

Model Instance Name:

EPA v5

MID: NUYIJoZgFVRpJVwM91YhEg4C

Partiti YES

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.

Date: 6/13/2014

Model question

ELEMENTS (drivers of satisfaction)

Content (1=Poor, 10=Excellent, Don't Know)

- | | | |
|---|---|----|
| 1 | Please rate your perception of the accuracy of information on this site. | 27 |
| 2 | Please rate the quality of information on this site. | 28 |
| | Please rate the freshness of content on this site. | 29 |

Look and Feel (1=Poor, 10=Excellent, Don't Know)

- | | | |
|---|---|--|
| 4 | Please rate the visual appeal of this site. | |
| 5 | Please rate the balance of graphics and text on this site. | |
| 6 | Please rate the readability of the pages on this site. | |

Navigation (1=Poor, 10=Excellent, Don't Know)

- | | | |
|---|---|--|
| 7 | Please rate how well the site is organized . | |
| 8 | Please rate the options available for navigating this site. | |
| 9 | Please rate how well the site layout helps you find what you are looking for . | |

Online Transparency (1=Poor, 10=Excellent, Don't Know)

- | | | |
|----|--|--|
| 11 | Please rate how thoroughly this website discloses information about what this agency is doing. | |
| 12 | Please rate how quickly agency information is made available on this website. | |
| 13 | Please rate how well information about this agency's actions can be accessed by the public on this website. | |

Plain Language (1=Poor, 10=Excellent, Don't Know)

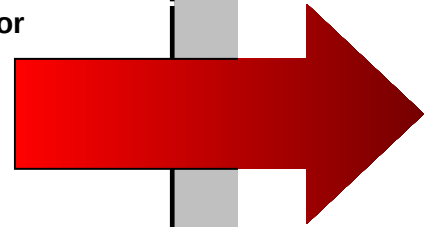
- | | | |
|----|--|--|
| 14 | Please rate the clarity of the wording on this site. | |
| 15 | Please rate how well you understand the wording on this site. | |
| 16 | Please rate this site on its use of short, clear sentences . | |

Search (1=Poor, 10=Excellent, Don't Know)

- 17 Please rate the **relevance of search results** on this site.
- 18 Please rate the **organization of search results** on this site.
- 19 Please rate how well the **search results help you decide what to select**.
- 20 Please rate how well the **search feature helps you to narrow the results** to find what you want.

Site Performance (1=Poor, 10=Excellent, Don't Know)

- 24 Please rate how **quickly pages load** on this site.
- 25 Please rate the **consistency of speed from page to page** on this site.
- 26 Please rate the **ability to load pages without getting error messages** on this site.



EPA v4

ons utilize the ACSI methodology to determine scores and i

CUSTOMER SATISFACTION

Satisfaction

What is your **overall satisfaction** with this site?
(1=Very Dissatisfied, 10=Very Satisfied)

30

How well does this site **meet your expectations**?
(1= Falls Short, 10=Exceeds)

How does this site **compare to your idea of an ideal website**?
(1=Not Very Close, 10=Very Close)

31

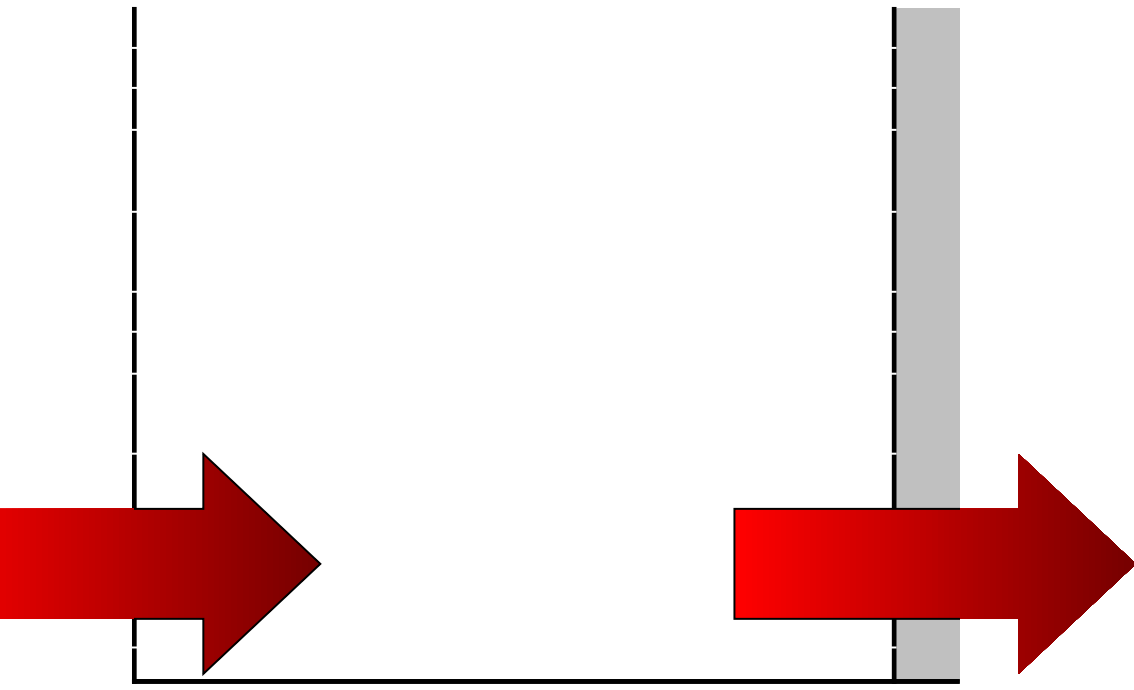
32

33

34

35

36



mpacts

FUTURE BEHAVIORS

Likelihood to Return (1=Very Unlikely, 10=Very Likely)

How likely are you to **return to this site**?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to **recommend this site to someone else**?

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**?

Trust (1=Strongly Disagree, 10=Strongly Agree)

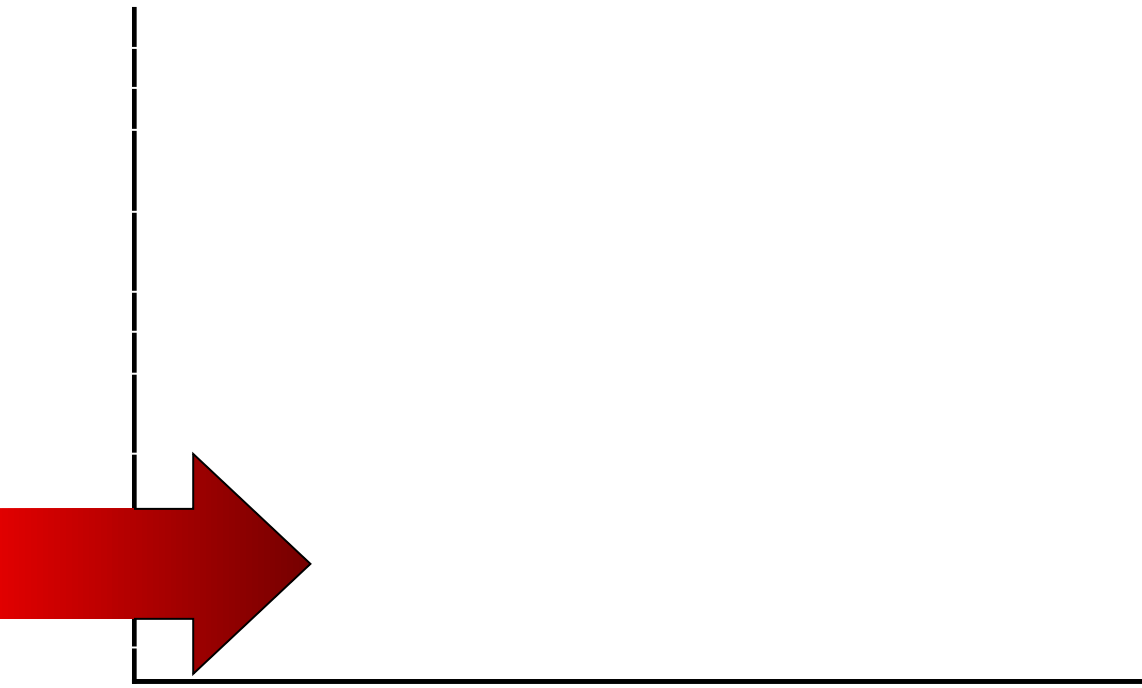
I can count on this company to **act in my best interests**.

I consider this company to be **trustworthy**.

This company can be trusted to **do what is right**.

Future Participation (1=Very Unlikely, 10=Very Likely)

How likely are you to **express your thoughts or ideas to this agency** in the next 90 days?



Model Instance Name:

EPA v5

MID: NUYIJoZgFVRpJVwM91YhEg4C

Date: 7/17/2014

QID	Skip Logic Label	Question Text
MAC5331Q001		For this visit to the EPA Web site, which of the following best describes you?
MAC5331Q002	C	Please specify your role in visiting this website:
MAC5331Q003		How frequently do you use the EPA.gov Web site?
MAC5331Q004		Once you arrived on the site today, how did you look for information? (Please select all that apply.)

MAC5331Q005	B	The other way I looked for information was:
MAC5331Q006	A	Which of the following best describes your experience with the Search Tools?
MAC5331Q007	C	Please describe your experience with the search tool:
MAC5331Q008	Z	What search terms did you use?
MAC5331Q009	D	Excluding search, did you have any of following navigation difficulties:
MAC5331Q010	E	Excluding search, please describe the difficulty you had with navigating the site today:
MAC5331Q011		Why did you visit the EPA.gov site today? (Please check all that apply):
MAC5331Q012	A	Please specify why you visited the EPA.gov site today:

MAC5331Q013	Z	Please specify what you came to learn about/research:
MAC5331Q014	Y	Please specify what specific information you were looking for today:
MAC5331Q015	X	Please specify what information you came to submit:
MAC5331Q016		Which of the following topics best describes the information you wanted today?

MAC5331Q017	A	Please specify the other topic that best describes the reason for your visit.
MAC5331Q018		Did you find the information you were looking for today?
MAC5331Q019	A	What couldn't you find?
MAC5331Q020		Did you interact with any of the following applications?
MAC5331Q021	A	What other application did you interact with on the website today?
MAC5331Q022	B	What was your experience like with the application(s)? Please provide as much detail as possible.

MAC5331Q023

If you could make one improvement to EPA.gov, what would it be?

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

EPA v5 CUSTOM QUESTION LIST			
Answer Choices (limited to 50 characters)	Skip to	(select from	Single or Multi
Represent business (includes consultant)	C	Radio Button One Up Vertical	Single
Concerned citizen/consumer			
Educator (teacher, professor, librarian)			
Student			
Scientist			
Parent/adult helping a child			
Non-profit, community group			
Government employee (non-EPA)			
EPA employee			
Other, please specify:		Text area, no char limit	Single
Daily		Radio Button One Up Vertical	Single
Weekly			
Monthly			
A few times a year			
About once a year			
This is my first time			
The EPA.gov search box (basic search box in the upper right hand corner of the homepage)	A, Z	Checkbox, one-up vertical	Multi
The EPA.gov advanced search feature	A, Z		
Left navigation bar	D		
Clicked on links within the page	D		
A-Z Index	D		
Other, please specify:	B, D		

		Text area, no char limit	Single
I did not encounter any difficulties/search worked well	C	Checkbox, one-up vertical	Multi
Returned too many results or required too many refinements			
Returned results that were not relevant to my topic			
Returned results that were similar/redundant			
I was not sure what words to use in my search			
Search returned zero results			
Other, please specify:			
		Text area, no char limit	Single
		Text area, no char limit	
I did not have difficulty navigating the page	E	Checkbox, one-up vertical	Multi
Could not navigate back to previous information			
Would often feel lost, not know where I was			
Links did not take me where I expected			
Links/labels are difficult to understand			
Too many links or navigational choices			
Had technical difficulties (e.g. broken links, error messages)			
Other (excluding search difficulties)		Text area, no char limit	Single
Learn about/research:	Y X A	Checkbox, one-up vertical	Multi
Find something specific:			
Submit information to the EPA:			
Other, please specify:			
		Text area, no char limit	Single

One or more environmental issues		Checkbox, one-up vertical	Multi
An environmental issue in my local area			
A cleanup site, a facility or other specific property			
What EPA is doing			
What I can do			
EPA's organization			
One or more EPA partnerships			
EPA research			
One or more laws or regulations			
How to comply with laws and regulations			
Other			
EPA contacts (phone numbers, names of staffers)		Checkbox, one-up vertical	Multi
A particular report, guidance document, booklet or other publication			
Data/statistics/scientific methods/models			
Forms			
An EPA permit or registration number			
Educational materials/lesson plans/projects for kids or students			
Training materials/webinars/tutorials			
Job opportunities currently available			
Grants and contracts opportunities currently available			
Other			
Comment on a regulation		Checkbox, one-up vertical	Multi
Comment on a report or document other than a regulation			
Report a spill or other problem			
Data or forms			
Other			
Air pollution		Radio Button One Up Vertical	Single
Asbestos			
Careers/jobs/internships at EPA			
Chemicals			
Cleanups/remediation/Superfund			
Climate change/global warming/greenhouse gases/carbon footprint			

Energy/fuels	A		
Green living			
Hazardous waste			
Lead, mercury, metals			
Mold			
Pesticides			
Radiation			
Radon			
Recycling			
Water quality/water pollution/watersheds/wetlands			
Other, please specify:			
		Text area, no char limit	Single
Yes	A	Radio button, one-up vertical	Single
Partially			
No			
		Text area, no char limit	Single
AIRNOW	B	Checkbox, one-up vertical	Multi
Envirofacts			
Toxic Release Inventory (TRI) Explorer			
MyEnvironment			
Enviromapper			
Online Tracking Information System (OTIS)			
Enforcement and Compliance History Online			
Integrated Grants Management System (IGMS)			
Storage and Retrieval (STORET) for Water Quality Data			
I did not interact with any applications			
Other	A, B		
		Text area, no char limit	
		Text area, no char limit	

		Text area, no char limit	Single
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Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Role
N	Skip Logic Group	Other Role
Y		Frequency
Y	Skip Logic Group	Look for Info

N	Skip Logic Group	OE_Look for Info
N	Skip Logic Group	Search Tools
N	Skip Logic Group	Other Search Tool
N	Skip Logic Group	OE_Search Terms
N	Skip Logic Group	Navigation Difficulties
N	Skip Logic Group	OE_Nav
Y	Skip Logic Group	Why Visit
N	Skip Logic Group	Other Why

Y	Skip Logic Group	Research Topics
Y	Skip Logic Group	Specific Info
Y	Skip Logic Group	Submitted Info
Y	Skip Logic Group	Reason for Visit

N	Skip Logic Group	Other Topic looking For
Y	Skip Logic Group	Find What Looking For
N	Skip Logic Group	Did Not Find
Y	Skip Logic Group	Applications
N	Skip Logic Group	Other_Applicati osn
N	Skip Logic Group	Other_Applicati osn

N		OE_Improvement
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MAC5331Q003		How frequently do you use the EPA.gov Web site?
MAC5331Q004		Once you arrived on the site today, how did you look for information? (Please select all that apply.)

MAC5331Q005	B	The other way I looked for information was:
MAC5331Q006	A	Which of the following best describes your experience with the Search Tools?
MAC5331Q007	C	Please describe your experience with the search tool:
MAC5331Q008	Z	What search terms did you use?
MAC5331Q009	D	Excluding search, did you have any of following navigation difficulties:
MAC5331Q010	E	Excluding search, please describe the difficulty you had with navigating the site today:
MAC5331Q011		Why did you visit the EPA.gov site today? (Please check all that apply):
MAC5331Q012	A	Please specify why you visited the EPA.gov site today:

MAC5331Q013	Z	Please specify what you came to learn about/research:
MAC5331Q014	Y	Please specify what specific information you were looking for today:
MAC5331Q015	X	Please specify what information you came to submit:
MAC5331Q016		Which of the following topics best describes the information you wanted today?

MAC5331Q017	A	Please specify the other topic that best describes the reason for your visit.
MAC5331Q018		Did you find the information you were looking for today?
MAC5331Q019	A	What couldn't you find?
MAC5331Q020		Did you interact with any of the following applications?
MAC5331Q021	A	What other application did you interact with on the website today?
MAC5331Q022	B	What was your experience like with the application(s)? Please provide as much detail as possible.

MAC5331Q023

If you could make one improvement to EPA.gov, what would it be?

red & strike-through: DELETE

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pink: ADDITION

blue + -->: REWORDING

EPA v5 CUSTOM QUESTION LIST			
Answer Choices (limited to 50 characters)	Skip to	(select from	Single or Multi
Represent business (includes consultant)	C	Radio Button One Up Vertical	Single
Concerned citizen/consumer			
Educator (teacher, professor, librarian)			
Student			
Scientist			
Parent/adult helping a child			
Non-profit, community group			
Government employee (non-EPA)			
EPA employee			
Other, please specify:		Text area, no char limit	Single
Daily		Radio Button One Up Vertical	Single
Weekly			
Monthly			
A few times a year			
About once a year			
This is my first time			
The EPA.gov search box (basic search box in the upper right hand corner of the homepage)	A, Z	Checkbox, one-up vertical	Multi
The EPA.gov advanced search feature	A, Z		
Left navigation bar	D		
Clicked on links within the page	D		
A-Z Index	D		
Other, please specify:	B, D		

		Text area, no char limit	Single
I did not encounter any difficulties/search worked well	C	Checkbox, one-up vertical	Multi
Returned too many results or required too many refinements			
Returned results that were not relevant to my topic			
Returned results that were similar/redundant			
I was not sure what words to use in my search			
Search returned zero results at all			
Other, please specify:			
		Text area, no char limit	Single
		Text area, no char limit	
I did not have difficulty navigating the page	E	Checkbox, one-up vertical	Multi
Could not navigate back to previous information			
Would often feel lost, not know where I was			
Links did not take me where I expected			
Links/labels are difficult to understand			
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Had technical difficulties (e.g. broken links, error messages)			
Other (excluding search difficulties)		Text area, no char limit	Single
Learn about/research:	Y X A	Checkbox, one-up vertical	Multi
Find something specific:			
Submit information to the EPA:			
Other, please specify:			
		Text area, no char limit	Single

One or more environmental issues		Checkbox, one-up vertical	Multi
An environmental issue in my local area			
A cleanup site, a facility or other specific property			
What EPA is doing			
What I can do			
EPA's organization			
One or more EPA partnerships			
EPA research			
One or more laws or regulations			
How to comply with laws and regulations			
Other			
EPA contacts (phone numbers, names of staffers)		Checkbox, one-up vertical	Multi
A particular report, guidance document, booklet or other publication			
Data/statistics/scientific methods/models			
Forms			
An EPA permit or registration number			
Educational materials/lesson plans/projects for kids or students			
Training materials/webinars/tutorials			
Job opportunities currently available			
Grants and contracts opportunities currently available			
Other			
Comment on a regulation		Checkbox, one-up vertical	Multi
Comment on a report or document other than a regulation			
Report a spill or other problem			
Data or forms			
Other			
Air pollution		Radio Button One Up Vertical	Single
Asbestos			
Careers/jobs/internships at EPA			
Chemicals			
Cleanups/remediation/Superfund			
Climate change/global warming/greenhouse gases/carbon footprint			

Energy/fuels	A		
Green living			
Hazardous waste			
Lead, mercury, metals			
Mold			
Pesticides			
Radiation			
Radon			
Recycling			
Water quality/water pollution/watersheds/wetlands			
Other, please specify:			
		Text area, no char limit	Single
Yes	A	Radio button, one-up vertical	Single
Partially			
No			
		Text area, no char limit	Single
AIRNOW	B	Checkbox, one-up vertical	Multi
Envirofacts			
Toxic Release Inventory (TRI) Explorer			
MyEnvironment			
Enviromapper			
Online Tracking Information System (OTIS)			
Enforcement and Compliance History Online			
Integrated Grants Management System (IGMS)			
Storage and Retrieval (STORET) for Water Quality Data			
I did not interact with any applications			
Other	A, B		
		Text area, no char limit	
		Text area, no char limit	

		Text area, no char limit	Single
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Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Role
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Y		Frequency
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N	Skip Logic Group	OE_Look for Info
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N	Skip Logic Group	Other Search Tool
N	Skip Logic Group	OE_Search Terms
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N	Skip Logic Group	OE_Nav
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Y	Skip Logic Group	Research Topics
Y	Skip Logic Group	Specific Info
Y	Skip Logic Group	Submitted Info
Y	Skip Logic Group	Reason for Visit

N	Skip Logic Group	Other Topic looking For
Y	Skip Logic Group	Find What Looking For
N	Skip Logic Group	Did Not Find
Y	Skip Logic Group	Applications
N	Skip Logic Group	Other_Applicati osn
N	Skip Logic Group	Other_Applicati osn

N		OE_Improvement
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Measure Name: EPA V3 (Oct 09 - Present)

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

9.25.09

EPA Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate your perception of the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site.</p>	<p>Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i> How well does this site meet your expectations? <i>(1= Falls Short, 10=Exceeds)</i> How does this site compare to your idea of an ideal website? <i>(1=Not Very Close, 10=Very Close)</i></p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?</p> <p>Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the website tools provided on this site. Please rate the convenience of the website tools on this site. Please rate the variety of website tools on this site.</p>		<p>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?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site. Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		<p>Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this company to act in my best interests. I consider this company to be trustworthy. This company can be trusted to do what is right.</p>
<p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p>
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know) Please rate how thoroughly this website discloses information about what this agency is doing. Please rate how quickly agency information is made available on this website. Please rate how well information about this agency's actions can be accessed by the public on this website.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on this site. Please rate the organization of search results on this site. Please rate how well the search results help you decide what to select. Please rate how well the search feature helps you to narrow the results to find what you want.</p>		

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MID: UpZB94sModktFY0hAdNJlg==

9.25.09

EPA Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

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<p>Content (1=Poor, 10=Excellent, Don't Know) Please rate your perception of the accuracy of information on this site. Please rate the quality of information on this site. Please rate the freshness of content on this site.</p>	<p>Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i> How well does this site meet your expectations? <i>(1= Falls Short, 10=Exceeds)</i> How does this site compare to your idea of an ideal website? <i>(1=Not Very Close, 10=Very Close)</i></p>	<p>Likelihood to Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the website tools features provided on this site. Please rate the convenience of the website tools features on this site. Please rate the variety of website tools-features on this site.</p>		<p>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? Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this company to act in my best interests. I consider this company to be trustworthy. This company can be trusted to do what is right.</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site. Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely) How likely are you to express your thoughts or ideas to this agency in the next 90 days?</p>
<p>Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for. Please rate the number of clicks to get where you want on this site.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. Please rate the consistency of speed from page to page on this site. Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know) Please rate how thoroughly this website discloses information about what this agency is doing. Please rate how quickly agency information is made available on this website. Please rate how well information about this agency's actions can be accessed by the public on this website.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of search results on this site. Please rate the organization of search results on this site. Please rate how well the search results help you decide what to select. Please rate how well the search feature helps you to narrow the results to find what you want.</p>		

Measure Name:
 EPA Satisfaction Survey
 MID: UpZB94sModktFY0hAdNJg==
 Date: 5/4/2010

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

EPA Satisfaction Survey 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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		How did you look for information on the site today? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	The other way I looked for information was:			Text area, no char limit	Single	N

Measure Name:
 EPA Satisfaction Survey
 MID: UpZB94sModktFY0hAdNJg==
 Date: 5/4/2010

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 blue + -->: REWORDING

EPA Satisfaction Survey 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
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	B A A			
AED08936	A	What couldn't you find?			Text area, no char limit	Single	N
ACQC0I007300	B	Which of these method(s) led you to the information you were looking for? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Other, please specify: Did not use any of these tools	D	Checkbox, one-up vertical	Multi	Y

Measure Name:
 EPA Satisfaction Survey
 MID: UpZB94sModktFY0hAdNJg==
 Date: 5/4/2010

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

EPA Satisfaction Survey 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
ACQCol0007310	D	The other way I found the information I was looking for was:			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A	Checkbox, one-up vertical	Multi	Y
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

Measure Name:
 EPA Satisfaction Survey
 MID: UpZB94sModktFY0hAdNJg==
 Date: 5/4/2010

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EPA Satisfaction Survey 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
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08947		Blogs or wikis	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				

Measure Name:
 EPA Satisfaction Survey
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EPA Satisfaction Survey 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
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree		Radio Button One Up Vertical	Single	Y

Measure Name:

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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
AED08957		If you are accessing this site from within the United States, in which state are you located?	Advanced degree Prefer not to answer Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special
Instructions**

Skip Logic Group

Skip Logic Group

Skip Logic Group

Skip Logic Group

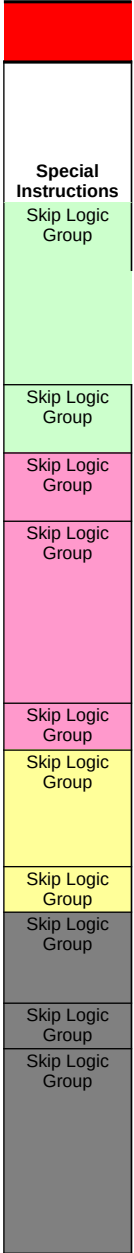
Skip Logic Group

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**Special
Instructions**

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Group

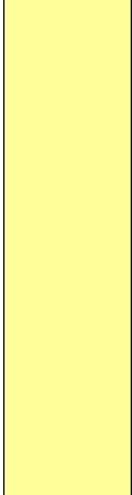
Skip Logic
Group

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Group

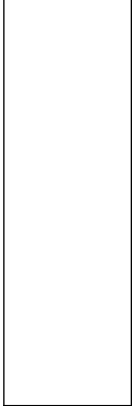


**Special
Instructions**



Skip Logic
Group

Skip Logic
Group



Multi-List
Group



**Special
Instructions**

Adjust
template/ style
sheet



Multi-List
Group

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**Special
Instructions**

Multi-List
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Skip Logic
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Skip Logic
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**Special
Instructions**

A large, empty rectangular box with a thin black border, positioned below the 'Special Instructions' header.

Measure Name:

EPA Satisfaction Survey

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Date: 5/4/2010

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EPA Satisfaction Survey 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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:- How did you look for information on the site today? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y

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EPA Satisfaction Survey 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
AED08925	B	Please specify the other tools you used to locate information. The other way I looked for information was:			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	B A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
	B	Which of these method(s) led you to the information you were looking for? (Please select all that apply.)	Search box Advanced search Left navigation bar Resources		Checkbox, one-up vertical	Multi	Y

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EPA Satisfaction Survey 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
			A-Z Index Browse all topics Did not use any of these tools Other, please specify				
	D	The other way I found the information I was looking for was:			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:		Checkbox, one-up vertical	Multi	Y
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

Measure Name:

EPA Satisfaction Survey

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EPA Satisfaction Survey 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
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radiation				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

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EPA Satisfaction Survey 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
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally		Drop down	Single	N

Measure Name:

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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
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page		Checkbox, one-up vertical	Multi	N

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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
			Following a microblog Other (please specify)	A			
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special
Instructions**

OPS Group

OPS Group

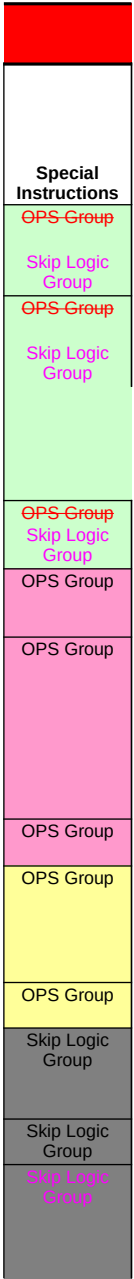
OPS Group

OPS Group

OPS Group

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**Special
Instructions**



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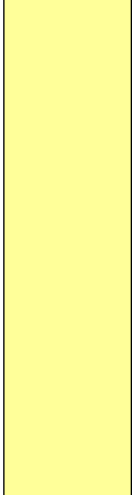
Skip Logic
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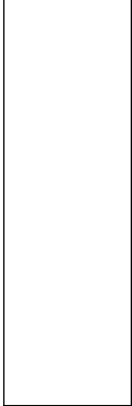


**Special
Instructions**



Skip Logic
Group

Skip Logic
Group



Adjust
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**Special
Instructions**



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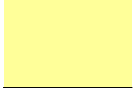
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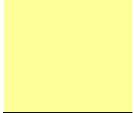
Adjust
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**Special
Instructions**



Adjust
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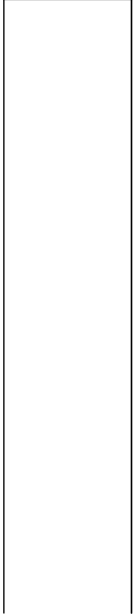
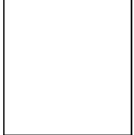
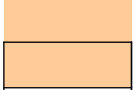


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template/style
sheet





**Special
Instructions**



Measure Name:

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MID: UpZB94sModktFY0hAdNJlg==

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EPA Satisfaction Survey 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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about radiation Learn about an environmental issue Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts		Checkbox, one-up vertical	Multi	Y

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

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EPA Satisfaction Survey 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
			Find information for kids				
			Do homework or a school project				
			Learn about EPA itself				
			Report a spill or other problem				
			Get a job or internship with EPA				
			Find out about grants or contract opportunities				
			Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y
			BP oil spill along the Gulf Coast				

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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
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radiation				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				

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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
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally		Drop down	Single	N

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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
			View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page		Checkbox, one-up vertical	Multi	N

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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
			Following a microblog Other (please specify)	A			
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



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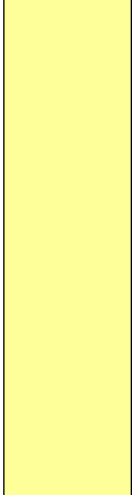
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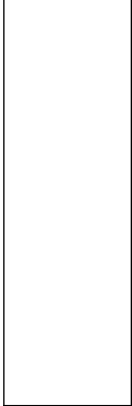


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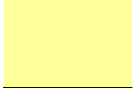
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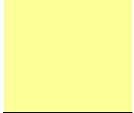
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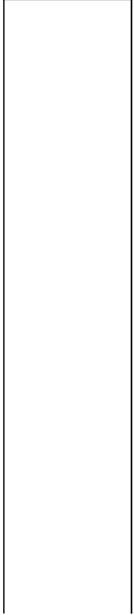
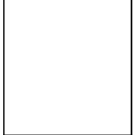
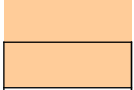


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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search-	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search?			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about the EPA and Federal government coordinated response to the BP oil spill along the Gulf Coast and get answers to questions about the incident Learn about radiation		Checkbox, one-up vertical	Multi	Y

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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
			Learn about an environmental issue				
			Find out what my community, family, or I can do about an environmental issue				
			Learn about programs my company or organization can join				
			Find out what EPA is doing about an issue				
			Find environmental information about my local area				
			Discover what my company has to do to comply with regulations				
			Comment on a draft regulation				
			Report data to EPA from my company, state, etc.				
			Learn about EPA's research efforts				
			Find information for kids				
			Do homework or a school project				
			Learn about EPA itself				
			Report a spill or other problem				
			Get a job or internship with EPA				
			Find out about grants or contract opportunities				
			Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y
			BP oil spill along the Gulf Coast				

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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
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

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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
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



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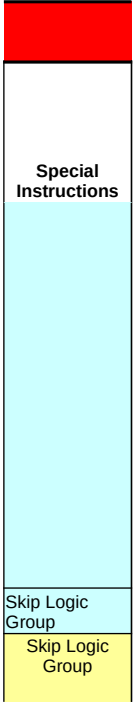
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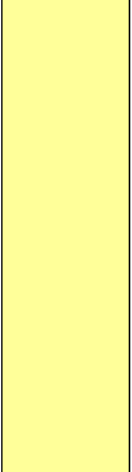
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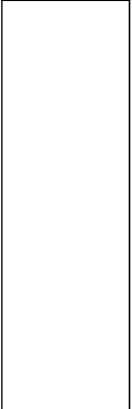


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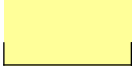
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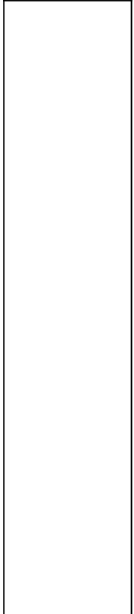
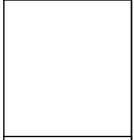


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**Special
Instructions**



Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 5/4/2010

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pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey 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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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EPA Satisfaction Survey 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
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements Learn about the EPA and Federal government coordinated response to the BP oil spill along the Gulf Coast and get answers to questions about the incident Learn about an environmental issue		Checkbox, one-up vertical	Multi	Y

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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
			Find out what my community, family, or I can do about an environmental issue Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air BP oil spill along the Gulf Coast		Radio Button One Up Vertical	Single	Y

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EPA Satisfaction Survey 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
			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device		Checkbox One Up Vertical	Multi	Y
			Received text messages or sent text messages using my mobile phone				
			Used personalized web pages (such as My Yahoo!)				
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

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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
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special
Instructions**

OPS Group

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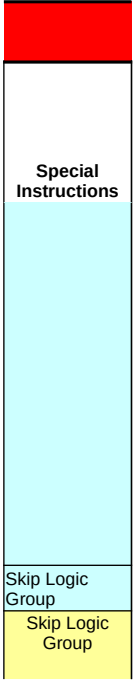
OPS Group

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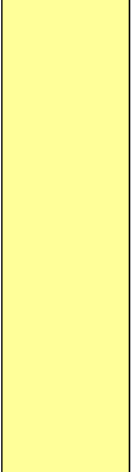
OPS Group

Skip Logic
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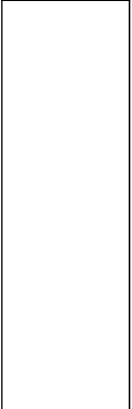


**Special
Instructions**



Skip Logic
Group

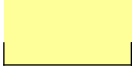
Skip Logic
Group



Adjust
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**Special
Instructions**



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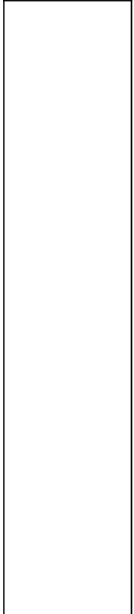
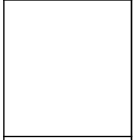
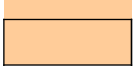


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EPA Satisfaction Survey CUSTOM QUESTION LIST

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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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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
AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	<u>Read EPA's latest announcements</u> <u>Learn about an environmental issue</u> <u>Find out what my community, family, or I can do about an environmental issue</u> <u>Learn about programs my company or organization can join</u>		Checkbox, one-up vertical	Multi	Y

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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
			<u>Find out what EPA is doing about an issue</u> <u>Find environmental information about my local area</u> <u>Discover what my company has to do to comply with regulations</u> <u>Comment on a draft regulation</u> <u>Report data to EPA from my company, state, etc.</u> <u>Learn about EPA's research efforts</u> <u>Find information for kids</u> <u>Do homework or a school project</u> <u>Learn about EPA itself</u> <u>Report a spill or other problem</u> <u>Get a job or internship with EPA</u> <u>Find out about grants or contract opportunities</u> <u>Other, please specify:</u>	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:.			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

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			<u>Water</u> <u>Waste/Pollution</u> <u>Chemicals</u> <u>Climate change</u> <u>Data set and raw data</u> <u>Statistical information</u> <u>UVindex</u> <u>Fuel/Oil</u> <u>Living Green</u> <u>Human Health</u> <u>Mold</u> <u>Pesticides</u> <u>Radon</u> <u>Recycling</u> <u>Lead, mercury, metals</u> <u>Laws and regulations</u> <u>Science and technology (for example models, methods, data etc.)</u> <u>Grants and contracts</u> <u>Careers and employment</u> <u>Other, please specify: .</u>	B A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for.			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!) Participated in online social networks (such as MySpace, Facebook, etc.) Read blogs or Wikis Wrote a blog or contributed to Wikis Obtained EPA information using a mobile phone or device Tweeted Listened to podcasts or audio on a Web site Watched videos on a Web site Uploaded videos to a Web site (such as YouTube) Browsed through photo galleries Subscribed to RSS feeds Signed up to receive email updates from a website None of the above		Checkbox One Up Vertical	Multi	Y
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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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
			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

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EPA Satisfaction Survey

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Date: 11/11/2009

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EPA Satisfaction Survey 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
AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



**Special
Instructions**

OPS Group

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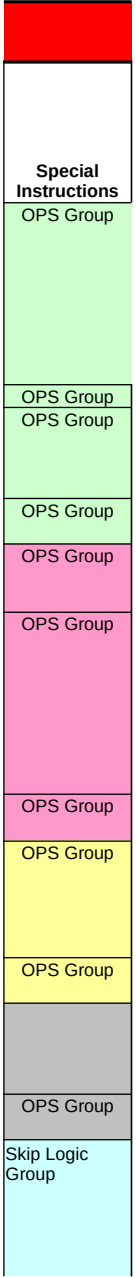
OPS Group

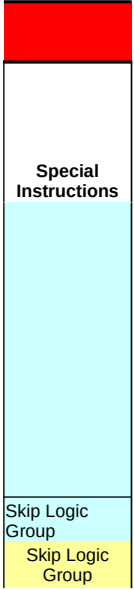
OPS Group

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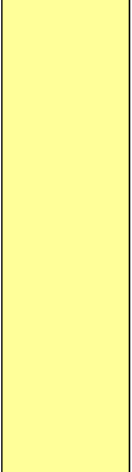
OPS Group





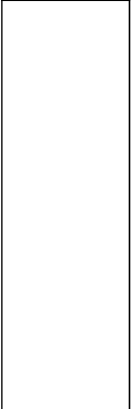


**Special
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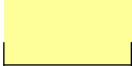
Skip Logic
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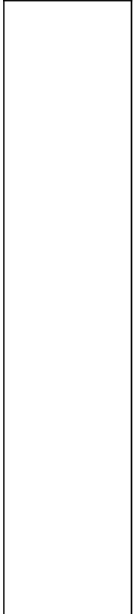
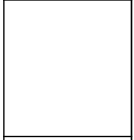
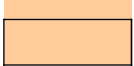


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AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Consultant Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e.. MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N

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AED08926	A	Which of the following best describes your experience with the Search Tools?	I did not encounter any difficulties/search worked well Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C	Radio button, one-up vertical	Single	N
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
KFB06166		Why did you visit the EPA.gov site today? (Please check all that apply):	<u>Read EPA's latest announcements</u> <u>Learn about an environmental issue</u> <u>Find out what my community, family, or I can do about an environmental issue</u> <u>Learn about programs my company or organization can join</u>		Checkbox, one-up vertical	Multi	Y

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			<u>Find out what EPA is doing about an issue</u> <u>Find environmental information about my local area</u> <u>Discover what my company has to do to comply with regulations</u> <u>Comment on a draft regulation</u> <u>Report data to EPA from my company, state, etc.</u> <u>Learn about EPA's research efforts</u> <u>Find information for kids</u> <u>Do homework or a school project</u> <u>Learn about EPA itself</u> <u>Report a spill or other problem</u> <u>Get a job or internship with EPA</u> <u>Find out about grants or contract opportunities</u> <u>Other, please specify:</u>	A			
KFB06167	A	Please specify why you visited the EPA.gov site today:.			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the information you wanted today?	Air		Radio Button One Up Vertical	Single	Y

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			<u>Water</u> <u>Waste/Pollution</u> <u>Chemicals</u> <u>Climate change</u> <u>Data set and raw data</u> <u>Statistical information</u> <u>UVindex</u> <u>Fuel/Oil</u> <u>Living Green</u> <u>Human Health</u> <u>Mold</u> <u>Pesticides</u> <u>Radon</u> <u>Recycling</u> <u>Lead, mercury, metals</u> <u>Laws and regulations</u> <u>Science and technology (for example models, methods, data etc.)</u> <u>Grants and contracts</u> <u>Careers and employment</u> <u>Other, please specify:..</u>	B A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for.			Text area, no char limit	single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!) Participated in online social networks (such as MySpace, Facebook, etc.) Read blogs or Wikis Wrote a blog or contributed to Wikis Obtained EPA information using a mobile phone or device Tweeted Listened to podcasts or audio on a Web site Watched videos on a Web site Uploaded videos to a Web site (such as YouTube) Browsed through photo galleries Subscribed to RSS feeds Signed up to receive email updates from a website None of the above		Checkbox One Up Vertical	Multi	Y
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute		Drop down	Single	N

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			View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog		Checkbox, one-up vertical	Multi	N

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AED08954	A	Please specify the other way in which you would like to interact with this site:	Other (please specify)	A	Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



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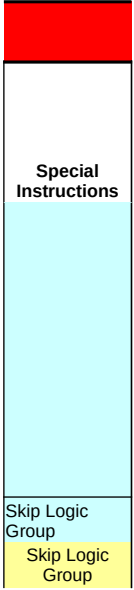
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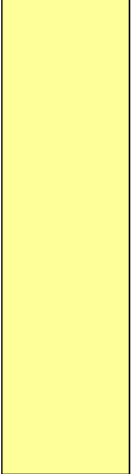
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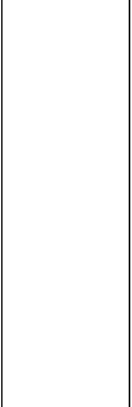


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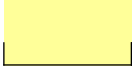
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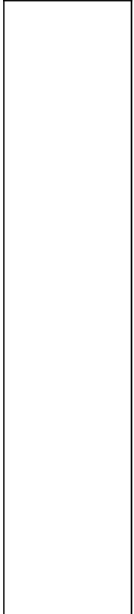
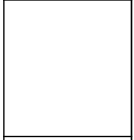


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AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

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			Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C			
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the reason for your visit today?	Air		Radio Button One Up Vertical	Single	Y

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			Water				
			Waste/Pollution				
			Chemicals				
			Climate change				
			Data set and raw data				
			Statistical information				
			UVindex				
			Fuel/Oil				
			Living Green				
			Human Health				
			Mold				
			Pesticides				
			Radon				
			Recycling				
			Lead, mercury, metals				
			Laws and regulations				
			Science and technology (for example models, methods, data etc.)	B			
			Grants and contracts				
			Careers and employment				
			Other, please specify:	A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
AKR5900	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08939		Which of the following best describes the type of information you were looking for?	Data and statistics		Radio-Button-One-Up Vertical	Single	Y
			Basic environmental information				
			Prevention				
			Cleanup				
			Safety information				
			Policy				
			Regulations				
			Educational materials				
			Ways to save resources and energy				
			Information to help support a purchase (for example Energy Star, auto fuel efficiency)				
			Information about the environment where I live				
			Information about the environment (air quality, beach safety) in a place I will be traveling to				
			Information about companies and corporations				
			Other, please specify:-	A			
AED08940	A	Please specify the other type of information you were looking for:			Text area, no char limit	Single	N
		Why did you visit the EPA.gov site today? (Please check all that apply):	Read EPA's latest announcements		Check Box	Multi	Y
			Learn about an environmental issue				
			Find out what my community, family, or I can do about an environmental issue				

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			Learn about programs my company or organization can join Find out what EPA is doing about an issue Find environmental information about my local area Discover what my company has to do to comply with regulations Comment on a draft regulation Report data to EPA from my company, state, etc. Learn about EPA's research efforts Find information for kids Do homework or a school project Learn about EPA itself Report a spill or other problem Get a job or internship with EPA Find out about grants or contract opportunities Other, please specify:	A			
	A	Please specify why you visited the EPA.gov site today:			Text area, no char limit	Single	N
AED08941		In the last three months, have you done any of the following: [Please select all that apply]:	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!) Participated in online social networks (such as MySpace, Facebook, etc.) Read blogs or Wikis Wrote a blog or contributed to Wikis Obtained EPA information using a mobile phone or device Tweeted Listened to podcasts or audio on a Web site Watched videos on a Web site Uploaded videos to a Web site (such as YouTube) Browsed through photo galleries Subscribed to RSS feeds Signed up to receive email updates from a website None of the above		Checkbox One Up Vertical	Multi	Y
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08943		Podcasts or audio on the web	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

MID: UpZB94sModktFY0hAdNJlg==

Date: 11/10/2009

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pink: ADDITION

blue + -->: REWORDING

EPA Satisfaction Survey 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
AED08944		Online social networks (FaceBook, MySpace)	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08945		Virtual worlds (Second Life)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute		Drop down	Single	N

Measure Name:

EPA Satisfaction Survey

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EPA Satisfaction Survey 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
AED08950		RSS feeds/Listservs	No familiarity View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male		Radio Button One Up Vertical	Single	Y

Measure Name:

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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
			Female Prefer not to answer				
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri		Drop down, select one	Single	Y



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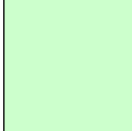
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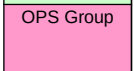
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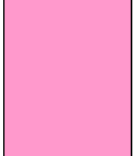
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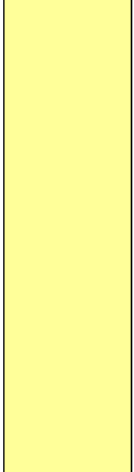


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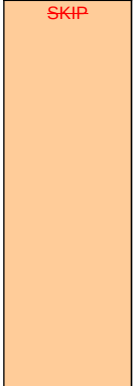


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Skip Logic
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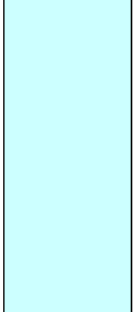


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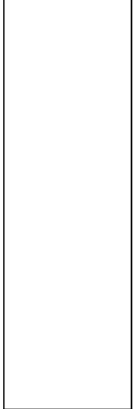
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Skip Logic Group



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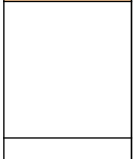


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EPA CUSTOM QUESTION LIST

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
AED08917		For this visit to the EPA Web site, which of the following best describes you?	Business Federal government State government Local government Educator (teacher, professor) Librarian Scientist Student Parent/adult helping a child General public Other, please specify:	A B C	Radio Button One Up Vertical	Single	Y
AED08918	C	Please specify your role in visiting this website:			Text area, no char limit	Single	N
AED08919	A	Which of the following best describes your work?	Regulated company/entity EPA contractor Contractor for other federal agency Other, please specify:	D			
AED08920	D	Please specify your business role:			Text area, no char limit	Single	N
AED08921	B	Are you an EPA employee?	Yes No		Radio button, one-up vertical		
AED08922		How frequently do you use the EPA.gov Web site?	Daily Weekly Monthly A couple of times a year About once a year This is my first time		Radio Button One Up Vertical	Single	Y
AED08923		When coming to the EPA site, did you know the exact page or application (page with information about a specific place, i.e., MyEnvironment, PRI Explorer and EnviroFacts) you were looking for?	Yes, I knew the exact page/application I wanted I had a good idea of the pages I wanted No, I was looking for a specific topic, but didn't know what I'd find No, I was just browsing the site		Radio button, one-up vertical	Single	Y
AED08924		Please check each of the following tools you used to locate information on the site today:	Search box Advanced search Left navigation bar Resources A-Z Index Browse all topics Did not use any of these tools Other, please specify:	A A B	Checkbox, one-up vertical	Multi	Y
AED08925	B	Please specify the other tools you used to locate information.			Text area, no char limit	Single	N
AED08926	A	Which of the following best describes your experience with the Search Tools?	did not encounter any difficulties/search worked well		Radio button, one-up vertical	Single	N

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EPA 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
			Returned too many results Returned results that were similar/redundant I was not sure what words to use in my search Search required too many refinements to get what I wanted Search returned no results at all Other, please specify:	C			
AED08927	C	Please describe your experience with the search tool:			Text area, no char limit	Single	N
AED08928	A	When using the search feature, did you use the Blue Folders to help narrow your search?	No, did not use the folders. Yes and the folders helped to narrow my search. Yes, but the folders did not help narrow my search.	D	Radio button, one-up vertical	Single	N
AED08929	D	Could you please briefly explain why the blue folders did not help with narrowing your search:			Text area, no char limit	Single	N
AED08930		Which of the following best describes your navigation experience on the site:	I did not have difficulty navigating the site I had difficulty navigating the site	A	Radio button, one-up vertical	Single	Y
AED08931	A	Which of the following navigation difficulties did you have:	Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other, please specify:	B	Checkbox, one-up vertical	Multi	N
AED08932	B	Please describe the difficulty you had with navigating the site today:			Text area, no char limit	Single	N
AED08933		If you visited the EPA home page, did the tools on the page help you find the information you wanted?	Yes No I did not visit the EPA homepage	A	Radio button, one-up vertical	Single	Y
AED08934	A	Are there any changes to the EPA home page that would help you in locating information on the site?			Text area, no char limit	Single	N
AED08935		Did you find the information you were looking for today?	Yes Partially No	A A			
AED08936	A	If you did not find all the information you were looking for, what couldn't you find?			Text area, no char limit	Single	N
AED08937		Which of the following topics best describes the reason for your visit today?	Air		Radio Button One Up Vertical	Single	Y

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EPA 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
			Water Waste/Pollution Chemicals Climate change UVindex Fuel/Oil Living Green Human Health Mold Pesticides Radon Recycling Lead, mercury, metals Laws and regulations Science and technology (for example models, methods, data etc.) Grants and contracts Careers and employment Other, please specify:	B A			
AED08938	A	Please specify the other topic that best describes the reason for your visit.			Text area, no char limit	Single	N
	B	Please describe the specific science/technology topic you are on the site for:			Text area, no char limit	single	N
AED08939		Which of the following best describes the type of information you were looking for?	Data and statistics Basic environmental information Prevention Cleanup Safety information Policy Regulations Educational materials Ways to save resources and energy Information to help support a purchase (for example Energy Star, auto fuel efficiency) Information about the environment where I live Information about the environment (air quality, beach safety) in a place I will be traveling to Information about companies and corporations Other, please specify:	A	Radio Button One Up Vertical	Single	Y
AED08940	A	Please specify the other type of information you were looking for.			Text area, no char limit	Single	N
AED08941		In the last three months, have you done any of the following: (Please select all that apply):	Browsed a Web site using my mobile phone / device Received text messages or sent text messages using my mobile phone Used personalized web pages (such as My Yahoo!)		Checkbox One Up Vertical	Multi	Y

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EPA 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
			Participated in online social networks (such as MySpace, Facebook, etc.)				
			Read blogs or Wikis				
			Wrote a blog or contributed to Wikis				
			Obtained EPA information using a mobile phone or device				
			Tweeted				
			Listened to podcasts or audio on a Web site				
			Watched videos on a Web site				
			Uploaded videos to a Web site (such as YouTube)				
			Browsed through photo galleries				
			Subscribed to RSS feeds				
			Signed up to receive email updates from a website				
			None of the above				
AED08942		How would you rate your familiarity with social media on the web? Bookmark or tag website (Digg or Del.icio.us)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08943		Podcasts or audio on the web	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08944		Online social networks (FaceBook, MySpace)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08945		Virtual worlds (Second Life)	View and contribute often		Drop down	Single	N
			View often and contribute occasionally				
			View often but don't contribute				
			View and contribute occasionally				
			View occasionally but don't contribute				
			No familiarity				
AED08946		Comments, ratings, or reviews (Epinions)	View and contribute often		Drop down	Single	N

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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
			View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08947		Blogs or wikis	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08948		Vodcasts or videos on the web (YouTube)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08949		Personalized web pages (MyYahoo!, iGoogle)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08950		RSS feeds/Listservs	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08951		Microblog (Twitter)	View and contribute often View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity		Drop down	Single	N
AED08952		Other	View and contribute often		Drop down	Single	N

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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
			View often and contribute occasionally View often but don't contribute View and contribute occasionally View occasionally but don't contribute No familiarity				
AED08953		How would you most like to interact with this site? (Please select all that apply)	Bookmark or tag pages In social networks In virtual worlds By adding comments, ratings, or reviews Reading blogs Contributing to wikis Receiving newsletters/email updates Subscribing to RSS feeds Listening to Podcasts or audio Watching Vodcasts or video Adding a widget or gadget to my personalized page Following a microblog Other (please specify)	A	Checkbox, one-up vertical	Multi	N
AED08954	A	Please specify the other way in which you would like to interact with this site:			Text area		N
AED08955		What is the highest level of education you have completed?	High school or less Some college College degree Advanced degree Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08956		What is your gender?	Male Female Prefer not to answer		Radio Button One Up Vertical	Single	Y
AED08957		If you are accessing this site from within the United States, in which state are you located?	Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas		Drop down, select one	Single	Y

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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
			Kentucky				
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan				
			Minnesota				
			Mississippi				
			Missouri				



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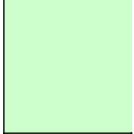
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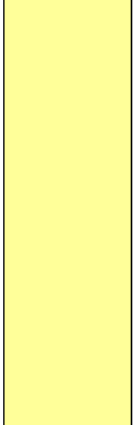


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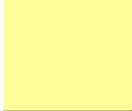
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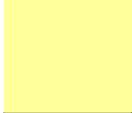
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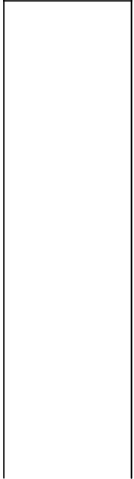
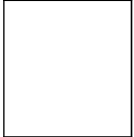
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Model Instance Name:

EPA v5

MID: NUYIJoZgFVRpJVwM91YhEg4C

Date: 7/17/2014

QID	Skip Logic Label	Question Text
MAC5331Q001		For this visit to the EPA Web site, which of the following best describes you?
MAC5331Q002	C	Please specify your role in visiting this website:
MAC5331Q003		How frequently do you use the EPA.gov Web site?
MAC5331Q004		Once you arrived on the site today, how did you look for information? (Please select all that apply.)

MAC5331Q005	B	The other way I looked for information was:
MAC5331Q006	A	Which of the following best describes your experience with the Search Tools?
MAC5331Q007	C	Please describe your experience with the search tool:
MAC5331Q008	Z	What search terms did you use?
MAC5331Q009	D	Excluding search, did you have any of following navigation difficulties:
MAC5331Q010	E	Excluding search, please describe the difficulty you had with navigating the site today:
MAC5331Q011		Why did you visit the EPA.gov site today? (Please check all that apply):
MAC5331Q012	A	Please specify why you visited the EPA.gov site today:

MAC5331Q013	Z	Please specify what you came to learn about/research:
MAC5331Q014	Y	Please specify what specific information you were looking for today:
MAC5331Q015	X	Please specify what information you came to submit:
MAC5331Q016		Which of the following topics best describes the information you wanted today?

MAC5331Q017	A	Please specify the other topic that best describes the reason for your visit.
MAC5331Q018		Did you find the information you were looking for today?
MAC5331Q019	A	What couldn't you find?
MAC5331Q020		Did you interact with any of the following applications?
MAC5331Q021	A	What other application did you interact with on the website today?
MAC5331Q022	B	What was your experience like with the application(s)? Please provide as much detail as possible.

MAC5331Q023

If you could make one improvement to EPA.gov, what would it be?

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EPA v5 CUSTOM QUESTION LIST			
Answer Choices (limited to 50 characters)	Skip to	(select from	Single or Multi
Represent business (includes consultant)	C	Radio Button One Up Vertical	Single
Concerned citizen/consumer			
Educator (teacher, professor, librarian)			
Student			
Scientist			
Parent/adult helping a child			
Non-profit, community group			
Government employee (non-EPA)			
EPA employee			
Other, please specify:		Text area, no char limit	Single
Daily		Radio Button One Up Vertical	Single
Weekly			
Monthly			
A few times a year			
About once a year			
This is my first time			
The EPA.gov search box (basic search box in the upper right hand corner of the homepage)	A, Z	Checkbox, one-up vertical	Multi
The EPA.gov advanced search feature	A, Z		
Left navigation bar	D		
Clicked on links within the page	D		
A-Z Index	D		
Other, please specify:	B, D		

		Text area, no char limit	Single
I did not encounter any difficulties/search worked well	C	Checkbox, one-up vertical	Multi
Returned too many results or required too many refinements			
Returned results that were not relevant to my topic			
Returned results that were similar/redundant			
I was not sure what words to use in my search			
Search returned no zero results at all			
Other, please specify:			
		Text area, no char limit	Single
		Text area, no char limit	
I did not have difficulty navigating the page	E	Checkbox, one-up vertical	Multi
Could not navigate back to previous information			
Would often feel lost, not know where I was			
Links did not take me where I expected			
Links/labels are difficult to understand			
Too many links or navigational choices			
Had technical difficulties (e.g. broken links, error messages)			
Other (excluding search difficulties)		Text area, no char limit	Single
Learn about/research:	Y X A	Checkbox, one-up vertical	Multi
Find something specific:			
Submit information to the EPA:			
Other, please specify:			
		Text area, no char limit	Single

One or more environmental issues		Checkbox, one-up vertical	Multi
An environmental issue in my local area			
A cleanup site, a facility or other specific property			
What EPA is doing			
What I can do			
EPA's organization			
One or more EPA partnerships			
EPA research			
One or more laws or regulations			
How to comply with laws and regulations			
Other			
EPA contacts (phone numbers, names of staffers)		Checkbox, one-up vertical	Multi
A particular report, guidance document, booklet or other publication			
Data/statistics/scientific methods/models			
Forms			
An EPA permit or registration number			
Educational materials/lesson plans/projects for kids or students			
Training materials/webinars/tutorials			
Job opportunities currently available			
Grants and contracts opportunities currently available			
Other			
Comment on a regulation		Checkbox, one-up vertical	Multi
Comment on a report or document other than a regulation			
Report a spill or other problem			
Data or forms			
Other			
Air pollution		Radio Button One Up Vertical	Single
Asbestos			
Careers/jobs/internships at EPA			
Chemicals			
Cleanups/remediation/Superfund			
Climate change/global warming/greenhouse gases/carbon footprint			

Energy/fuels	A		
Green living			
Hazardous waste			
Lead, mercury, metals			
Mold			
Pesticides			
Radiation			
Radon			
Recycling			
Water quality/water pollution/watersheds/wetlands			
Other, please specify:			
		Text area, no char limit	Single
Yes	A	Radio button, one-up vertical	Single
Partially			
No			
		Text area, no char limit	Single
AIRNOW	B	Checkbox, one-up vertical	Multi
Envirofacts			
Toxic Release Inventory (TRI) Explorer			
MyEnvironment			
Enviromapper			
Online Tracking Information System (OTIS)			
Enforcement and Compliance History Online			
Integrated Grants Management System (IGMS)			
Storage and Retrieval (STORET) for Water Quality Data			
I did not interact with any applications			
Other	A, B		
		Text area, no char limit	
		Text area, no char limit	

		Text area, no char limit	Single
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Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Role
N	Skip Logic Group	Other Role
Y		Frequency
Y	Skip Logic Group	Look for Info

N	Skip Logic Group	OE_Look for Info
N	Skip Logic Group	Search Tools
N	Skip Logic Group	Other Search Tool
N	Skip Logic Group	OE_Search Terms
N	Skip Logic Group	Navigation Difficulties
N	Skip Logic Group	OE_Nav
Y	Skip Logic Group	Why Visit
N	Skip Logic Group	Other Why

Y	Skip Logic Group	Research Topics
Y	Skip Logic Group	Specific Info
Y	Skip Logic Group	Submitted Info
Y	Skip Logic Group	Reason for Visit

N	Skip Logic Group	Other Topic looking For
Y	Skip Logic Group	Find What Looking For
N	Skip Logic Group	Did Not Find
Y	Skip Logic Group	Applications
N	Skip Logic Group	Other_Applicati osn
N	Skip Logic Group	Other_Applicati osn

N		OE_Improvement
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Types

Text field, <100 char
Text area, no char limit
Drop down, select one
Radio button, one-up vertical
Radio button, two-up vertical
Radio button, three-up vertical
Radio button, scale, has don't know
Radio button, scale, no don't know
Checkbox, one-up vertical
Checkbox, two-up vertical
Checkbox, three-up vertical

Instructions

Randomize
Shared
OPS Group
Matrix Group
Rank Group
Comparative Matrix Group
Skip Logic Group
Multiple Lists Group
Anchor Answer Choice
Partitioned
Adjust Template/Style Sheet