

Welcome and Thank You Text

Welcome Text

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 our new DoDEA web site and for responding to this short questionnaire. Please take a few minutes to share your opinions regarding our new website, including navigation, search functionality, content, and visual design. Your opinion is essential to helping us provide the best online experience possible. Your comments and answers will be directed to DoDEA's internet team so please base your responses only on your experience with the new DoDEA's family of websites.

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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Model Name	DoDEA	Red & Strike-Through : Delete
Model ID	Jt1hQxogg5kcwYAspQIQhQ4C	<u>Underlined & Italicized</u> : Re-order
Partitioned	Yes	Pink: Addition
Date	(9/25/2014)	Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to DoDEA.edu?
2 Navigation - Options	Please rate the options available for navigating this site.	17 Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	20 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend DoDEA.edu to someone else?
3 Navigation - Layout	Please rate how well the site layout helps you find what you need.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use DoDEA.edu as your primary resource for getting information about DoDEA and its schools?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.				
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
7 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site.				
8 Site Information - Understandable	Please rate how understandable this site's information is.				
9 Site Information - Answers	Please rate how well the site's information provides answers to your questions.				
10 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.				
11 Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
12 Look and Feel - Readability	Please rate the readability of the pages on this site.				
13 Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this site.				
14 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
15 Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				

Model Name DoDEA
 Model ID Jt1hQxogg5kcwYAspQIQhQ4C
 Partitioned Yes
 Date (10/02/2014)

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
LNH5513Q001		In the last 30 days, how many times have you visited DoDEA.edu?	This is my first time Once or twice Three or four times More than once per week but not every day Every day		Y	Drop down, select one	
LNH5513Q002		Which best describes your relationship with DoDEA:	Student Parent District/School Administrator DoDEA Employee Other (please specify)	B,C A	Y	Drop down, select one	Skip Logic Group*
LNH5513Q003	A	Please specify other type of relationship with DoDEA.			N	Text area, no char limit	Skip Logic Group*
LNH5513Q004	B	How important is the web as a communications tool for you as an administrator?	1=Not important 2 3 4 5 6 7 8 9 10=Very Important Don't know		Y	Radio button, scale, has don't know	Skip Logic Group*
LNH5513Q005	C	Is the new DoDEA Web Content Management System (WCMS) implemented in your Area, District or School?	Yes No I don't know	D,E	Y	Radio button, one-up vertical	Skip Logic Group*
LNH5513Q006	D	Has the WCMS facilitated content dissemination to the web, made it easier to publish content?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*
LNH5513Q007	E	Is managing a website – with or without the WCMS for your District or School too much of a burden?	Yes No	F	Y	Radio button, one-up vertical	Skip Logic Group*
LNH5513Q008	F	Would you be opposed to DoDEA managing your website centrally with you providing content/change requests via a centralized ticket system?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*
LNH5513Q009		Which region of the world did you visit us from?	Americas Europe Pacific Other		Y	Drop down, select one	
LNH5513Q010		What was your primary reason for visiting DoDEA.edu? Please select up to three.	Find forms Find a specific document Find contact information Look for and apply for a job Look for information about a specific school Learn more about DoDEA Research a specific issue or question Learn how to enroll in a DoDEA school Learn more about DoDEA's curriculum Find student enrollment data Research a DoDEA regulation or policy Consult the Administrator's Guide Other (please specify)	A	Y	Checkbox, one-up vertical	Skip Logic Group*
LNH5513Q011	A	Please specify other reason for visiting DoDEA.edu.			N	Text area, no char limit	Skip Logic Group*
LNH5513Q012		Is DoDEA.edu your primary vehicle for obtaining school information?	Yes No		Y	Drop down, select one	
LNH5513Q013		Where you able to accomplish your goal/find what you were looking for in visiting DoDEA.edu today?	Yes Partially No	A,B	Y	Radio button, one-up vertical	Skip Logic Group*
LNH5513Q014	A	Please tell us what factors prevented you from accomplishing your goal?			N	Text area, no char limit	Skip Logic Group*
LNH5513Q015	B	What type of information were you unable to find ?			N	Text area, no char limit	Skip Logic Group*
LNH5513Q016		How did you look for the information you wanted/needed on DoDEA.edu?	Used the global navigation menu at the top of the page Used the "Find your School" feature Used "Resources" links in middle of the homepage	C	Y	Radio button, one-up vertical	Skip Logic Group*

			Used the "Site Search" feature	B			
			Used the left navigation on a school page	A			
			Other (please specify)				
LNH5513Q017	A	Please specify other way of looking for information wanted/needed.			N	Text area, no char limit	Skip Logic Group*
LNH5513Q018	B	Please rate the Site Search feature on the following items: Location of search box throughout the site	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q019	B	Relevancy of search results	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q020	B	Organization of search results	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q021	C	Please rate the Find your School feature on the following items: Location of Find your School widget	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q022	C	Relevancy of search results	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q023	C	Organization of search results	1=Poor		Y	Radio button, scale, has don't know	Skip Logic Group*
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
LNH5513Q024		Please indicate the statement you agree with on Content quality and relevancy.	Information is clear		Y	Checkbox, one-up vertical	
			Content is relevant				
			Content is easy to read				
			Content is up-to-date				
			I don't agree with any of the above				
LNH5513Q025		What can we specifically do to improve DoDEA.edu to better serve your needs in the future?			N	Text area, no char limit	



CQ Label
Frequency of visits
Relationship
Other relationship
Web importance
WCMS
WCMS dissemination
WCMS Manage website
WCMS centralized ticket system
Region
Primary reason
Other primary reason
Primary vehicle
Accomplish goal
Did not accomplish goal
Info not found
How look for info

Other way looking for info
Location of search
Relevancy of search results
Organization of search results
Location of school widget
Relevancy of school results
Organization of school results
Content
Improvement