

Use highlighted text

Welcome and Thank You Text

Welcome Text

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

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

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting fec.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the Federal Election Commission. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

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



Customer Satisfaction Survey

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

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

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

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

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name **FEC Web Browse**
 Model ID **New**
 Partitioned **Yes**
 Date **8/18/2014**

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	How likely are you to return to this site?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.	Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.			Primary Resource	How likely are you to use this site as your primary resource for campaign finance information?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				Trust (1=Strongly Disagree, 10=Strongly Agree)
Site Performance - Completeness	Please rate how completely the page content loads on this site.			Trust - Best Interests	I can count on this agency to act in my best interests.
	Navigation (1=Poor, 10=Excellent, Don't Know)			Trust - Trustworthy	I consider this agency to be trustworthy.
Navigation - Organized	Please rate how well the site is organized.			Trust - Do Right	This agency can be trusted to do what is right.
Navigation - Options	Please rate the options available for navigating this site.				
Navigation - Layout	Please rate how well the site layout helps you find what you need.				
	Browsing (1=Poor, 10=Excellent, Don't Know)				
Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
Browsing - Features	Please rate how well the features on the site help you find the information you need.				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
Site Information - Thoroughness	Please rate the thoroughness of information on this site.				
Site Information - Understandable	Please rate how understandable the information is on this site.				
Site Information - Answers	Please rate how well the information provides answers to your questions.				

Model Name FEC Web Browse
 Model ID New
 Partitioned Yes
 Date 9/3/2014

Red & Strike-Through: Delete
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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		How frequently do you visit fec.gov?	This is my first visit Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Y	Radio button, one-up vertical		Visit Frequency
		What is your role in visiting the site today?	Political candidate Staff/aide of a political candidate Federal government official State government official Local government official Representative from a registered political committee Member of the press General public Other role (please specify)	A	Y	Radio button, one-up vertical	Skip Logic Group*	Role
	A	My role is:			N	Text area, no char limit	Skip Logic Group*	OE Role
		What is your primary reason for visiting the site today?	Research campaign finance regulations Research campaign finance statistics Access meetings and hearings Access news releases View campaign finance maps Learn about the FEC in general Contact the FEC Other reason (please specify)	A	Y	Radio button, one-up vertical	Skip Logic Group* Anchor Answer Choice	Primary Reason
	A	The reason I visited the site today was:			N	Text area, no char limit	Skip Logic Group*	OE Primary Reason
		Did you accomplish what you wanted to on the site today?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
	A	Please tell us specifically what you were trying to accomplish on the site.			N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
		How did you primarily look for information on the site today?	Search feature Top navigation bar Left navigation panel Links in the center of the page Site map Other navigation method (please specify)	B A	Y	Radio button, one-up vertical	Skip Logic Group*	Navigation Method
	A	I looked for information using:			N	Text area, no char limit	Skip Logic Group*	OE_Navigation
	B	Did the search feature help you find what you were looking for?	Yes No	C	Y	Radio button, one-up vertical	Skip Logic Group*	Search
	C	What specific search terms did you use to try to find the information?			N	Text area, no char limit	Skip Logic Group*	OE_Search Terms
		How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	A	Y	Checkbox, one-up vertical	Anchor Answer Choice Skip Logic Group* Randomize	Navigation Experience
	A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group*	OE_Navigation Exp
		Did you use the Campaign Finance Disclosure Portal today?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Visit
	A	How useful was the information provided in the Campaign Finance Disclosure Portal?	1=Not useful at all 2 3 4 5=Very useful Don't know	B B B	Y	Radio button, scale, has don't know	Skip Logic Group*	Portal - Useful
	B	What additional information would you like to see in the Campaign Finance Disclosure Portal?			N	Text area, no char limit	Skip Logic Group*	OE_Portal
		Please rate how thoroughly this site discloses information about campaign contributions and expenditures.	1=Poor 2 3 4 5=Excellent		Y	Radio button, scale, has don't know		Information - Thoroughness

		Please rate the clarity of information on this site.	Don't know 1=Poor 2 3 4 5=Excellent Don't know		Y	Radio button, scale, has don't know		Information - Clarity
		Please rate how well you understand the wording on this site.	1=Poor 2 3 4 5=Excellent Don't know		Y	Radio button, scale, has don't know		Information - Understandable
		Have you ever accessed any federal website using a mobile phone or tablet?	Yes No, but I might in the future No, and I don't plan to do so	A A	Y	Drop down, select one	Skip Logic Group*	Mobile - Federal Usage
		Have you ever accessed fec.gov using a mobile phone or tablet?	Yes No, but I might in the future No, and I don't plan to do so	A A	Y	Drop down, select one	Skip Logic Group*	Mobile - Site Usage
	A	Which of the following devices do you have? (Please select all that apply).	iPhone Android phone Windows phone Blackberry phone iPad Android tablet Windows tablet Kindle Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Mobile - Device
	B	Other phone or tablet:		B	N	Text area, no char limit	Skip Logic Group*	OE_Mobile Device
		If you could make one improvement to fec.gov, what would it be?			N	Text area, no char limit		OE_Improvement
		What is your gender?	Male Female Other Prefer not to answer		N	Drop down, select one		Gender
		What is your age?	17 and under 18-24 25-34 35-44 45-54 55-64 65 and above Prefer not to answer		N	Drop down, select one		Age
		Are you of Hispanic origin or descent?	Yes No Prefer not to answer		N	Drop down, select one		Race
		Which ethnic group do you most closely associate yourself with?	White or Caucasian Black or African American Asian Native Hawaiian or other Pacific Islander Native American or Alaskan Native Other Prefer not to answer		N	Drop down, select one		Ethnicity