties with the search features on the site?	No problems were encountered Results were not relevant to my search terms Results were too similar/redundant Search required too many refinements to get what I wanted Returned too many results Returned no enough or no results I was not sure what words to use in my search Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
	B	Other search difficulty			Text area, no char limit
	C	If you used navigation today to find your information, did you encounter any difficulties with the navigation capabilities on this site?	No problems were encountered Links/ headings are not intuitive enough Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin Navigation did not support what I was trying to accomplish Could not navigate back to previous information Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Had various technical difficulties (links didn't work, received error messages, etc.) Other, please specify:	D	Checkbox, one-up vertical
	D	Other navigational difficulty			Text area, no char limit
		Have you ever bid on an item or product on the GSA Auctions site?	Yes No Don't remember	A,B	Drop down, select one
	A	Was the bidding process easy to understand ?	Very easy to understand Somewhat easy to understand Somewhat difficult to understand Very difficult to understand		Drop down, select one
	B	Did you like the bid inactivity feature which extends an auction to prevent sniping?	Yes No Don't know	C	Drop down, select one

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	C	If no, please tell us why?			Text area, no char limit
		Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity?	Location Condition Written Description Features Attached Photo of Item Other, please specify:	A	Drop down, select one
	A	Other most important bidding factors			Text area, no char limit
		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
		Did you encounter any difficulty in coordinating removal?	Yes No Don't know	A	Drop down, select one
	A	If yes, please describe the difficulty with coordinating removal.			Text area, no char limit
		What other features or information would you like to see added to this site?			Text area, no char limit
		If you could make one improvement to the site, what would it be?			Text area, no char limit



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	N		Other navigation diff
S	Y	Skip Logic Group	Bid
S	N		Bidding process
S	N		Inactivity feature



Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Don't like inactivity feature
S	Y	Skip Logic Group	Bidding factors
	N		Other bidding factor
S	Y	Skip Logic Group	Terms of sale
	N		Unclear terms of sale
S	Y	Skip Logic Group	Coordinating removal
	N		Removal difficulty
	N		Other features/info
	Y		Improvement

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	A	Other reason			Text area, no char limit
		Did you find what you were looking for?	Yes Partially No	A	Drop down, select one

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	A	If you were unable to find what you were looking for, please specify what were you trying to find?			Text area, no char limit
		What method do you use to find your information?	Site's search feature Advanced search Browse by category Browse by location Quick links Just navigating through the pages Combination of search and navigation Other, please specify:	A A C C C C A,C E	Drop down, select one
	E	Other method			Text field, <100 char
	A	If you used search today to find your information, did you encounter any difficulties with the search features on the site?	No problems were encountered Results were not relevant to my search terms Results were too similar/redundant Search required too many refinements to get what I wanted Returned too many results Returned no enough or no results I was not sure what words to use in my search Search speed was too slow Other, please specify:	B	Checkbox, one-up vertical
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	A	Other most important bidding factors			Text area, no char limit
		Were the terms of sale clear with regards to payment and removal?	Yes No Not sure	A	Drop down, select one
	A	If no, please tell us why the terms of sale were unclear?			Text area, no char limit
		Did you encounter any difficulty in coordinating removal ?	Yes No Don't know	A	Drop down, select one
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	N		Removal difficulty
	N		Other features/info
	Y		Improvement