

Model Instance Name:  
FMCSA Satisfaction Survey v2

MID: Is5BUVkg5cYYIodcMp5ARg==

Date: 4/12/2013



## Welcome and Thank You Text

### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

### Welcome Text

Thank you for visiting the Federal Motor Carrier Safety Administration (FMCSA), U.S. Department of Transportation website. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of the FMCSA. Please take a minute or two to give us your opinions. The feedback you provide will help FMCSA enhance its site and serve you better in the future. All results are strictly confidential.

### Thank You Text

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

## Examples

### Welcome Text Example

A screenshot of a web browser displaying a survey page. The browser title is "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE". The page content includes the ForeSee Results logo, the title "Customer Satisfaction Survey", and a welcome message: "Thank you for visiting our site. 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. Required questions are denoted by an \*". Below the message is a rating scale question: "1: \*What is your overall satisfaction with this survey?". The scale ranges from 1 (Very Dissatisfied) to 10 (Very Satisfied), with radio buttons for each option.


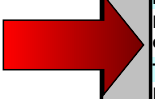
### Thank You Text Example

A screenshot of a web browser displaying a survey page. The browser title is "Football | Please Select". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE". The page content includes the ForeSee Results logo, the title "Customer Satisfaction Survey", and a welcome message: "Thank you for visiting our site. 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. Required questions are denoted by an \*". Below the message is a rating scale question: "16: What size and style of jean were you shopping for today?". The scale ranges from 1 (Very Dissatisfied) to 10 (Very Satisfied), with radio buttons for each option. The page also includes a "Thank you for taking our survey - and for helping us serve you better." message, a "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 web site." message, and "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support".

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**FMCSA Satisfaction Survey v2 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)            Please rate your perception of the <b>accuracy of information</b> on this site.</p> <p>Please rate the <b>quality of information</b> on this site.</p> <p>Please rate the <b>freshness of content</b> on this site.</p>	<p><b>Satisfaction</b></p> <p>What is your <b>overall satisfaction</b> with this site?            (1=Very Dissatisfied, 10=Very Satisfied)</p> <p>How well does this site <b>meet your expectations</b>?            (1=Falls Short, 10=Exceeds)</p> <p>How does this site <b>compare to your idea of an ideal website</b>?            (1=Not Very Close, 10=Very Close)</p>	<p><b>Return</b> (1=Very Unlikely, 10=Very Likely)            How likely are you to <b>return to this site</b>?</p> <p><b>Recommend</b> (1=Very Unlikely, 10=Very Likely)            How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)            Please rate the <b>visual appeal</b> of this site.</p> <p>Please rate the <b>balance of graphics and text</b> on this site.            Please rate the <b>readability of the pages</b> on this site.</p>		<p><b>Primary Resource</b> (1=Very Unlikely, 10=Very Likely)            How likely are you to use this site as your primary resource for <b>obtaining information about FMCSA programs</b>?</p> <p><b>Trust</b> (1=Strongly Disagree, 10=Strongly Agree)            I can count on this agency to <b>act in my best interests</b>.            I consider this agency to be <b>trustworthy</b>.            This agency can be trusted to <b>do what is right</b>.</p>
<p><b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)            Please rate <b>how well the site is organized</b>.            Please rate the <b>options available for navigating</b> this site.            Please rate <b>how well the site layout helps you find what you are looking for</b>.            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)            Please rate the <b>relevance of search results</b> on this site.            Please rate the <b>organization of search results</b> on this site.            Please rate how well the <b>search results help you decide what to select</b>.            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</b> (1=Poor, 10=Excellent, Don't Know)            Please rate how <b>quickly pages load</b> on this site.            Please rate the <b>consistency of speed from page to page</b> on this site.            Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		
<p><b>Online Transparency</b> (1=Poor, 10=Excellent, Don't Know)            Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.            Please rate how <b>quickly agency information is made available</b> on this website.            Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.</p>		

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Date: 2/14/2014	pink: 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
AML000026		How frequently do you visit this site?	First time Daily Weekly Monthly 1 to 4 Times Per Year		Dropdown (Select-one)	Single	Y	Skip Logic Group	Frequency of visits
NEW	A	Did you notice any changes to the FMCSA home page during your visit today?	Yes No	B, C	Radio button, one-up vertical	Single	Y		
NEW	B	The new website made it easier to determine which section I needed to navigate to.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Radio button, scale, has don't k	Single	Y		
NEW	C	The new layout on the website made it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Radio button, scale, has don't k	Single	Y		
AML000027		How would you best describe yourself?	Broker Consultant Driver Federal, State, or Local Government Staff (but not FMCSA) FMCSA staff General Public Insurance Professional Legal Professional Medical Professional Owner / Operator Press / Media Researcher / Student Safety Professional Truck / Bus Company Staff Truck / Bus Company Management Truck / Bus Group or Association Staff Other	A	Dropdown (Select-one)	Single	Y	Skip Logic Group	Describe yourself
AML000028	A	If you answered "other" to "which category describes you best", please specify:			Text area, no char limit		N	Skip Logic Group	Other_Describes you
AML000029		What best describes your organization?	Operates large trucks or buses as the primary business Operates large trucks or buses, but not as the primary business Supports the Motor Carrier Industry (e.g., Consulting, Legal) Association Household Goods Mover Government Press / Media Medical Educational Other		Drop down, select one	Single	Y		Describes Organization
AML000030		How many years have you been involved with the Motor Carrier industry?	Less than 1 year 1 to 3 4 to 10 More than 10 Does not apply		Drop down, select one	Single	Y		Years with Motor Carrier
AML000031		If you work with or for a motor carrier, how many trucks and/or buses does that company operate (leased or owned)?	1 to 6 7 to 20 21 to 100 More than 100 Does not apply		Drop down, select one	Single	Y		If work with MC trucks

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AML000032		What type of information were you primarily looking for on this website?	Rules & Regulations Hazardous Materials Registration, Licensing & Insurance Safety & Security Facts, Research & Technology Forms Consumer Information Contact Information General Information About FMCSA Cross Border Medical Programs Training Programs for FMCSA and Field Staff How to file a household goods consumer complaint How to file a commercial or safety complaint Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Looking for
AML000033	A	What type of information were you looking for?			Text field, <100 char		N	Skip Logic Group	Other - type of information
ACQWro0009884		Did you find what you were looking for today?	Yes No Still Looking	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Did you find it
	A	No, I wanted to:			Text area, no char limit		N	Skip Logic Group	OE Did not find
	B	What will you do next? (Please select all that apply.)	Nothing, although I did not find/complete what I wanted Try the site again later Call the FMCSA toll free number Try to contact FMCSA by e-mail Other (please specify)		Checkbox, one-up vertical	Multi	N	Skip Logic Group	Do next
	C	What else will you do next?		C	Text area, no char limit		N	Skip Logic Group	OE Do next
AML000034		Which of the following did you primarily use on this website today to find the information you were looking for?	Alphabetical Keyword List Left-Hand Navigation Menu Website Links in the Text Search Box on this Site Site Map Tabs at Top of the Page Other	B C, D A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primarily use to find info
AML000035	A	How did you primarily look for information on the site today?			Text field, <100 char		N	Skip Logic Group	Other - find information
AML000039	B	Was the left-hand navigation menu helpful?	Yes No		Radio button, one-up vertical	Single	N	Skip Logic Group	Nav Helpful
		Did you use the search feature today?	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search
AML000040	A, C	Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Search Helpful
AML000041	B, D	Did you encounter any difficulty with the search feature?	Yes No	G, E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Encounter Search Difficulty
AML000042	G, E	What type of difficulty did you primarily encounter?	It returned no results It returned too many results It returned too few results Results links were broken Results were not relevant to my search terms or needs Results were too similar/redundant Search required too many attempts I was not sure what words to use in my search Search speed was too slow Search results were not organized well Other	D, F E, G F, H	Drop down, select one	Single	Y	Skip Logic Group	Search Difficulties
AML000043	D, F	Which results links were broken?			Text area, no char limit		N	Skip Logic Group	OE_Broken Search Links
AML000044	E, G	What search term/keyword did you use?			Text area, no char limit		N	Skip Logic Group	OE_Search Keywords Used
AML000045	F, H	What type of difficulty did you primarily encounter?			Text area, no char limit		N	Skip Logic Group	OE_Search Difficulties
AML000036		How would you describe your navigation experience on this site today? (Please select all that apply.)	Did not have difficulty while looking for information on this site Links did not take me where I expected Links/labels were difficult to understand Had technical difficulties (e.g. broken links, error messages, etc.) Did not know how to get back to previous pages visited	A	Checkbox, one-up vertical	Single	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
			To many links to choose from						
			Other	B					
AML000037	A	What technical difficulties did you encounter?			Text area, no char limit		N	Skip Logic Group	OE_Technical Difficulties
AML000038	B	What other difficulty did you have while looking for information on this site?			Text area, no char limit		N	Skip Logic Group	OE_Navigation

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AML000046		On the FMCSA main website, <b>which enhancement would help you most?</b>	Simplify the online registration process Make it easier to look up information about a company Reduce amount of information on each page Make it easier to find information on a page Improve navigation between sections of the site Make the FMCSA search function easier to use Does not apply Visit other building product sites Other (please specify)	A	Drop down, select one	Single	Y	OPS Group	Which enhancement
AML000047	A	Which enhancement would help you the most on the FMCSA main site?			Text field, <100 char		N	OPS Group	Other - enhancement
		Do you use a mobile device (smartphone, tablet, etc.) to access the web?	Yes No	A, C, D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Use mobile
	A	On what types of mobile devices do you typically access websites? (Please select all that apply.)	Smartphone (iPhone, Android, Google phone, etc.) Tablet (iPad, Nexus tablet, etc.) Other type of mobile device (please specify)	B	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Mobile type
	B	What other type of mobile device do you use?			Text area, no char limit		N	Skip Logic Group	DE Mobile type
	C	Have you used FMCSA's mobile website in the past 90 days?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Used mobile 90d
	D	What information would you like to see on FMCSA's mobile website?			Text area, no char limit		N	Skip Logic Group	Preferred info mobile
AML000048		What <b>information would you like to see</b> on this website that is not currently available?			Text area, no char limit		N		Info to see
AML000049		What can FMCSA do to <b>improve this website?</b>			Text area, no char limit		N		How to improve
AML000050		If FMCSA provided a page dedicated to one specific topic, what <b>topic would be most helpful</b> to you?			Text area, no char limit		N		Topic most helpful

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AML000027		How would you best describe yourself?	Broker Consultant Driver Federal, State, or Local Government Staff (but not FMCSA) FMCSA staff General Public Insurance Professional Legal Professional Medical Professional Owner / Operator Press / Media Researcher / Student Safety Professional Truck / Bus Company Staff Truck / Bus Company Management Truck / Bus Group or Association Staff Other	A	Dropdown (Select-one)	Single	Y	Skip Logic Group	Describe yourself
AML000028	A	If you answered "other" to 'which category describes you best', please specify:			Text area, no char limit		N	Skip Logic Group	Other_Describes you
AML000029		What best describes your organization?	Operates large trucks or buses as the primary business Operates large trucks or buses, but not as the primary business Supports the Motor Carrier Industry (e.g., Consulting, Legal) Association Household Goods Mover Government Press / Media Medical Educational Other		Drop down, select one	Single	Y		Describes Organization
AML000030		How many years have you been involved with the Motor Carrier industry?	Less than 1 year 1 to 3 4 to 10 More than 10 Does not apply		Drop down, select one	Single	Y		Years with Motor Carrier
AML000031		If you work with or for a motor carrier, how many trucks and/or buses does that company operate (leased or owned)?	1 to 6 7 to 20 21 to 100 More than 100 Does not apply		Drop down, select one	Single	Y		If work with MC trucks

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AML000033	A	What type of information were you looking for?			Text field, <100 char		N	Skip Logic Group	Other - type of information
ACQWro0009884		Did you find what you were looking for today?	Yes No Still Looking		Radio button, one-up vertical	S	Y		Did you find it
AML000034		Which of the following did you primarily use on this website today to find the information?	Alphabetical Keyword List Left-Hand Navigation Website Links in the Text Search Box on this Site Site Map Tabs at Top of the Page Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Primarily use to find info
AML000035	A	How did you primarily look for information on the site today?			Text field, <100 char		N	Skip Logic Group	Other - find information
AML000036		How would you describe your navigation experience on this site today? (Please select all that apply.)	Did not have difficulty while looking for information on this site Links did not take me where I expected Links/labels were difficult to understand Had technical difficulties (e.g. broken links, error messages, etc.) Did not know how to get back to previous pages visited Too many links to choose from Other	A B	Checkbox, one-up vertical	Single	Y	Skip Logic Group	Navigation
AML000037	A	What technical difficulties did you encounter?			Text area, no char limit		N	Skip Logic Group	OE_Technical Difficulties
AML000038	B	What other difficulty did you have while looking for information on this site?			Text area, no char limit		N	Skip Logic Group	OE_Navigation
AML000039		Did you use the search feature today?	Yes No	A,B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search
AML000040	A	Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Search Helpful
AML000041	B	Did you encounter any difficulty with the search feature?	Yes No	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Encounter Search Difficulty
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AML000043	D	Which results links were broken?			Text area, no char limit		N	Skip Logic Group	OE_Broken Search Links
AML000044	E	What search term/keyword did you use?			Text area, no char limit		N	Skip Logic Group	OE_Search Keywords Used
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AML000047	A	Which enhancement would help you the most on the FMCSA main site?			Text field, <100 char		N	OPS Group	Other - enhancement
AML000048		What <b>information would you like to see</b> on this website that is not currently available?			Text area, no char limit		N		Info to see
AML000049		What can FMCSA do to <b>improve this website?</b>			Text area, no char limit		N		How to improve
AML000050		If FMCSA provided a page dedicated to one specific topic, what <b>topic would be most helpful</b> to you?			Text area, no char limit		N		Topic most helpful