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:
TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

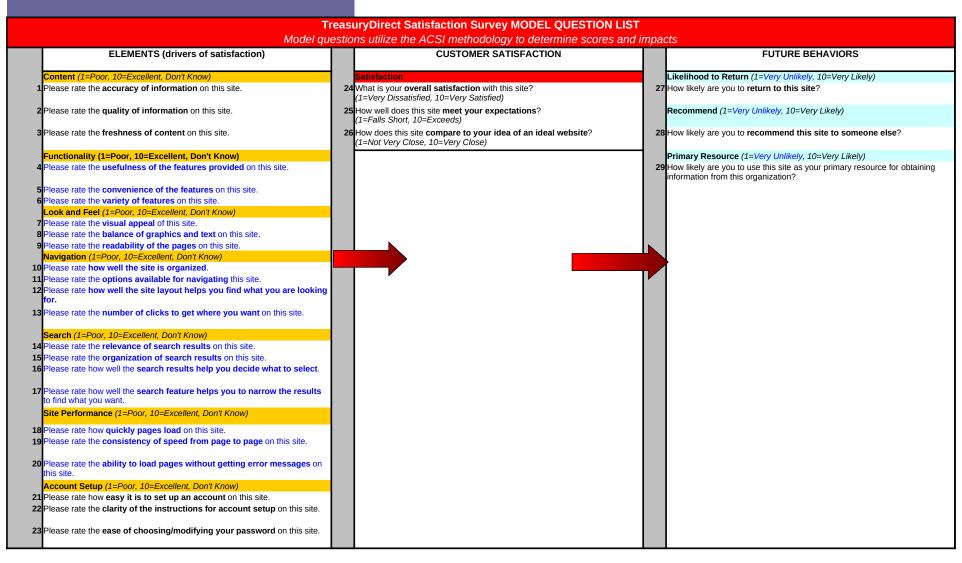
Date: 2/1/13

TreasuryDirect Satisfaction Survey MODEL QUESTION LIST Model guestions utilize the ACSI methodology to determine scores and impacts CUSTOMER SATISFACTION **FUTURE BEHAVIORS ELEMENTS (drivers of satisfaction)** Likelihood to Return (1=Very Unlikely, 10=Very Likely) Content (1=Poor, 10=Excellent, Don't Know) 24 What is your overall satisfaction with this site? 1 Please rate the accuracy of information on this site. 27 How likely are you to return to this site? (1=Very Dissatisfied, 10=Very Satisfied) 2 Please rate the quality of information on this site. 25 How well does this site meet your expectations? Recommend (1=Very Unlikely, 10=Very Likely) (1=Falls Short, 10=Exceeds) 3 Please rate the freshness of content on this site. 26 How does this site compare to your idea of an ideal website? 28 How likely are you to recommend this agency to someone else? (1=Not Very Close, 10=Very Close) Functionality (1=Poor, 10=Excellent, Don't Know) Primary Resource (1=Very Unlikely, 10=Very Likely) 29 How likely are you to use this site as your primary resource for obtaining 4 Please rate the usefulness of the features provided on this site. information from this organization? 5 Please rate the convenience of the features on this site. 6 Please rate the variety of features on this site. Look and Feel (1=Poor, 10=Excellent, Don't Know) 7 Please rate the **visual appeal** of this site. 8 Please rate the balance of graphics and text on this site. 9 Please rate the **readability of the pages** on this site. Navigation (1=Poor, 10=Excellent, Don't Know) 10 Please rate how well the site is organized. 11 Please rate the options available for navigating this site. 12 Please rate how well the site layout helps you find what you are looking 13 Please rate the number of clicks to get where you want on this site. Search (1=Poor, 10=Excellent, Don't Know) 14 Please rate the relevance of search results on this site. 15 Please rate the organization of search results on this site. 16 Please rate how well the search results help you decide what to select. 17 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) 18 Please rate how quickly pages load on this site. 19 Please rate the consistency of speed from page to page on this site. 20 Please rate the ability to load pages without getting error messages on Account Setup (1=Poor, 10=Excellent, Don't Know) 21 Please rate how easy it is to set up an account on this site. 22 Please rate the clarity of the instructions for account setup on this site. 23 Please rate the ease of choosing/modifying your password on this site.

Model Instance Name:
TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

Date: 9/29/2009

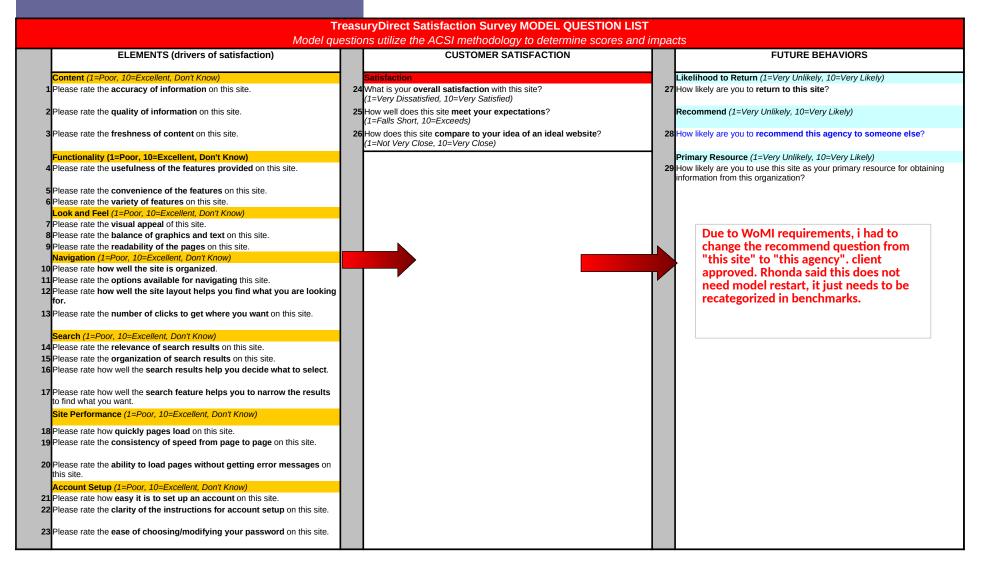


Model Instance Name:

TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

Date: 2/1/13



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip t
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	
6405		What best describes your role in visiting this site?	Individual saver/investor	
0403		What best describes your role in visiting this site:	Bank or credit union representative	
			Member of the press	
			Financial planner	
			Pension fund manager	
			Hedge fund manager	
			Broker	
			Primary dealer	
			Research analyst	
			Other	
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	В
			Purchase a Treasury security	
			Open a TreasuryDirect account for myself	D,E
			Assist someone else in opening a TreasuryDirect account	
			Access my TreasuryDirect account	D,E
			Find info on exchanging paper savings bonds for electronic securities	
			Browsing the site	
			Other	Α
7471	Α	If you answered "Other" above, please specify other reason for visiting the site.		
6407	В	If you answered "Perform research (i.e., gather information)"	Find ways to save for college or other goals	
		above, which of the following best describes the topic that you	Learn about Treasury securities	
		are researching on our site today?	Check rates	
			Learn about TreasuryDirect	
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	
			Learn how to exchange paper savings bonds for electronic securities	
			Other	- c
7472	С	If you answered "Other" above, please specify other topic researched on the site.	Outer	
7473	D	If you indicated "access my TreasuryDirect account" or "Open	Very useful	
1413	U	a TreasuryDirect account " as your primary reason for visiting	•	
		the site teday, places tell us beau year, large the year	Somewhat useful	
		instructions within this application.	Not very useful	
		по принамента	Not at all useful	
			Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a	Very easy	
		TreasuryDirect account" today, how easy was it to utilize the	Somewhat easy	
		account features and navigate through the steps?	Somewhat difficult	
		Very difficult		

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Company Comp		Skip			
What source brought you to our site? Search engine Another website/link Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other		Logic	Question Toyt	Answer Choices	Sk
What source brought you to our site? Search engine Another webstellink Another w	עוּטַ	Laber	Question Text		J.
Another websiteflink Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? 782 A If you didn't find what you were looking for, please specify the information wanted. What method are you using to locate the information? What method are you using to locate the information? Navigating through the Web pages Site Map Search feature Categories on the left navigation bar Categories on the left navigation bar Quick Links All of the above Other 7211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? Returned not enough results Returned not enough resu	408		What source brought you to our site?		
Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, tiper, poster, or other printed material Other	400		What source brought you to our site:	<u>_</u>	+
Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? Yes No Partially 7822 A If you didn't find what you were looking for, please specify the information wanted. 6410 What method are you using to locate the information? What method are you using to locate the information? 7821 A If you used the site's search feature today, which of the following describes your experience with the search feature? 7821 Y If you used the site's search feature today, which of the following describes your experience with the search feature? 7821 Returned not enough results were not helpful Descriptions of results were not helpful Descriptions of results were not helpful Returned too many results Returned results that were too similar/redundant Iwas not sure what wonds to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other FB02171 B If you have to refine them to get the information you were looking for? Yes Site Map Search teature Categories on the left navigation bar Quick Links All of the above Other Descriptions of results were helpful Descriptions of results were not helpful Returned too many results Returned results that were too similar/redundant Iwas not sure what wonts to use in my search Search speed was too slow Other FB02171 B If you have to refine them to get the information you were looking for? 10 2 times 3 to 4 times 5 or more times Can't recall 11-Not very satisfied 1-Not very satisfied 1-Not very satisfied					+
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Brochure, flyer, poster, or other printed material Other					+
Other					+
A If you answered "Other" above, please specify other source. Yes No No Partially					+
A If you used the site's search feature today, which of the following describes your experience with the search feature?	475	Α	If you answered "Other" above, please specify other source	Office	
Results were helpful	110	^,	in you answered Carer above, proable specify dater source.		
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Categories on the left navigation bar			Search feature		
PRO2170 A What specific search term(s) did you use in your search today to find the information you are looking for? B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? FB02172 Z Please rate how satisfied you are with the keyword search function of this website. P Out of the above Other Descriptions of results were helpful Descriptions of results were not helpful Returned too many results Returned too many results Returned rous that were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search tomy search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2			Categories on the top navigation bar		
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Search speed was too slow Other					7
CFB02170 A What specific search term(s) did you use in your search today to find the information you are looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 1=Not very satisfied 2				•	_
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FB02172 Z Please rate how satisfied you are with the keyword search function of this website. Can't recall 1=Not very satisfied 2			times did you have to refine them to get the information you		
FB02172 Z Please rate how satisfied you are with the keyword search function of this website. 1=Not very satisfied 2			transport to a life on the second	5 or more times	
function of this website. 2				Can't recall	
<u>L</u>	02172	Z		1=Not very satisfied	
3			function of this website.	2	
4				3	
4				4	
5				5	
6				6	

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	Skip			
OID	Logic	Outsetion Tout	Answer Choices	Skip
QID	Label	Question Text	(limited to 50 characters)	Экір
			9	
			<u> </u>	_
			10=Very satisfied	_
7.170			Don't know	
7476	Х	What type of difficulty, if any, did you encounter with the	Encountered no difficulties with the navigation	
		navigation process?	Could not determine the best link on most pages	
			Could not navigate back to previous information	_
			Would often feel lost, not know where I was	_
			Had difficulty finding related information	
			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	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	В
			Other	Α
6413		If you answered "Other" above, please specify other information.		
7829	В	If you answered "better instructions on using TreasuryDirect"		
		above, please provide some specifics of how can we improve		
		the instructions to make it easier for you to use the		
		TreasuryDirect site.		
ACQLiv0010377		Please rate the clarity of the wording on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	\neg
			Don't know	
ACQLiv0010379		Please rate how well you understand the wording on this	1=Poor	
4COLIVUOTO319		ir icase fate flow well you understand the wording on this	I=P00	

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			TreasuryDirect Satisfaction Survey COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
42		Quodion Toxi	3	Jan C
			4	1
			5	1
			6	1
			7	1
			8	1
			9	1
			10=Excellent	1
			Don't know	1
ACQLiv0010380		Please rate this site on its use of short, clear sentences .	1=Poor	
		, , , , , , , , , , , , ,	2	1
			3	1
			4	†
			5	1
			6	1
			7	
			8	1
			9	1
			10=Excellent	1
		Don't know	1	
ACQLiv0010381		How likely are you to discourage others from doing business		
		with this agency?	2	1
			3	1
			4	1
			5	
			6	1
			7	1
			8	1
			9	1
			10=Very Likely	1
ACQhar0017592		Do you ever access the Internet using a mobile phone or	Yes	A, B
		tablet?	No	1 ", "
ACQhar0017593	Α	Which of the following devices do you have?	A SmartPhone	w
		The state of the s	A tablet	Х
			None of these	
ACQhar0017595	W	Specifically, which type of mobile phone do you have?	iPhone	
		Specially, a Special Company	Android	†
			Blackberry	1
			Another phone	
ACQhar0017616	Х	Specifically, which type of tablet do you have?	iPad	
ACQUAIO017010 X	7.	,	Kindle	
			Android	
			Blackberry	
			Another tablet	
ACQhar0017594	В	Have you ever accessed ANY federal website using a	Yes	С
2110111004		mobile phone or tablet?	No, but I plan to do so	
		Production of the control of the con	ivo, but i plan to do 30	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No, but I might in the future	
			No, and I don't plan to do so	
ACQhar0017617	С	Have you ever accessed TreasuryDirect's site using a	Yes	Y, Z
		mobile phone or tablet?	No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
ACQhar0017618	Υ	What was the main reason you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What resources/additional resources might you want to access from TreasuryDirect using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to connect to the Internet?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education	Grade school or some high school	
		you have completed?	High school graduate or GED	
			Some college/vocational school	
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

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

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
radio button, scale, has don't know	Sirigic	'		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile
				Internet
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Y		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip t
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	
6405		What best describes your role in visiting this site?	Individual saver/investor	
0403		What best describes your role in visiting this site:	Bank or credit union representative	
			Member of the press	
			Financial planner	
			Pension fund manager	
			Hedge fund manager	
			Broker	
			Primary dealer	
			Research analyst	
			Other	
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	В
			Purchase a Treasury security	
			Open a TreasuryDirect account for myself	D,E
			Assist someone else in opening a TreasuryDirect account	
			Access my TreasuryDirect account	D,E
			Find info on exchanging paper savings bonds for electronic securities	
			Browsing the site	
			Other	Α
7471	Α	If you answered "Other" above, please specify other reason for visiting the site.		
6407	В	If you answered "Perform research (i.e., gather information)"	Find ways to save for college or other goals	
		above, which of the following best describes the topic that you	Learn about Treasury securities	
		are researching on our site today?	Check rates	
			Learn about TreasuryDirect	
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	
			Learn how to exchange paper savings bonds for electronic securities	
			Other	- c
7472	С	If you answered "Other" above, please specify other topic researched on the site.	Outer	
7473	D	If you indicated "access my TreasuryDirect account" or "Open	Very useful	
1413	U	a TreasuryDirect account " as your primary reason for visiting	•	
		the site teday, places tell us beau year, large the year	Somewhat useful	
		instructions within this application.	Not very useful	
		по принамента	Not at all useful	
			Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a	Very easy	
		TreasuryDirect account" today, how easy was it to utilize the	Somewhat easy	
		account features and navigate through the steps?	Somewhat difficult	
		Very difficult		

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Company Comp		Skip			
What source brought you to our site? Search engine Another website/link Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other		Logic	Question Toyt	Answer Choices	Sk
What source brought you to our site? Search engine Another webstellink Another w	עוּטַ	Laber	Question Text		J.
Another websiteflink Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? 782 A If you didn't find what you were looking for, please specify the information wanted. What method are you using to locate the information? What method are you using to locate the information? Navigating through the Web pages Site Map Search feature Categories on the left navigation bar Categories on the left navigation bar Quick Links All of the above Other 7211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? Returned not enough results Returned not enough resu	408		What source brought you to our site?		
Media/news story Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, tiper, poster, or other printed material Other	400		What source brought you to our site:		+
Other government site Site bookmarked Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? Yes No Partially 7822 A If you didn't find what you were looking for, please specify the information wanted. 6410 What method are you using to locate the information? What method are you using to locate the information? 7821 A If you used the site's search feature today, which of the following describes your experience with the search feature? 7821 Y If you used the site's search feature today, which of the following describes your experience with the search feature? 7821 Returned not enough results were not helpful Descriptions of results were not helpful Descriptions of results were not helpful Returned too many results Returned results that were too similar/redundant Iwas not sure what wonds to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other FB02171 B If you have to refine them to get the information you were looking for? Yes Site Map Search teature Categories on the left navigation bar Quick Links All of the above Other Descriptions of results were helpful Descriptions of results were not helpful Returned too many results Returned results that were too similar/redundant Iwas not sure what wonts to use in my search Search speed was too slow Other FB02171 B If you have to refine them to get the information you were looking for? 10 2 times 3 to 4 times 5 or more times Can't recall 11-Not very satisfied 1-Not very satisfied 1-Not very satisfied					+
Sile bookmarked Referral from a friend/family/colleague/banker Prochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? 7822 A If you didn't find what you were looking for, please specify the information wanted. 6410 What method are you using to locate the information? What method are you using to locate the information? 7211 Y If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7211 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7211 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7211 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7211 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7211 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7212 P If you seed the site's search feature today, which of the lollowing describes your experience with the search feature? 7213 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7214 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7215 P If you search feature today, which of the lollowing describes your experience with the search feature? 7216 P If you search feature today, which of the lollowing describes your experience with the search feature? 7217 P If you used the site's search feature today, which of the lollowing describes your experience with the search feature? 7218 P If you have to refine them to get the information you were looking for? 7219 P If you have to refine them				·	+
Referral from a friend/family/colleague/banker Brochure, flyer, poster, or other printed material Other 7475 A If you answered "Other" above, please specify other source. 6409 Did you find what you were looking for? 7822 A If you didn't find what you were looking for, please specify the information wanted. 6410 What method are you using to locate the information? What method are you using to locate the information? 7211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? 7211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? 7211 Returned to many results were helpful Descriptions of results were not helpful Returned to onany results Returned to similar/redundant levans not sure what words to use in my search search required too many refinements to get to what I wanted Results were not expositis were not similar/redundant levans not sure what words to use in my search search required too many refinements to get to what I wanted Results were not experienced by the information you are looking for? 7FB02171 B If you have to refine them to get the information you were looking for? 7FB02172 Z Please rate how satisfied you are with the keyword search function of this website.				<u> </u>	+
Brochure, flyer, poster, or other printed material Other					+
Other					+
A If you answered "Other" above, please specify other source. Yes No No Partially					+
A If you used the site's search feature today, which of the following describes your experience with the search feature?	475	Α	If you answered "Other" above, please specify other source	Office	
Results were helpful	110	^,	in you answered Carer above, proable specify dater source.		
Partially	409		Did you find what you were looking for?		
Factor F				No	
Information wanted. What method are you using to locate the information? Navigating through the Web pages Site Map Search feature Categories on the top navigation bar Categories on the left navigation bar Quick Links All of the above Other			Partially		
Site Map Search feature Categories on the top navigation bar Categories on the left navigation bar Quick Links All of the above Other 7211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? Pescriptions of results were helpful Descriptions of results were not helpful Descriptions of results	822	Α			
Search feature Categories on the top navigation bar Categories on the left navigation bar Quick Links All of the above Other	6410		What method are you using to locate the information?	Navigating through the Web pages	
Categories on the top navigation bar			Site Map		
Categories on the left navigation bar			Search feature		
PRO2170 A What specific search term(s) did you use in your search today to find the information you are looking for? B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? FB02172 Z Please rate how satisfied you are with the keyword search function of this website. P Out of the above Other Descriptions of results were helpful Descriptions of results were not helpful Returned too many results Returned too many results Returned rous that were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search tomy search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2			Categories on the top navigation bar		
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T211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? Returned too many results were not helpful Returned not enough results what were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search today to find the information you are looking for? FB02171 B If you used the site's search feature today, which of the following describes your experience with the search feature? A What specific search term(s) did you use in your search today to find the information you are looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? TB02172 Z Please rate how satisfied you are with the keyword search function of this website. TB02172 T Please rate how satisfied you are with the keyword search function of this website. TB02173 T T T T T T T T T T T T T				Quick Links	
T211 Y If you used the site's search feature today, which of the following describes your experience with the search feature? Returned too many results were not helpful Returned not enough results what were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search today to find the information you are looking for? FB02171 B If you used the site's search feature today, which of the following describes your experience with the search feature? A What specific search term(s) did you use in your search today to find the information you are looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? TB02172 Z Please rate how satisfied you are with the keyword search function of this website. TB02172 T Please rate how satisfied you are with the keyword search function of this website. TB02173 T T T T T T T T T T T T T				All of the above	×
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following describes your experience with the search feature? Descriptions of results were not helpful Returned too many results Returned not enough results Returned results that were too similar/redundant was not sure what words to use in my search was not sure what words to use in my search was not required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other	211	Υ	If you used the site's search feature today, which of the	Descriptions of results were helpful	
Returned not enough results Returned results that were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other A What specific search term(s) did you use in your search today to find the information you are looking for? IFB02171 B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? IFB02172 Z Please rate how satisfied you are with the keyword search function of this website. Returned not enough results Returned not enough results Returned not enough results Hat were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2			following describes your experience with the search feature?	Descriptions of results were not helpful	
Returned not enough results Returned results that were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other A What specific search term(s) did you use in your search today to find the information you are looking for? IFB02171 B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? IFB02172 Z Please rate how satisfied you are with the keyword search function of this website. Returned not enough results Returned not enough results Returned not enough results Hat were too similar/redundant I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2				Returned too many results	7
I was not sure what words to use in my search Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other				•	
Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other A What specific search term(s) did you use in your search today to find the information you are looking for? B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? FB02172 Z Please rate how satisfied you are with the keyword search function of this website. Search required too many refinements to get to what I wanted Results were not relevant to my search terms/needs Search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2				Returned results that were too similar/redundant	
Results were not relevant to my search terms/needs Search speed was too slow Other A What specific search term(s) did you use in your search today to find the information you are looking for? B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? FB02172 Z Please rate how satisfied you are with the keyword search function of this website. Results were not relevant to my search terms/needs Search speed was too slow Other 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2				I was not sure what words to use in my search	
Results were not relevant to my search terms/needs Search speed was too slow Other				Search required too many refinements to get to what I wanted	
Search speed was too slow Other					7
CFB02170 A What specific search term(s) did you use in your search today to find the information you are looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? If you had to refine your initial search results, how many times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 1=Not very satisfied 2				•	7
today to find the information you are looking for? IFB02171 B If you had to refine your initial search results, how many times did you have to refine them to get the information you were looking for? IFB02172 Z Please rate how satisfied you are with the keyword search function of this website. 1 to 2 times 3 to 4 times 5 or more times Can't recall 1=Not very satisfied 2				Other	
times did you have to refine them to get the information you were looking for? 3 to 4 times 5 or more times Can't recall FB02172 Z Please rate how satisfied you are with the keyword search function of this website. 1=Not very satisfied 2	02170	Α			
times did you have to refine them to get the information you were looking for? 3 to 4 times 5 or more times Can't recall FB02172 Z Please rate how satisfied you are with the keyword search function of this website. 1=Not very satisfied 2	02171	В	If you had to refine your initial search results, how many	1 to 2 times	
FB02172 Z Please rate how satisfied you are with the keyword search function of this website. Can't recall 1=Not very satisfied 2			times did you have to refine them to get the information you		
FB02172 Z Please rate how satisfied you are with the keyword search function of this website. 1=Not very satisfied 2			and the state of t	5 or more times	
function of this website. 2				Can't recall	
<u>L</u>	02172	Z		1=Not very satisfied	
3			function of this website.	2	
4				3	
4				4	
5				5	
6				6	

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	Skip			
OID	Logic	Outsetion Tout	Answer Choices	Skip
QID	Label	Question Text	(limited to 50 characters)	Экір
			9	
			<u> </u>	_
			10=Very satisfied	_
7.170			Don't know	
7476	Х		Encountered no difficulties with the navigation	
		navigation process?	Could not determine the best link on most pages	
			Could not navigate back to previous information	_
			Would often feel lost, not know where I was	_
			Had difficulty finding related information	
			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	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
		Navigation did not support what I was trying to accomplish		
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
		Categories on the left navigation bar		
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	В
			Other	Α
6413		If you answered "Other" above, please specify other information.		
7829	В	If you answered "better instructions on using TreasuryDirect"		
		above, please provide some specifics of how can we improve		
		the instructions to make it easier for you to use the		
		TreasuryDirect site.		
ACQLiv0010377		Please rate the clarity of the wording on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	\neg
			Don't know	
ACQLiv0010379		Please rate how well you understand the wording on this	1=Poor	
4COLIVUOTO319		ir icase fate flow well you understand the wording on this	I=P00	

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			TreasuryDirect Satisfaction Survey COSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
4		Quodion Toxi	3	Jan C
			4	1
			5	1
			6	1
			7	1
			8	1
			9	1
			10=Excellent	1
			Don't know	1
ACQLiv0010380		Please rate this site on its use of short, clear sentences .	1=Poor	
		, , , , , , , , , , , , ,	2	1
			3	1
			4	†
			5	1
			6	1
			7	
		8	1	
		9	1	
	10=Excellent	1		
			Don't know	1
ACQLiv0010381 F	How likely are you to discourage others from doing business			
with th	with this agency?	2	1	
			3	1
			4	1
			5	
			6	1
			7	1
			8	1
			9	1
			10=Very Likely	1
ACQhar0017592		Do you ever access the Internet using a mobile phone or	Yes	A, B
		tablet?	No	1 ", "
ACQhar0017593	Α	Which of the following devices do you have?	A SmartPhone	w
		The state of the s	A tablet	Х
			None of these	
ACQhar0017595	W	Specifically, which type of mobile phone do you have?	iPhone	
		Specially, a Special Company	Android	†
			Blackberry	1
			Another phone	
ACQhar0017616	Х	Specifically, which type of tablet do you have?	iPad	
Ç	7.	,	Kindle	
			Android	
			Blackberry	
			Another tablet	
ACQhar0017594	В	Have you ever accessed ANY federal website using a	Yes	С
2110111004		mobile phone or tablet?	No, but I plan to do so	
		Production of the control of the con	ivo, but i plan to do 30	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No, but I might in the future	
			No, and I don't plan to do so	
ACQhar0017617	С	Have you ever accessed TreasuryDirect's site using a	Yes	Y, Z
		mobile phone or tablet?	No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
ACQhar0017618	Υ	What was the main reason you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What resources/additional resources might you want to access from TreasuryDirect using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to connect to the Internet?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education	Grade school or some high school	
		you have completed?	High school graduate or GED	
			Some college/vocational school	_
			College graduate	_
			Some postgraduate school	
			Graduate/professional degree	- 1

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

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

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
radio button, scale, has don't know	Sirigic	'		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile
				Internet
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Y		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

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OID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Ckin
QID 235	Labei	How frequently do you visit this site?	First time	Skip
235		How frequently do you visit this site?		
			More than once a day Daily	
			About once a week	
			About once a month	
			Every 6 months or less	
6405		What best describes your role in visiting this site?	Individual saver/investor	
0405		what best describes your role in visiting this site?	Bank or credit union representative	
			'	
			Member of the press	
			Financial planner	
			Pension fund manager	
			Hedge fund manager	
			Broker	
			Primary dealer	
			Research analyst	
0.400			Other	_
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	
			Purchase a Treasury security	
			Open a TreasuryDirect account for myself	D,
			Assist someone else in opening a TreasuryDirect account	
			Access my TreasuryDirect account	D,
			Find info on exchanging paper savings bonds for electronic securities	
			Browsing the site	
			Other	A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	В	If you answered "Perform research (i.e., gather information)"	Find ways to save for college or other goals	
		above, which of the following best describes the topic that you	Learn about Treasury securities	
		are researching on our site today?	Check rates	
			Learn about TreasuryDirect	
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	
			Learn how to exchange paper savings bonds for electronic securities	
			Other	C
7472	С	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open	Very useful	
		a TreasuryDirect account" as your primary reason for visiting	Somewhat useful	
		the site today, please tell us how useful are the user	Not very useful	
		instructions within this application.	Not at all useful	
			Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a	Very easy	
		TreasuryDirect account" today, how easy was it to utilize the	Somewhat easy	
		account features and navigate through the steps?	Somewhat difficult	

Somewhat difficult
Very difficult

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pink: ADDITION
blue + -->: REWORDING

Date: 10/26/12

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	
7475	Α	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	
			No	
			Partially	
7822	Α	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	2
			Site Map	
			Search feature	Y
			Categories on the top navigation bar	
			Categories on the left navigation bar	
		Ouick Links		
			All of the above	x,
			Other	
7211	Υ	If you used the site's search feature today, which of the	Descriptions of results were helpful	
		following describes your experience with the search feature?	Descriptions of results were not helpful	
			Returned too many results	
			Returned not enough results	
			Returned results that were too similar/redundant	
			I was not sure what words to use in my search	
			Search required too many refinements to get to what I wanted	
			Results were not relevant to my search terms/needs	
			Search speed was too slow	
			Other	
(FB02170	Α	What specific search term(s) did you use in your search today to find the information you are looking for?		
(FB02171	В	If you had to refine your initial search results, how many	1 to 2 times	
		times did you have to refine them to get the information you	3 to 4 times	
		were looking for?	5 or more times	
			Can't recall	
(FB02172	Z	Please rate how satisfied you are with the keyword search	1=Not very satisfied	
		function of this website.	2	
			3	
			4	
			5	
			6	

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
			8 9 10=Very satisfied	
			Don't know	_
7476	Х	What type of difficulty, if any, did you encounter with the	Encountered no difficulties with the navigation	
1410		navigation process?	Could not determine the best link on most pages	
		Tavigation process.	Could not navigate back to previous information	-
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			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	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
		, ,	Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	
			Other	
6413		If you answered "Other" above, please specify other information.		
7829		If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.		
CQLiv0010377		Please rate the clarity of the wording on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
CQLiv0010379		Please rate how well you understand the wording on this	1=Poor	

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pink: ADDITION
blue + -->: REWORDING

			TreasuryDirect Satisfaction Survey COSTOM QUESTION	LIST
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
4		Quotion Toxi	3	
			4	1
			5	1
			6	1
			7	1
			8	1
			9	1
			10=Excellent	1
			Don't know	1
ACQLiv0010380		Please rate this site on its use of short, clear sentences .	1=Poor	
10 Q2110010000		lease rate this site of the use of short, steal sentences.	2	1
			3	+
			4	-
			5	1
			6	+
			7	+
			Q	+
			9	+
			10=Excellent	+
			Don't know	-
ACQLiv0010381		How likely are you to discourage others from doing business		-
ACCTIVOOT0301		with this agency?		+
		with this agency:	3	-
			3	-
			4 F	-
			5	-
			6	-
				-
			8	-
			9	-
			10=Very Likely	
		Do you ever access the Internet using a mobile phone or tablet?	Yes	A, E
			No .	
	A	Which of the following devices do you have?	A SmartPhone	W
			A tablet	X
			None of these	
	W	Specifically, which type of mobile phone do you have?	iPhone	
			Android	
			Blackberry	
			Another phone	
	Х	Specifically, which type of tablet do you have?	iPad Pad	
			Kindle	
			Android	
			Blackberry	
			Another tablet	
	В	Have you ever accessed ANY federal website using a	Yes	С
		mobile phone or tablet?	No, but I plan to do so	

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
			No, but I might in the future	
			No, and I don't plan to do so	
	С	Have you ever accessed (agency/department)'s site using	Yes	Υ, 2
		a mobile phone or tablet?	No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
	Y	What was the main reason you last visited (agency/department name) using a mobile phone or tablet?		
	Z	What resources/additional resources might you want to access from (agency/department) using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to connect to the Internet?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84 85 or older	
6417		NA/Inich of the following indicates the high out level of advertice.		
041/		Which of the following indicates the highest level of education you have completed?	Grade school or some high school High school graduate or GED	
		you have completed:	Some college/vocational school	
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Drop down, Select one	Sirigie	'	Skip Logic Group	
Drop down, select one	single	N		
Text area, no char limit		N		
Drop down, select one	single	Υ		
Radio button, scale, has don't know	single	Y		
radio battori, batto, riab dori t know	Single			

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Υ		Access Mobile
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Υ		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area,no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
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	
6405		What best describes your role in visiting this site?	Individual saver/investor	
0.00		Think seet december your role in rolling time one.	Bank or credit union representative	
			Member of the press	
			Financial planner	\dashv
			Pension fund manager	\dashv
			Hedge fund manager	
			Broker	-
			Primary dealer	\dashv
			Research analyst	
			Other	
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	
0400		what is your primary reason for visiting the site today?	Purchase a Treasury security	
		Open a TreasuryDirect account for myself	+	
		·	_	
		Assist someone else in opening a TreasuryDirect account	_	
			Access my TreasuryDirect account	_ '
			Find info on exchanging paper savings bonds for electronic securities	
		Browsing the site		
7471	Α	If you answered "Other" above, please specify other reason for visiting the site.	Other .	
6407	В	If you answered "Perform research (i.e., gather information)"	Find ways to save for college or other goals	
0407		above, which of the following best describes the topic that you	Learn about Treasury securities	_
		are researching on our site today?	Check rates	_
			Learn about TreasuryDirect	-
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	_
			Learn how to exchange paper savings bonds for electronic securities	-
			Other	-
7472	С	If you answered "Other" above, please specify other topic	Other	
		researched on the site.		
7473	D		Very useful	
		the site tedes, where tell we become after one the ways	Somewhat useful	
			Not very useful	
		попасното мили ило аррисанот.	Not at all useful	
			Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a	Very easy	
		TreasuryDirect account" today, how easy was it to utilize the	Somewhat easy	
		account features and navigate through the steps?	Somewhat difficult	
			Very difficult	

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blue + -->: REWORDING

	Skip			
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	7
7475	Α	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	
			No	- 1
			Partially	
7822	Α	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	
	, °	Site Map		
		Search feature	١ ١	
		Categories on the top navigation bar		
		Categories on the left navigation bar		
			Ouick Links	
			All of the above	- x,
			Other	⊣ ^,
7211	Y	If you used the site's search feature today, which of the	Descriptions of results were helpful	
7211		following describes your experience with the search feature?	Descriptions of results were not helpful	١,
		ionowing describes your experience with the search reading.	Returned too many results	⊢ '
			Returned not enough results	-
			Returned results that were too similar/redundant	-
			I was not sure what words to use in my search	-
			Search required too many refinements to get to what I wanted	
			Results were not relevant to my search terms/needs	1
			Search speed was too slow	
			Other	_
-B02170	A	What specific search term(s) did you use in your search	<u>Guici</u>	
DOLLIO		today to find the information you are looking for?		
-B02171	В	If you had to refine your initial search results, how many	1 to 2 times	
	_	times did you have to refine them to get the information you	3 to 4 times	
		were looking for?	5 or more times	
			Can't recall	
FB02172	Z	Please rate how satisfied you are with the keyword search	1=Not very satisfied	
	_	function of this website.	2	
			3	
			4	
			5	
			6	
			7	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip
Ų.		Quosion Toxi	9	J.I.
			10=Very satisfied	
			Don't know	
7476	X	What type of difficulty, if any, did you encounter with the	Encountered no difficulties with the navigation	
	_	navigation process?	Could not determine the best link on most pages	
			Could not navigate back to previous information	
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			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	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			<u>Other</u>	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	
			Other	
6413	Α	If you answered "Other" above, please specify other information.		
7829	В	If you answered "better instructions on using TreasuryDirect"		
		above, please provide some specifics of how can we improve		
		the instructions to make it easier for you to use the		
		TreasuryDirect site.		
		Please rate the clarity of the wording on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
		Please rate how well you understand the wording on this	1=Poor	
		site.	2	\dashv
			3	\dashv

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underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			5	
			6	
			7	」
			8	
			9	
			10=Excellent]
			Don't know	
		Please rate this site on its use of short, clear sentences .	1=Poor	
			2	
			3	
			4	
			5	
			6	1
			7	1
			8	1
			9	1
			10=Excellent	1
			Don't know	1
		How likely are you to discourage others from doing business	1=Very unlikely	
		with this agency?	2	1
			3	1
			4	1
			5	1 1
			6	┪
			7	1
			8	1 1
			0	-
			10=Very Likely	- I
6414		If you could make one improvement to this site, what would it be?	20-Very Likely	
AED08473		Which of the following do you use to connect to the Internet ?	Dial-up service	
			DSL or cable modem	1
			T-1 or T-3 (High Speed local area network)	1
6415		What is your gender?	Female	
0,10		What is your gender.	Male	1
6416		Which range best describes your age?	Under 18	
0.120		William range best describes your age.	18-24	†
			25-34	
			35-44	1
			45-54	- I
			45-54 55-64	-
			65-74	- I
			75-84	↓
			85 or older	
6417		Which of the following indicates the highest level of education	Grade school or some high school	↓ l
		you have completed?	High school graduate or GED	↓
	1		Some college/vocational school	

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underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

TreasuryDirect Satisfaction	Survey CUSTOM (UESTION LIST
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Υ		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Drop down, select one	single	N		
Text area, no char limit		N		
<u>Drop down, select one</u>	<u>single</u>	Y		
Radio button, scale, has don't know	<u>single</u>	Y		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	<u>single</u>	N		
Drop down, select one	single	Y		
Dadia huttan ana un undiad	ain ala	Y		
Radio button, one-up vertical	single			
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
Radio button, scale, has don't know	single	Y		Clear sentences	
Radio button, scale, no don't know	single	Y		Word of mouth	
Total and an allow limit		N			
Text area, no char limit		N			
Drop down, select one	single	N			
Drop down, select one	single	N			
Drop down, select one	single	N			
Drop down, select one	single	N			

Type (select from lis	Single or Rec	uired Special /N Instructions	S CQ Label

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir Y/N
235		How frequently do you visit this site?	First time		Drop down, select one	single	Y
			More than once a day		•		
			Daily				
			About once a week	_			
			About once a month	-			
			Every 6 months or less	- 1			
6405	+	What best describes your role in visiting this site?	Individual saver/investor		Drop down, select one	single	Y
0403		What best describes your role in visiting this site:	Bank or credit union representative	-	Drop down, select one	Sirigie	'
				-			
			Member of the press	-			
			Financial planner	_			
			Pension fund manager	_			
			Hedge fund manager	_			
			Broker				
			Primary dealer				
			Research analyst				
			Other				
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	В	Radio button, one-up vertical	single	Y
			Purchase a Treasury security		•		
			Open a TreasuryDirect account for myself	D,E			
			Assist someone else in opening a TreasuryDirect account	I			
			Access my TreasuryDirect account	D.E			
			Find info on exchanging paper savings bonds for electronic securities				
			Browsing the site	-			
				⊣ <u>,</u>			
7474	—	If you answered "Other" above, please specify other reason for	Other	Α	T4 1514		
7471	A	visiting the site.			Text area, no char limit		N
6407	В	If you answered "Perform research (i.e., gather information)" above,	Find ways to save for college or other goals		Radio button, one-up vertical	single	N
		which of the following best describes the topic that you are	Learn about Treasury securities				
		researching on our site today?	Check rates				
			Learn about TreasuryDirect				
			Learn about T-bills, notes or TIPS				
			View the auction calendar	_			
			Learn about savings bonds	- 1			
			Calculate the current value of savings bonds owned	-			
			Learn how to exchange paper savings bonds for electronic securities	-			
				⊢ _с			
7.170	+		Other	 '	-		
7472	С	If you answered "Other" above, please specify other topic researched on the site.			Text area, no char limit		N
7473	D	If you indicated "access my TreasuryDirect account" or "Open a	Very useful		Drop down, select one	single	N
		TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this	Somewhat useful				
		application.	Not very useful				
		аррисаноп.	Not at all useful				
			Don't know				
7474	Е	If you "accessed your TreasuryDirect account" or "opened a	Very easy		Drop down, select one	single	N
		TreasuryDirect account" today, how easy was it to utilize the account	Somewhat easy	7			
		features and navigate through the steps?	Somewhat difficult				
			Very difficult	-			
			Don't know	-			
6400	+	What source brought you to our site?	Search engine	+ +	Radio button, one un vertical	cinale	Y
6408		what source brought you to our site?		⊣	Radio button, one-up vertical	single	Y
			Another website/link	⊣ ∣			
			Media/news story	⊣ l			
			Other government site	⊣			
			Site bookmarked	_			
	1		Referral from a friend/family/colleague/banker				
			Brochure, flyer, poster, or other printed material				

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blue + -->: REWORDING

			Treasury Direct Satisfaction Survey Costonic Qoestion List						
	Skip Logic		Answer Choices			Single or	Require		
QID	Label	Question Text	(limited to 50 characters) Other	Skip to	Type (select from list)	Multi	Y/N		
7475	Α	If you answered "Other" above, please specify other source.	Ottlet	_ A	Text area, no char limit		N		
6409	_ ^	Did you find what you were looking for?	Yes		Drop down, select one	single	Y		
			No	1		9			
			Partially						
7822		If you didn't find what you were looking for, please specify the information wanted.			Text area, no char limit		N		
6410		What method are you using to locate the information?	Navigating through the Web pages		Drop down, select one	single	Y		
			Site Map		·				
			Search feature						
			Categories on the top navigation bar						
			Categories on the left navigation bar	1					
			Quick Links	-					
			All of the above	1					
6411		Which method is most helpful to you?	Other Navigating through the Web pages		Dron down, coloct one	single	Y		
0411		William method is most neiphal to you?	Site Map	1	Drop down, select one	single	ľ		
			Search feature	1					
			Categories on the top navigation bar	1					
			Categories on the left navigation bar	1					
			Quick Links	1					
			Other	1					
7211		If you used the site's search feature today, which of the following	Descriptions of results were helpful		Drop down, select one	single	N		
	describes your experience with the search feature?	Descriptions of results were not helpful	Α						
			Returned too many results						
			Returned not enough results						
			Returned results that were too similar/redundant I was not sure what words to use in my search						
			Search required too many refinements to get to what I wanted	В					
			Results were not relevant to my search terms/needs	Ā					
			Search speed was too slow	1 "					
			Other	1					
(FB02170	Α	What specific search term(s) did you use in your search today to find the information you are looking for?			Text area, no char limit		N		
FB02171	В	If you had to refine your initial search results, how many	1 to 2 times		Drop down, select one	single	N		
-		times did you have to refine them to get the information you	3 to 4 times	1	' '				
		were looking for?	5 or more times	1					
			Can't recall						
FB02172		Please rate how satisfied you are with the keyword search	1=Not very satisfied	_	Radio button, scale, has don't know	single	Y		
		function of this website.	2						
			3	4					
			4	-					
			6	+					
			7	1					
			8	1					
			9	1					
			10=Very satisfied	1					
	<u> </u>		Don't know						
7476		What type of difficulty, if any, did you encounter with the navigation	Encountered no difficulties with the navigation		Drop down, select one	single	N		
		process?	Could not determine the best link on most pages						
			Could not navigate back to previous information	1					
			Would often feel lost, not know where I was	1					
			Had difficulty finding related information	4					
			Too many links or navigational choices]		1			

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blue + -->: REWORDING

			TreasuryDirect Satisfaction Survey COSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
¥.5		Quodion 10A	Links did not take me where I expected	Ciap to	. , , , , , , , , , , , , , , , , , , ,		
			Could not get started or did not know where to begin	_			
				_			
			Had difficulty finding detailed information	_			
			Had technical difficulties (e.g. broken links, error messages)	_			
			Navigation did not support what I was trying to accomplish	_			
			Navigated to the general area but could not find the specific information I needed	_			
			Other			.	
6412		What other information would you like to see on our site?	More information on Treasury securities	_	Radio button, one-up vertical	single	Y
			More information on TreasuryDirect				
			Better instructions on using TreasuryDirect	В			
			Other	Α			
6413	Α	If you answered "Other" above, please specify other information.			Text area, no char limit		N
7829	В	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.	s		Text area, no char limit		N
6414		If you could make one improvement to this site, what would it be?			Text area, no char limit		N
ED08473		Which of the following do you use to connect to the Internet?	Dial-up service		Drop down, select one	single	Y
			DSL or cable modem			-	
			T-1 or T-3 (High Speed local area network)				
6415		What is your gender?	Female		Drop down, select one	single	N
0410		The second of th	Male	_	Brop down, select one	Single	''
6416		Which range best describes your age?	Under 18		Drop down, select one	single	N
		William tallige book accombce your age.	18-24	-	Brop down, select one	Single	
			25-34	_			
			35-44	-			
			45-54	_			
			55-64	_			
				_			
			65-74	_			
			75-84	_			
			85 or older				
6417		Which of the following indicates the highest level of education you	Grade school or some high school		Drop down, select one	single	N
		have completed?	High school graduate or GED				
			Some college/vocational school				
			College graduate				
			Some postgraduate school				
			Graduate/professional degree				
D07604		Please rate how thoroughly this website discloses	1=Poor		Radio button, scale, has don't know	Single	¥
		information about what this agency is doing.		2	, , , , , , , , , , , , , , , , , , , ,		
				3			
				4			
				5			
				6			
				7			
				0			
				0			
			10 E II I	9			
			10=Excellent	_			
			Don't know			1	
		Please rate how quickly agency information is made	1=Poor	_	Radio button, scale, has don't know	Single	¥
D07605		available on this website.		2		1	
D07605							
:D07605				3			
D07605				3 4			
D07605				3 4 5			

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Direct Satisfaction	

			TreasuryDirect Satisfaction Survey COSTOM QUESTION LIST				
	Skip					L	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
Δin	Luber	Question Text	(minica to 50 onaracters)	Z Citip to	Type (select from fist)	man	1714
				3			
)			
			10=Excellent	-			
ED07606		Please rate how well information about what this agency is	Don't know 1=Poor		Radio button, scale, has don't know	Single	¥
LDOTOGO		doing can be accessed by the public on this website.	1 - 1 001	2	radio button, scale, has don't know	Single	
				3			
				ŀ			
				5			
				,			
				2			
				,			
			10=Excellent				
			Don't know				
ED07607		Please rate how well this website provides opportunities for	1=Poor		Radio button, scale, has don't know	Single	¥
		you to participate in policymaking.		2			
				\$			
				<u> </u>			
				Z			
				3			
			()			
			10=Excellent Den't know	-			
ED07608		Please rate how well this website encourages you to share	1=Poor		Radio button, scale, has don't know	Single	¥
		your ideas and knowledge with this agency.		2			
				3			
			•	ŀ			
				•			
				2			
				3			
)			
			10=Excellent				
			Don't know				
ED07609		Please rate how well this website solicits public input on important issues this agency addresses.	1=Poor		Radio button, scale, has don't know	Single	¥
		important issues this agency addresses.		2			
				Í			
			· ·	,			
			•	•			
				2			
				5			
			10=Excellent	7			
			Don't know	1			
ED07610		Based on information you have seen on this website, please	1=Poor		Radio button, scale, has don't know	Single	¥
		rate how well this agency collaborates with other parts of		2			
		the government.		3			
				1			
)			
	I .	I		7	l .	I	l

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blue + -->: REWORDING

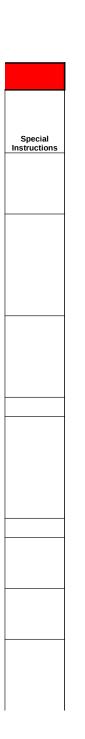
TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

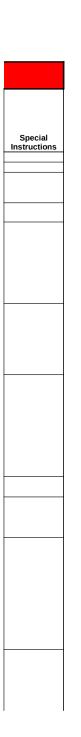
			TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST				
	Skip Logic		Answer Choices			Single or	Required
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
				2			
				3			
			10=Excellent	!			
			Don't know	1			
AED07611		Based on information you have seen on this website, please	1=Poor		Radio button, scale, has don't know	Single	¥
		rate how well this agency collaborates with the private		2			
		sector.		3			
				, ,			
				2			
				3			
			40 FreeHeat)			
			10=Excellent Den't knew	-			
AED07612		Please rate how well this website provides tools that facilitate			Radio button, scale, has don't know	Single	¥
		interactive discussions with the public.	1	2	radio battori, ocale, nao done mon	o.i.igio	
			(}			
				•			
				7			
				3			
)			
			10=Excellent				
AED07613		Disease with a second of throat in this arrange.	Don't know		Dadia buttan asala na danit know	Cinale	¥
MEDU/013		Please rate your level of trust in this agency.	1-=Not at all Trustworthy	2	Radio button, scale, no don't know	Single	+
				<u> </u>			
				ŀ			
				5			
				,			
				3			
				•			
			10=Very Trustworthy				
AED07614		Please rate your likelihood to express your thoughts or ideas to this agency in the next 90 days.	1=Very Unlikely	-	Radio button, scale, no don't know	Single	¥
		rueas to this agency in the next 90 days.		2			
				Í			
				,			
)			
				Z .			
				5			
			10=Very Likely	1			
AED07615		Please rate your likelihood to participate in a discussion with	1=Very Unlikely		Radio button, scale, no don't know	Single	¥
		this agency online using chat, wikis, discussion boards, or	-	2		_	
		blogs in the next 90 days.		3			
				2			
				Z			
				}			
			-				

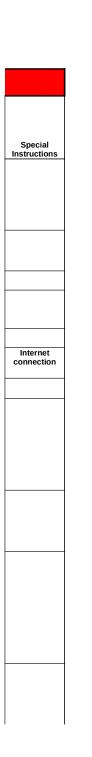
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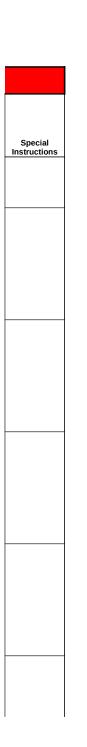
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			TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	
			10=Very Likely					













Special Instructions Model Instance Name:

TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

Date: 3/1/2008

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pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444			Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Dropdown (Select-one)	Single
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	A	Radio button, one-up vertical	Single
CQ0004444	Α	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004444	Α	Other primary reason			Text area, no char limit	Single
CQ0004444	В	What type of information were you looking for when researching products for the possible inclusion in a design ?	Spec 3D models Product application Green information Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004444	С	products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

Model Instance Name:

TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

Date: 3/1/2008

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pink: ADDITION

blue + -->: REWORDING

	Skip		Annuar Obsider			Cinute an
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
CQ0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature		readio battori, one ap vertical	
			Other (please specify)	Α		
CQ0004444	Α	Other reason seeking information	Carlor (process speedin))		Text field, <100 char	Single
CQ0004444		Were you able to find what you were looking for today?	Yes		Radio button, one-up vertical	Single
			No	В	, , , , , , , , , , , , , , , , , , , ,	
			Not sure	C,D		
Q0004444	Α	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
Q0004444	В	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service		,	
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	Е		
			Other			
Q0004444	С	Why were you not sure ?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
•			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
Q0004444		Since you were not cure, what do you plan to do read?	Other Continue leaking for the information at this site		Drop down solect one	Cinala
Q0004444	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service		Drop down, select one	Single
			E-mail Sweets.com customer service			
			Return to this site later and try again Conduct a new internet search			
			Visit other building product sites	F		
			Other			
Q0004444	E	What other site(s) do you plan to visit?	Otto		Text area, no char limit	Single
Q0004444 Q0004444	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
Q0004444		What other sources do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)		The state of the s	
			Reed First Source			
			4specs			
			Arcat			
	1		Manufacturers websites			

Required Y/N	Special Instructions
Y	
Υ	Randomize
N	
Y	
N	
Y	
Y	

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