

## 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 questions utilize the ACSI methodology to determine scores and impacts*

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



**Model Instance Name:**

TreasuryDirect Satisfaction Survey

MID: NBZsgUZJohJxkpd1gRZQtA==

Date: 9/29/2009

**TreasuryDirect Satisfaction Survey MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content</b> (1=Poor, 10=Excellent, Don't Know)</p>	<p><b>Satisfaction</b></p>	<p><b>Likelihood to Return</b> (1=Very Unlikely, 10=Very Likely)</p>
<p>1 Please rate the <b>accuracy of information</b> on this site.</p>	<p>24 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>27 How likely are you to <b>return to this site</b>?</p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>25 How well does this site <b>meet your expectations</b>? (1= Falls Short, 10= Exceeds)</p>	<p><b>Recommend</b> (1=Very Unlikely, 10=Very Likely)</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>	<p>26 How does this site <b>compare to your idea of an ideal website</b>? (1=Not Very Close, 10=Very Close)</p>	<p>28 How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)</p>		<p><b>Primary Resource</b> (1=Very Unlikely, 10=Very Likely)</p>
<p>4 Please rate the <b>usefulness of the features provided</b> on this site.</p>		<p>29 How likely are you to use this site as your <b>primary resource</b> for obtaining information from this organization?</p>
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<p><b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)</p>		
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<p>11 Please rate the <b>options available for navigating</b> this site.</p>		
<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Search</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate the <b>relevance of search results</b> on this site.</p>		
<p>15 Please rate the <b>organization of search results</b> on this site.</p>		
<p>16 Please rate how well the <b>search results help you decide what to select</b>.</p>		
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 Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>
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2 Please rate the <b>quality of information</b> on this site.	25 How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10= Exceeds)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Please rate the <b>freshness of content</b> on this site.	26 How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	28 How likely are you to <b>recommend this agency to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
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<b>Search (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate the <b>relevance of search results</b> on this site.		
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23 Please rate the <b>ease of choosing/modifying your password</b> on this site.		

**Due to WoMI requirements, i had to change the recommend question from "this site" to "this agency". client approved. Rhonda said this does not need model restart, it just needs to be recategorized in benchmarks.**

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 6/17/2013

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

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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 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) 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 Other	B D,E D,E A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals Learn about Treasury securities 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	C	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful Somewhat useful Not very useful Not at all useful Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy Somewhat easy Somewhat difficult Very difficult	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			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	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes No Partially	A
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?	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	X X Y,Z X X X X,Y,Z
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful 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	A      B A
KFB02170	A	What <b>specific search term(s) did you use</b> in your search today to find the information you are looking for?		
KFB02171	B	If you had to <b>refine your initial search results, how many times did you have to refine</b> them to get the information you were looking for?	1 to 2 times 3 to 4 times 5 or more times Can't recall	
KFB02172	Z	Please rate <b>how satisfied</b> you are with the <b>keyword search function</b> of this website.	1=Not very satisfied 2 3 4 5 6 7	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8 9 10=Very satisfied Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation 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 Other	B A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	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 <b>clarity of the wording</b> on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010379		Please rate <b>how well you understand the wording</b> on this site.	1=Poor 2	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010380		Please rate this site on its <b>use of short, clear sentences.</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010381		How likely are you to <b>discourage others</b> from doing business with this agency?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very Likely	
ACQhar0017592		Do you <b>ever access the Internet using a mobile phone or tablet?</b>	Yes No	A, B
ACQhar0017593	A	Which of the following <b>devices</b> do you have?	A SmartPhone A tablet None of these	W X
ACQhar0017595	W	Specifically, which <b>type of mobile phone</b> do you have?	iPhone Android Blackberry Another phone	
ACQhar0017616	X	Specifically, which <b>type of tablet</b> do you have?	iPad Kindle Android Blackberry Another tablet	
ACQhar0017594	B	Have you <b>ever accessed ANY federal website using a mobile phone or tablet?</b>	Yes No, but I plan to do so	C



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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	C	Have you <b>ever accessed TreasuryDirect's site using a mobile phone or tablet?</b>	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y, Z Z Z
ACQhar0017618	Y	What was the <b>main reason</b> you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What <b>resources/additional resources</b> 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 <b>connect to the Internet?</b>	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 you have completed?	Grade school or some high school 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	<b>Skip Logic Group</b>	
Text area, no char limit		N		
Drop down, select one	single	Y	<b>Skip Logic Group</b>	
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, 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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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 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) 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 Other	B D,E D,E A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals Learn about Treasury securities 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	C	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful Somewhat useful Not very useful Not at all useful Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy Somewhat easy Somewhat difficult Very difficult	

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			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	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes No Partially	A
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?	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	X X Y,Z X X X X,Y,Z
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful 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	A      B A
KFB02170	A	What <b>specific search term(s) did you use</b> in your search today to find the information you are looking for?		
KFB02171	B	If you had to <b>refine your initial search results, how many times did you have to refine</b> them to get the information you were looking for?	1 to 2 times 3 to 4 times 5 or more times Can't recall	
KFB02172	Z	Please rate <b>how satisfied</b> you are with the <b>keyword search function</b> of this website.	1=Not very satisfied 2 3 4 5 6 7	



Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 6/17/2013

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

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8 9 10=Very satisfied Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation 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 Other	B A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	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 <b>clarity of the wording</b> on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010379		Please rate <b>how well you understand the wording</b> on this site.	1=Poor 2	

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 6/17/2013

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010380		Please rate this site on its <b>use of short, clear sentences.</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010381		How likely are you to <b>discourage others</b> from doing business with this agency?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very Likely	
ACQhar0017592		Do you <b>ever access the Internet using a mobile phone or tablet?</b>	Yes No	A, B
ACQhar0017593	A	Which of the following <b>devices</b> do you have?	A SmartPhone A tablet None of these	W X
ACQhar0017595	W	Specifically, which <b>type of mobile phone</b> do you have?	iPhone Android Blackberry Another phone	
ACQhar0017616	X	Specifically, which <b>type of tablet</b> do you have?	iPad Kindle Android Blackberry Another tablet	
ACQhar0017594	B	Have you <b>ever accessed ANY federal website using a mobile phone or tablet?</b>	Yes No, but I plan to do so	C

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

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	C	Have you <b>ever accessed TreasuryDirect's site using a mobile phone or tablet?</b>	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y, Z Z Z
ACQhar0017618	Y	What was the <b>main reason</b> you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What <b>resources/additional resources</b> 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 <b>connect to the Internet?</b>	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 you have completed?	Grade school or some high school 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	<b>Skip Logic Group</b>	
Text area, no char limit		N		
Drop down, select one	single	Y	<b>Skip Logic Group</b>	
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, 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		



Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 10/26/12

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

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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 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) 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 Other	B D,E D,E A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals Learn about Treasury securities 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	C	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful Somewhat useful Not very useful Not at all useful Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy Somewhat easy Somewhat difficult Very difficult	

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 10/26/12

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			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	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes No Partially	A
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?	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	X X Y,Z X X X X,Y,Z
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful 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	A     B A
KFB02170	A	What <b>specific search term(s) did you use</b> in your search today to find the information you are looking for?		
KFB02171	B	If you had to <b>refine your initial search results, how many times did you have to refine</b> them to get the information you were looking for?	1 to 2 times 3 to 4 times 5 or more times Can't recall	
KFB02172	Z	Please rate <b>how satisfied</b> you are with the <b>keyword search function</b> of this website.	1=Not very satisfied 2 3 4 5 6 7	

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 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8 9 10=Very satisfied Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation 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 Other	B A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	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 <b>clarity of the wording</b> on this site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010379		Please rate <b>how well you understand the wording</b> on this site.	1=Poor 2	

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 MID: NBZsgUZJohJxkpd1gRZQtA==  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010380		Please rate this site on its <b>use of short, clear sentences.</b>	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know	
ACQLiv0010381		How likely are you to <b>discourage others</b> from doing business with this agency?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very Likely	
		Do you ever access the internet using a mobile phone or tablet?	Yes No	A, B
	A	Which of the following devices do you have?	A SmartPhone A tablet None of these	W X
	W	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry Another phone	
	X	Specifically, which type of tablet do you have?	iPad Kindle Android Blackberry Another tablet	
	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes No, but I plan to do so	C

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 MID: NBZsgUZJohJxkpd1gRZQtA==  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

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	
	C	Have you ever accessed (agency/department)'s site using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y, Z Z Z
	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		Which of the following indicates the highest level of education you have completed?	Grade school or some high school 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	<b>Skip Logic Group</b>	
Text area, no char limit		N		
Drop down, select one	single	Y	<b>Skip Logic Group</b>	
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, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile
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



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		

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 1/6/12

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 pink: ADDITION  
 blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
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 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) 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 Other	B D,E D,E A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals Learn about Treasury securities 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	C	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful Somewhat useful Not very useful Not at all useful Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy Somewhat easy Somewhat difficult Very difficult	

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 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 1/6/12

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

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			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	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes No Partially	A
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?	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	X X Y,Z X X X X,Y,Z
7211	Y	<i>If you used the site's search feature today, which of the following describes your experience with the search feature?</i>	<i>Descriptions of results were helpful</i> <i>Descriptions of results were not helpful</i> <i>Returned too many results</i> <i>Returned not enough results</i> <i>Returned results that were too similar/redundant</i> <i>I was not sure what words to use in my search</i> <i>Search required too many refinements to get to what I wanted</i> <i>Results were not relevant to my search terms/needs</i> <i>Search speed was too slow</i> <i>Other</i>	A     B A
KFB02170	A	<i>What specific search term(s) did you use in your search today to find the information you are looking for?</i>		
KFB02171	B	<i>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?</i>	1 to 2 times 3 to 4 times 5 or more times Can't recall	
KFB02172	Z	<i>Please rate how satisfied you are with the keyword search function of this website.</i>	1=Not very satisfied 2 3 4 5 6 7 8	

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 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			<u>9</u> <u>10=Very satisfied</u> <u>Don't know</u>	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	<u>Encountered no difficulties with the navigation</u> <u>Could not determine the best link on most pages</u> <u>Could not navigate back to previous information</u> <u>Would often feel lost, not know where I was</u> <u>Had difficulty finding related information</u> <u>Too many links or navigational choices</u> <u>Links did not take me where I expected</u> <u>Could not get started or did not know where to begin</u> <u>Had difficulty finding detailed information</u> <u>Had technical difficulties (e.g. broken links, error messages)</u> <u>Navigation did not support what I was trying to accomplish</u> <u>Navigated to the general area but could not find the specific information I needed</u> <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	B A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	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 site.	1=Poor 2 3 4	

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

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 7 8 9 10=Excellent Don't know	
		How likely are you to discourage others from doing business with this agency?	1=Very unlikely 2 3 4 5 6 7 8 9 10=Very Likely	
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 you have completed?	Grade school or some high school High school graduate or GED Some college/vocational school	

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TreasuryDirect Satisfaction Survey  
MID: NBZsgUZJohJxkpd1gRZQtA==  
Date: 1/6/12

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pink: ADDITION  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

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	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	
<i>Drop down, select one</i>	<i>single</i>	<i>N</i>		
<i>Text area, no char limit</i>		<i>N</i>		
<i>Drop down, select one</i>	<i>single</i>	<i>Y</i>		
<i>Radio button, scale, has don't know</i>	<i>single</i>	<i>Y</i>		



Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
<i>Drop down, select one</i>	<i>single</i>	<i>N</i>		
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
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 list)	Single or Multi	Required Y/N	Special Instructions	CQ Label

Model Instance Name:  
 TreasuryDirect Satisfaction Survey  
 MID: NBZsgUZJohJxkpd1gRZQtA==  
 Date: 9/29/2009

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

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
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		Drop down, select one	single	Y
6405		What best describes your role in visiting this site?	Individual saver/investor Bank or credit union representative Member of the press Financial planner Pension fund manager Hedge fund manager Broker Primary dealer Research analyst Other		Drop down, select one	single	Y
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 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 Other	B D,E D,E A	Radio button, one-up vertical	single	Y
7471	A	If you answered "Other" above, please specify other reason for visiting the site.			Text area, no char limit		N
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals Learn about Treasury securities 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	Radio button, one-up vertical	single	N
7472	C	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 TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful Somewhat useful Not very useful Not at all useful Don't know		Drop down, select one	single	N
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy Somewhat easy Somewhat difficult Very difficult Don't know		Drop down, select one	single	N
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		Radio button, one-up vertical	single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Other	A			
7475	A	If you answered "Other" above, please specify other source.			Text area, no char limit		N
6409		Did you find what you were looking for?	Yes No Partially		Drop down, select one	single	Y
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 Site Map Search feature Categories on the top navigation bar Categories on the left navigation bar Quick Links All of the above Other		Drop down, select one	single	Y
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		Drop down, select one	single	Y
7211		If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful 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	A  B A	Drop down, select one	single	N
KFB02170	A	What <b>specific search term(s) did you use</b> in your search today to find the information you are looking for?			Text area, no char limit		N
KFB02171	B	If you had to <b>refine your initial search results, how many times did you have to refine</b> them to get the information you were looking for?	1 to 2 times 3 to 4 times 5 or more times Can't recall		Drop down, select one	single	N
KFB02172		Please rate <b>how satisfied</b> you are with the <b>keyword search function</b> of this website.	1=Not very satisfied 2 3 4 5 6 7 8 9 10=Very satisfied Don't know		Radio button, scale, has don't know	single	Y
7476		What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation 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		Drop down, select one	single	N

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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
			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				
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	B A	Radio button, one-up vertical	single	Y
6413	A	If you answered "Other" above, please specify other information.			Text area, no char limit		N
7829	B	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.			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
AED08473		Which of the following do you use to <b>connect to the Internet</b> ?	Dial-up service DSL or cable modem T-1 or T-3 (High Speed local area network)		Drop down, select one	single	Y
6415		What is your gender?	Female Male		Drop down, select one	single	N
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		Drop down, select one	single	N
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school High school graduate or GED Some college/vocational school College graduate Some postgraduate school Graduate/professional degree		Drop down, select one	single	N
AED07604		Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	Single	Y
AED07605		Please rate how <b>quickly</b> agency information is made <b>available</b> on this website.	1=Poor 2 3 4 5 6		Radio button, scale, has don't know	Single	Y

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			7 8 9 10=Excellent Don't know				
AED07606		Please rate how well information about what this agency is doing <del>can be accessed by the public</del> on this website.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	Single	Y
AED07607		Please rate how well this website <del>provides opportunities for you to participate</del> in policymaking.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	Single	Y
AED07608		Please rate how well this website <del>encourages you to share your ideas and knowledge</del> with this agency.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	Single	Y
AED07609		Please rate how well this website <del>solicits public input on important issues</del> this agency addresses.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Radio button, scale, has don't know	Single	Y
AED07610		Based on information you have seen on this website, please rate <del>how well this agency collaborates</del> with other parts of the government.	1=Poor 2 3 4 5 6		Radio button, scale, has don't know	Single	Y



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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
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07611		Based on information you have seen on this website, please rate <del>how well this agency collaborates with the private sector.</del>	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07612		Please rate how well this website provides <del>tools that facilitate interactive discussions</del> with the public.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07613		Please rate your <del>level of trust in this agency.</del>	1=Not at all Trustworthy		Radio button, scale, no don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			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	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Very Likely				
AED07615		Please rate your likelihood to participate in a discussion with this agency online using chat, wikis, discussion boards, or blogs in the next 90 days.	1=Very Unlikely		Radio button, scale, no don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				

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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
			<del>10=Very Likely</del>	9			



Special  
Instructions

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**Special  
Instructions**



**Special  
Instructions**

**Internet  
connection**



Special  
Instructions

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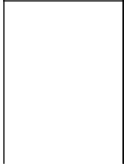
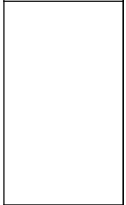
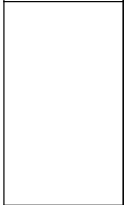
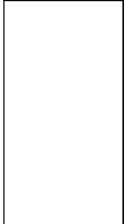
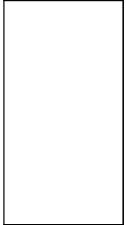
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Special  
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How frequently do you visit this site?	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 <del>I am not registered, but intend to register during my visit today</del>	A	Radio button, one-up vertical	Single
CQ0004444	A	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	A	Other primary reason			Text area, no char limit	Single
CQ0004444	B	What type of information were you looking for when researching products for the possible inclusion in a design?	Spec 3D models Product application <i>Green information</i> Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004444	C	What type of information were you looking for when researching 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

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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
CQ0004444		How were you primarily <b>seeking information</b> on sweets.com?	Other Search by keyword feature Browse by master format feature Other (please specify)	A	Radio button, one-up vertical	Single
CQ0004444	A	Other reason seeking information			Text field, <100 char	Single
CQ0004444		Were you able to <b>find what you were looking for</b> today?	Yes No Not sure	B C,D	Radio button, one-up vertical	Single
CQ0004444	A	Why were you <b>not able to find</b> what you were looking for?	I could not find the manufacturer I was looking for 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		Radio button, one-up vertical	Single
CQ0004444	B	Since you could not find what you were looking for, <b>what do you plan to do next?</b>	Continue looking for the information at this site 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 Other	E	Drop down, select one	Single
CQ0004444	C	Why were you <b>not sure?</b>	I haven't completed my search on sweets.com yet 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 Other		Radio button, one-up vertical	Single
CQ0004444	D	Since you were not sure, <b>what do you plan to do next?</b>	Continue looking for the information at this site 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 Other	F	Drop down, select one	Single
CQ0004444	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004444	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004444		What <b>other sources</b> do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites		Checkbox, one-up vertical	Multi



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



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