

Model Instance Name:
CrimeSolutions (OJP Program)
MID: hv1ZBI5Ywloh55R0gkIIA==
Date: 1/25/2013



Welcome and Thank You Text

Directions:
USING ALTERNATE Thank You text version.
Welcome text only change is to put name of site in first sentence.

Welcome Text

Thank you for visiting the CrimeSolutions.gov website. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

DEFAULT Thank You Text

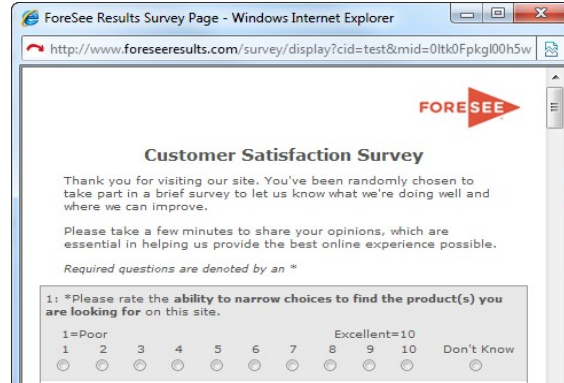
ALTERNATE WEB Thank You Text

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

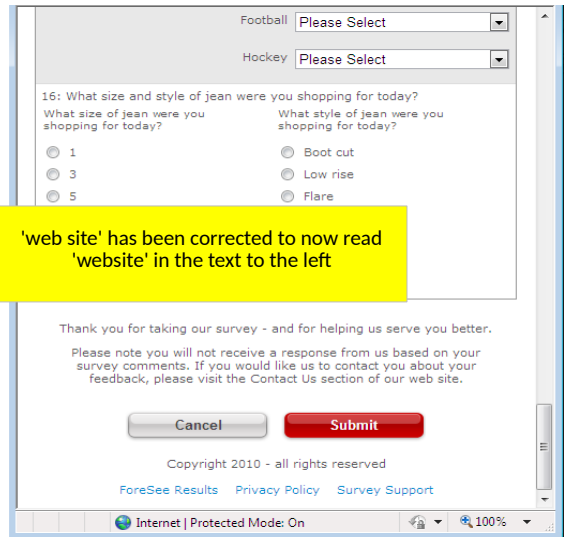
Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Examples

Welcome Text Example



Thank You Text Example



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Partitioned = Y

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

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CrimeSolutions (OJP Program)					
Model questions utilize the ACSI methodology to determine scores and impacts					
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		
1 Content - Accuracy	Please rate your perception of the accuracy of information on this site.	20 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	23 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information from this agency?
2 Content - Quality	Please rate the quality of information on this site.	21 Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Content - Freshness	Please rate the freshness of content on this site.	22 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	24 Recommend	How likely are you to recommend this site to someone else?
	Functionality (1=Poor, 10=Excellent, Don't Know)				
4 Functionality - Usefulness	Please rate the usefulness of the website tools (topics drilldown, program search, etc.) provided on this site.			25 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?
5 Functionality - Convenient	Please rate the convenient placement of the website tools (topics drilldown, program search, etc.) on this site.				
6 Functionality - Variety	Please rate the variety of website tools (topics drilldown, program search, etc.) on this site.			26 Trust - Best Interests	Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this agency to act in my best interests.
	Look and Feel (1=Poor, 10=Excellent, Don't Know)			27 Trust - Trustworthy	I consider this agency to be trustworthy.
7 Look and Feel - Appeal	Please rate the visual appeal of this site.			28 Trust - Do Right	This agency can be trusted to do what is right.
8 Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
9 Look and Feel - Readability	Please rate the readability of the pages on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
10 Navigation - Organized	Please rate how well the site is organized.				
11 Navigation - Options	Please rate the options available for navigating this site.				
12 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
13 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.				
	Online Transparency (1=Poor, 10=Excellent, Don't Know)				
14 Online Transparency - Disclose	Please rate how thoroughly this site discloses information about what this agency is doing.				
15 Online Transparency - Quick	Please rate how quickly agency information is made available on this site.				
16 Online Transparency - Access	Please rate how well information about this agency's actions can be accessed by the public on this site.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
17 Site Performance - Loading	Please rate how quickly pages load on this site.				
18 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
19 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				



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CrimeSolutions (OJP Program) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH3159		How frequently do you visit this site?	This is my first visit Daily/more than once a day At least once a week At least once a month Every few months Once every six months or less often		Radio button, one-up vertical	Single	Y		Visit Frequency
LNH3160		What best describes your organizational affiliation ?	State government County or municipal government Tribal government Federal government University/college/school Private sector Non-profit General public Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Org.Affiliation
LNH3161	A	Please briefly describe your other affiliation:			Text field, <100 char		N	Skip Logic Group*	OE_Affiliation
LNH3162		Which category best describes your professional field ?	Law enforcement Courts/judicial system Corrections or detention Elected/appointed official or staff member Academic research Education or training Student Substance abuse treatment/education/prevention Child protection or welfare Victim services Social work or counseling Mental health care Community or faith-based organization Media Other	B	Drop down, select one	Single	Y	Skip Logic Group*	Role
LNH3163	B	Please briefly describe your other professional role:			Text field, <100 char		N	Skip Logic Group*	Other role
LNH3164		What is your primary reason for visiting this site today?	Guidance on an existing policy/practice/program decision or evaluation Guidance on developing a new policy, practice, or program Find information about a specific program Find information on program evaluation methodology Nominate a program for review by CrimeSolutions.gov Materials for a course I'm teaching Materials for a course I'm taking Information for a research project Background information on a topic I was just browsing, not looking for anything in particular Other	C	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Primary Reason
LNH3165	C	Please briefly describe your primary reason for today's site visit:			Text field, <100 char		N	Skip Logic Group*	Other reason
LNH3166		In general, which of these categories best matches your main topic of interest ?	Corrections & Reentry Courts & Sentencing Crime & Crime Prevention Drugs & Substance Abuse Juveniles Law Enforcement/Policing Strategies Technology & Forensics Victims & Victimization Other	N O P Q R S T	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Main Topic
LNH3167	N	Which best describes your main area of interest within Corrections & Reentry topics:	Community Corrections Inmate Programs & Treatment Recidivism		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Corrections

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			Reentry/Release Other	U					
LNH3168	U	Please briefly describe your Corrections/Reentry topic:			Text field, <100 char		N	Skip Logic Group*	OE_Corrections
LNH3169	O	Which best describes your main area of interest within Courts & Sentencing topics:	Diversion Sentencing & Sanctions Specialized & Problem Solving Courts Other	V	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Courts
LNH3170	V	Please briefly describe your Courts/Sentencing topic:			Text field, <100 char		N	Skip Logic Group*	OE_Courts
LNH3171	P	Which best describes your main area of interest within Crime & Crime Prevention topics:	Community Crime Prevention Strategies Gangs Property Crime Violent Crime Other	W	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Crime
LNH3172	W	Please briefly describe your Crime/Crime Prevention topic:			Text field, <100 char		N	Skip Logic Group*	OE_Crime
LNH3173	Q	Which best describes your main area of interest within Drugs & Substance Abuse topics:	Drug & Alcohol Crime & Offenses Prevention & Education Treatment Other	X	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Drugs
LNH3174	X	Please briefly describe your Drugs/Substance Abuse topic:			Text field, <100 char		N	Skip Logic Group*	OE_Drugs
LNH3175	R	Which best describes your main area of interest in the Juvenile category:	Child Protection/Health Children Exposed to Violence Delinquency Prevention Risk & Protective Factors Other	Y	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Juveniles
LNH3176	Y	Please briefly describe your area of interest in the Juvenile category:			Text field, <100 char		N	Skip Logic Group*	OE_Juveniles
LNH3177	S	Which best describes your main area of interest within Technology & Forensic topics:	Forensics/Evidence Justice Information Systems Technologies Other	Z	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Forensics
LNH3178	Z	Please briefly describe your Technology/Forensic topic:			Text field, <100 char		N	Skip Logic Group*	OE_Forensics
LNH3179	T	Please briefly describe your other topical area of interest:			Text field, <100 char		N	Skip Logic Group*	OE_Main Topic
LNH3180		How did you primarily look for information on the site today?	I browsed the content on this Web site I used the search features on this Web site I browsed the content and used the search features on this Web site I already knew where to go, or used a bookmark or link to direct area I used a Web search engine, like Google or Bing I used the site map Other		Radio button, one-up vertical	Single	Y		Method of Looking
LNH3181		Were you able to find what you were looking for on CrimeSolutions.gov today?	Yes No Partially	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Able to Find
LNH3182	D	Please tell us specifically what were you unable to find or accomplish:			Text area, no char limit		N	Skip Logic Group*	Unable to Find
LNH3183		How would you describe your navigation experience on this site today? (select all that apply)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Links/labels are difficult to understand	E F					
			Too many links/navigational options to choose from						
			Had technical difficulties (error messages, broken links, etc.)						
			I had a navigation difficulty not listed above:						
LNH3184	E	Please describe which links were broken or had error messages:			Text area, no char limit		N	Skip Logic Group*	OE_Nav Link
LNH3185	F	Please briefly describe your additional navigation difficulty:			Text area, no char limit		N	Skip Logic Group*	OE_Navigate
LNH3186		Did you use any search features on this site today?	Yes	G	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Usage
			No						
LNH3187	G	Did you use the advanced search, or the refine results search tools on this site today?	Yes	H	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Advance Search
			No						
LNH3188	H	Did you find the search feature to be easy to use?	Yes	I	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Ease of search
			No						
LNH3189	I	Please tell us about your experience with the site's search features today. (Please select the best description)	Search results were helpful	J K L	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Experience
			Results were not relevant/not what I wanted						
			Too many results/I needed to refine my search						
			Not enough results						
			Returned NO results						
			Search required too many attempts						
			Received error message(s), or broken links						
			Search speed was too slow						
			I experienced a different search issue (please explain):						
LNH3190	J	What search term(s) did you use?			Text area, no char limit		N	Skip Logic Group*	OE_Search Terms
LNH3191	K	Please describe the errors or broken links you experienced with the search feature:			Text area, no char limit		N	Skip Logic Group*	OE_Search Error
LNH3192	L	Please describe your issue(s) with the search feature:			Text area, no char limit		N	Skip Logic Group*	OE_Search Issue
LNH3193		If you could make one change/improvement to this website, what would it be?			Text area, no char limit		N		Improvements
LNH3194		How did you learn about CrimeSolutions.gov?	Search engine (Google, Bing, etc.)		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Site Found
			Prior visit (or had bookmarked/saved as favorite)						
			Referred by another Dept. of Justice or OJP site						
			Referred by different website, other than DOJ or OJP sites						
			Social media (Twitter, Facebook, etc.)						

Holiday 2010 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

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CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	A lot more			Single	Y	
Spend intention with this retailer		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE					Y
			A little more	R				
			I expect to spend about the same amount as last year					
			A little less	S				
			A lot less	S				
		Not sure						
	R	Why do you expect to spend more online with <i>retailer.com</i> this holiday season? (please select all that apply)	Promotions (\$ or % off offers)		Checkbox, one-up vertical	Multi	Y	
			Quality of merchandise					
			Merchandise selection					
			Good return policy					
			Online product prices					
			Shipping costs					
			Availability of merchandise					
			Better personal economic circumstances this year					
			Other (please specify):	Z				



Special Instructions

Skip Logic Group

Skip Logic Group

Holiday 2011 Custom Question Setup red & strike through: DELETE
underlined & bolded: RE-ORDER
with: ADDITION
blue + ->: REWORDING

CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Application Notes
		Do you expect to spend more or less online during the 2011 holiday season compared to 2010?	A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure		Drop down, select one	Single	Y		H2011-Spend general	Benchmarking question (No 2008, should be a part of all holiday questions)
		Do you expect to spend more or less online during the 2011 holiday season with retailer.com compared to 2010?	Didn't purchase anything from retailer.com last year A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure		Drop down, select one	Single	Y	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates directly to the retailer and should be a part of the holiday battery
		Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify)		Checkboxes, one-up vertical	Multi	Y	Skip Logic Group Randomize	H2011-Spend more	
		Other reason to spend more online			Text area, no char limit		N	Anchor Answer Choice	H2011-Spend more other	
		Why do you expect to spend less online with retailer.com this holiday season? (please select all that apply)	Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy Too many to track items and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify)		Checkboxes, one-up vertical	Multi	Y	Skip Logic Group Randomize	H2011-Spend less	
		Other reason to spend less online			Text area, no char limit		N	Anchor Answer Choice	H2011-Spend less other	
		Please tell us what you did on retailer.com today.	I made a purchase for myself today bought a gift for someone else today was browsing today to purchase online later was browsing today to purchase at one of the store locations was browsing today to see what you have Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize	H2011-task accomp	Only ask if you do not have a "What did you do?" question. Do not replace what you have you will lose trending.
		What else did you do on retailer.com today?			Text area, no char limit		N	Anchor Answer Choice	H2011-task accomp other	
		Did you access retailer.com's mobile website or mobile shopping app while holiday shopping this year?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	H2011-access mobile	Should be used if retailer has a mobile app
		Why did you do so? (please select all that apply)	To compare different products To look up price information about a product To look up product specifications To view product reviews To make a purchase To find a store location Another reason		Checkboxes, one-up vertical	Multi-select	Y	Skip Logic Group Randomize	H2011-why access mobile	
		Please specify the other reason you accessed the company's website or app from a mobile device.			Text area, no char limit		N	Anchor Answer Choice	H2011-access other	
		Have you ever used a mobile device to access retailer.com's website, mobile website, or mobile shopping app?	Yes		Radio button, one-up vertical	Single	Y		H2011-mobile any	Should be asked of all regardless if they have a mobile device app or not. It is a global question getting a read on visitors.
	AA	Which of the following ways did you use your mobile device this holiday season? (please select all that apply)	accessed a competitor's website accessed a shopping comparison website (Shopzilla.com, Shopping.com) accessed the store's mobile shopping app accessed a competitor's mobile shopping app None of the above		e-up vertical	Multi	Y	Skip Logic Group Exclusive Answer Choice	H2011-mobile use	Global use of mobile app, can be asked of all
	A	How did you use your mobile device while holiday shopping? (please select all that apply)	Research and buy online, have product delivered Research and buy online, pick up in store Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above		e-up vertical	Multi	Y	Skip Logic Group Exclusive Answer Choice	H2011-mobile use store	
		Please think about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product you researched or purchased today?	Research and buy online, have product delivered Research and buy online, pick up in store Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above		Radio button, one-up vertical	Single	Y	Randomize	H2011-shop preference	Should be a part of the Holiday battery of questions. Gets of shopping preference and will be left on after January.

Festive Season 2011 Custom Question Setup
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CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Application Notes
		Do you expect to spend more or less online during the 2011 festive season compared to 2010?	A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure		Drop down, select one	Single	Y		H2011-Spend general	Benchmarking question fro 2008, should be a part of all Holiday questions
		Do you expect to spend more or less online with retailer.co.uk compared to 2010?			Drop down, select one	Single	Y	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates directly to the retailer and should be a part of the holiday battery
		Why do you expect to spend more festive season? (please select all that apply)	<ul style="list-style-type: none"> Availability of merchandise Some personal economic circumstances this year Other (please specify) 		Yes, one up vertical	Multi	Y	Skip Logic Group Randomize	H2011-Spend more	
		Other reason to spend more online			Text area, no char limit	Single	N	Anchor Answer Choice	H2011-Spend more other	
		Why do you expect to spend less festive season? (please select all that apply)	<ul style="list-style-type: none"> Products were not appealing (e.g. % off offers) Quality of merchandise Poor merchandise selection Website policy Too many to take time and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify) 		Checkboxes, one up vertical	Multi	Y	Skip Logic Group Randomize	H2011-Spend less H2011-Spend less other	
		Other reason to spend less online			Text area, no char limit	Single	N	Anchor Answer Choice	H2011-Spend less other	
		Please tell us what you did on retailer.co.uk today.	I made a purchase for myself today I bought a gift for someone else today was browsing today to purchase online later was browsing today to purchase at one of the store locations was browsing today to see what you have Other (please specify)		Radio button, one up vertical	Single	Y	Skip Logic Group Randomize	H2011-task accomp	Only ask if you do not have a "What did you do?" question. Do not reduce what you have you will lose trending.
		What else did you do on retailer.co.uk today?			Text area, no char limit	Single	N	Anchor Answer Choice	H2011-task accomp other	
		Did you access retailer's name (here) mobile website, or mobile shopping app while Christmas shopping this year?	Yes No		Radio button, one up vertical	Single	Y	Skip Logic Group	H2011-access mobile	Should be used if retailer has a mobile app
		Why did you do so? (please select all that apply)	<ul style="list-style-type: none"> To compare different products To look up price information about a product To look up product specifications To view product reviews To make a purchase To find a store location Another reason 		Checkboxes, one up vertical	Multi	Y	Skip Logic Group Randomize	H2011-why access mobile	
		Please specify the other reason you accessed the company's website or app from a mobile device.			Text area, no char limit	Single	N	Anchor Answer Choice Skip Logic Group	H2011-access other H2011-why access other	
		Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app?	Yes No, and I don't plan to No, but I might in the future Not sure		Radio button, one up vertical	Single	Y		H2011-mobile any	Should be asked of all regardless if they have a mobile device app or not. It is a global question getting a read on visitors.
		Which of the following ways did you use your mobile device during the festive season? (please select all that apply)	<ul style="list-style-type: none"> I used my mobile device to access the Internet to research products (compare product details, look up prices, find store locations, etc.) I made purchases online from my mobile device I used my mobile device to compare products or prices whilst shopping in person in a store I used retailer-developed mobile shopping apps None of the above 		Checkboxes, one up vertical	Multi	Y	Skip Logic Group	H2011-mobile use	Global use of mobile app, can be asked of all
		How did you use your mobile device while in retail stores during the festive season? (please select all that apply)	<ul style="list-style-type: none"> accessed the store's website accessed a competitor's website accessed a shopping comparison website (e.g. Shopzilla.co.uk, Shopping.com UK) accessed the store's mobile shopping app accessed a competitor's mobile shopping app None of the above 		Checkboxes, one up vertical	Multi	Y	Exclusive Answer Choice Skip Logic Group	H2011-mobile use store	
		Please think about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product you researched or purchased today?	<ul style="list-style-type: none"> Research and buy online, have product delivered Research and buy online, pick up in store Research online, call to order Research catalogue buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above 		Radio button, one up vertical	Single	Y	Randomize	H2011-shop preference	Should be a part of the Holiday battery of questions. Gets at shopping preference and will be left on after January.
						Exclusive Answer Choice		Anchor Answer Choice		