

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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**Model Name** FEC Web Browse  
**Model ID** BR4VtRt8lZtVpMBps08wBg4C  
**Partitioned** Yes  
**Date** 8/18/2014

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
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)		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
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?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
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.				
Site Performance - Completeness	Please rate how completely the page content loads on this site.				
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
Navigation - Organized	Please rate how well the site is organized.				
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.				
	<b>Browsing (1=Poor, 10=Excellent, Don't Know)</b>				
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.				
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>				
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 **BR4VtRt8IzTvpMBps08wBg4C**  
 Partitioned **Yes**  
 Date **10/1/2014**

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label	
NMS5517Q001		What is your primary reason for visiting the site today?	Learn about the FEC, including news releases	<b>B, C, D, E</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason	
			Find campaign finance data or statistics						<b>F, G, H, I</b>
			Find information about legal or compliance issues, including regulations, enforcement, meetings and hearings						<b>J, K, L, M, N, O</b>
			Contact the FEC						
		Other reason (please specify)	<b>A</b>			Anchor Answer Choice			
NMS5517Q002	<b>A</b>	Please let us know what you were looking for when you came to the FEC's website.			N	Text area, no char limit	Skip Logic Group*	OE_Primary Reason	
NMS5517Q003	<b>B</b>	Which of these site sections did you visit? (Check all that apply.)	About the FEC	<b>BB</b>	Y	Checkbox, one-up vertical	Skip Logic Group*	Site Section	
			Press Office						
			Quick Answers						
			Help with Reporting and Compliance						
		Other (please specify)							
NMS5517Q004	<b>BB</b>	Please identify what section you visited to learn more about the FEC.			N	Text area, no char limit	Skip Logic Group*	OE_Site Section	
NMS5517Q005	<b>C</b>	The information I was looking for was <b>available</b> .	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Info Available	
			No						
NMS5517Q006	<b>D</b>	The information I was looking for was <b>easy to find</b> .	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Info Easy to Find	
			No						
NMS5517Q007	<b>E</b>	The information I was looking for was <b>easy to understand</b> .	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Info Easy to Understand	
			No						
NMS5517Q008	<b>F</b>	Did you visit the Disclosure Portal?	Yes	<b>F1, F2</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Visit	
			No						
NMS5517Q009	<b>F1</b>	Which features helped you find the data or information you were looking for? (Check all that apply.)	Data Catalog	<b>FF1</b>	Y	Checkbox, one-up vertical	Skip Logic Group*	Portal - Features	
			Maps and Charts						
			Candidate and Committee Viewer or other searches						
			Downloadable data						
		Other (please specify)							
NMS5517Q010	<b>FF1</b>	Please indicate what other features helped you find what you were looking for.				Text area, no char limit	Skip Logic Group*	OE_Portal - Features	
NMS5517Q011	<b>F2</b>	Did the Disclosure Portal make it easy to find what you were looking for?	Yes	<b>FF2</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Easy to Find	
			No						
NMS5517Q012	<b>FF2</b>	Please specify what could be improved about the Disclosure Portal.			N	Text area, no char limit	Skip Logic Group*	OE_Portal Improvements	
NMS5517Q013	<b>G</b>	Did you visit the Press Office's "Campaign Finance Statistics" pages?	Yes	<b>G1</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Visit	
			No						
NMS5517Q014	<b>G1</b>	Did the Campaign Finance Statistics pages make it easy to find what you were looking for?	Yes	<b>GG1</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Easy to Find	
			No						
NMS5517Q015	<b>GG1</b>	Please specify what could be improved about these pages.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Improvements	
NMS5517Q016	<b>H</b>	Did the site provide enough information to help you interpret the campaign finance data?	Yes	<b>H1</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Interpret	
			No						
			Not applicable						
NMS5517Q017	<b>H1</b>	Please specify what information could have been provided to help you interpret the data.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Interpret	
NMS5517Q018	<b>I</b>	Please identify any other section/feature of the website you accessed to help you find campaign finance information.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Site Section	
NMS5517Q019	<b>J</b>	Which search systems did you use during this visit to the FEC website? (Check all that apply.)	Advisory Options	<b>J1</b>	Y	Checkbox, one-up vertical	Skip Logic Group*	Search Systems	
			Matters Under Review						
			Rulemaking						
			Audits						
			Enforcement Query System						
		Other (please specify)							
NMS5517Q020	<b>J1</b>	Please specify what other method you used to search.			N	Text area, no char limit	Skip Logic Group*	OE_Search Systems	
NMS5517Q021	<b>K</b>	Did you find the search system easy to use?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Search Systems - Easy to Use	
			No						
NMS5517Q022	<b>L</b>	Did you feel confident that the search system returned all relevant search results?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Search Systems - Results	

NMS5517Q023	<b>M</b>	Was legal and compliance information provided in a manner that was <b>easy to use</b> ?	No Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Easy to Use
NMS5517Q024	<b>N</b>	Was legal and compliance information provided in a manner that was <b>easy to comprehend</b> ?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Easy to Comprehend
NMS5517Q025	<b>O</b>	Did the site provide enough information to help you interpret the legal and compliance information?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Interpret
NMS5517Q026		Keeping in mind your primary reason for visiting the FEC's website today, please answer the following questions about your experience.  Did you use the FEC website search to find the information you need?	Yes No	<b>A, B</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Search - Usage
NMS5517Q027	<b>A</b>	Did the FEC website search make it easy to find what you were looking for?	Yes No	<b>A1</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Search - Easy to Find
NMS5517Q028	<b>A1</b>	Please specify what could be improved about the FEC website search.			N	Text area, no char limit	Skip Logic Group*	OE_Search Improvements
NMS5517Q029	<b>B</b>	Did you use an external search engine (Google, Bing, etc.) to find information on the FEC site?	Yes No	<b>B1</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Search - External
NMS5517Q030	<b>B1</b>	Which external search engine did you use?			N	Text area, no char limit	Skip Logic Group*	OE_Search External
NMS5517Q031		What is your role in visiting the site today?	General public Member of the Media Representative of a Candidate Committee, Political Party Committee, or Political Action Committee Attorney or Paralegal Researcher for Academic Organization or Election Tracking Organization FEC Staff Other role (please specify)	<b>A</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Role
NMS5517Q032	<b>A</b>	My role is:			N	Text area, no char limit	Skip Logic Group*	OE_Role
NMS5517Q033		How frequently do you visit the FEC's website?	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
NMS5517Q034		Did you accomplish what you wanted to on the site today?	Yes No	<b>A</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
NMS5517Q035	<b>A</b>	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
NMS5517Q036		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)	<b>B</b>	Y	Checkbox, one-up vertical	Skip Logic Group*	Mobile - Device
NMS5517Q037	<b>B</b>	Other phone or tablet:			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Device
NMS5517Q038		Have you had a good experience on a federal website using a mobile device?	Yes No	<b>A</b>	Y	Radio button, one-up vertical	Skip Logic Group*	Mobile - Good Experience
NMS5517Q039	<b>A</b>	Which website(s) did you use?			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Good Experience
NMS5517Q040		Have you ever accessed the FEC's website using a mobile phone or tablet?	Yes No, but I might in the future No, and I don't plan to do so	<b>A</b>	Y	Drop down, select one	Skip Logic Group*	Mobile - Site Usage
NMS5517Q041	<b>A</b>	What type of mobile device would you like to use for the FEC website?			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Device for FEC
NMS5517Q042		If you could make one improvement to fec.gov, what would it be?			N	Text area, no char limit		OE_Improvement



Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	What is your primary reason for visiting the site today?	<a href="#">Learn about the FEC, including news releases</a> <a href="#">Find campaign finance data or statistics</a> <a href="#">Research campaign finance statistics</a> <a href="#">Find information about legal or compliance issues, including regulations, enforcement, meetings and hearings</a> <a href="#">Access news releases</a> <a href="#">View campaign finance maps</a> <a href="#">Contact the FEC</a> Other reason (please specify)	B, C, D, E F, G, H, I J, K, L, M, N, O	Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
A	Please let us know what you were looking for when you came to the FEC's website.		A	N	Text area, no char limit	Anchor Answer Choice Skip Logic Group*	OE_Primary Reason
B	Which of these site sections did you visit? (Check all that apply.)	About the FEC Press Office Quick Answers Help with Reporting and Compliance Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Site Section
BB	Please identify what section you visited to learn more about the FEC.		BB	N	Text area, no char limit	Skip Logic Group*	OE_Site Section
C	The information I was looking for was available.	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Info Available
D	The information I was looking for was easy to find.	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Info Easy to Find
E	The information I was looking for was easy to understand.	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Info Easy to Understand
F	Did you visit the Disclosure Portal?	Yes No	F1, F2	Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Visit
F1	Which features helped you find the data or information you were looking for? (Check all that apply.)	Data Catalog Maps and Charts Candidate and Committee Viewer or other searches Downloadable data Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Features
FF1	Please indicate what other features helped you find what you were looking for.		FF1		Text area, no char limit	Skip Logic Group*	OE_Portal - Features
F2	Did the Disclosure Portal make it easy to find what you were looking for?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Portal - Easy to Find
FF2	Please specify what could be improved about the Disclosure Portal.		FF2	N	Text area, no char limit	Skip Logic Group*	OE_Portal Improvements
G	Did you visit the Press Office's "Campaign Finance Statistics" pages?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Visit
G1	Did the Campaign Finance Statistics pages make it easy to find what you were looking for?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Easy to Find
GG1	Please specify what could be improved about these pages.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Improvements
H	Did the site provide enough information to help you interpret the campaign finance data?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Campaign Finance - Interpret
H1	Please specify what information could have been provided to help you interpret the data.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Interpret
I	Please identify any other section/feature of the website you accessed to help you find campaign finance information.			N	Text area, no char limit	Skip Logic Group*	OE_Campaign Finance Site Section
J	Which search systems did you use during this visit to the FEC website? (Check all that apply.)	Advisory Options Matters Under Review Rulemaking Audits Enforcement Query System Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Search Systems
J1	Please specify what other method you used to search.		J1	N	Text area, no char limit	Skip Logic Group*	OE_Search Systems
K	Did you find the search system easy to use?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Search Systems - Easy to Use
L	Did you feel confident that the search system returned all relevant search results?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Search Systems - Results

M	Was legal and compliance information provided in a manner that was <b>easy to use</b> ?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Easy to Use
N	Was legal and compliance information provided in a manner that was <b>easy to comprehend</b> ?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Easy to Comprehend
O	Did the site provide enough information to help you interpret the legal and compliance information?	Yes No Not applicable		Y	Radio button, one-up vertical	Skip Logic Group*	Legal - Interpret
	Keeping in mind your primary reason for visiting the FEC's website today, please answer the following questions about your experience.  Did you use the FEC website search to find the information you need?	Yes No	A, B	Y	Radio button, one-up vertical	Skip Logic Group*	Search - Usage
A	Did the FEC website search make it easy to find what you were looking for?	Yes No	A1	Y	Radio button, one-up vertical	Skip Logic Group*	Search - Easy to Find
A1	Please specify what could be improved about the FEC website search.			N	Text area, no char limit	Skip Logic Group*	OE_Search Improvements
B	Did you use an external search engine (Google, Bing, etc.) to find information on the FEC site?	Yes No	B1	Y	Radio button, one-up vertical	Skip Logic Group*	Search - External
B1	Which external search engine did you use?			N	Text area, no char limit	Skip Logic Group*	OE_Search External
	What is your role in visiting the site today?	General public Member of the Media Representative of a Candidate Committee, Political Party Committee, or Political Action Committee Attorney or Paralegal Researcher for Academic Organization or Election Tracking Organization FEC Staff Political candidate Staff/aide of a political candidate Federal government official State government official Local government official 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
	How frequently do you visit the FEC's website?	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
	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	Y	Radio button, one-up vertical	Skip Logic Group*	Navigation-Method
A	Hooked 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	B	Y	Radio button, scale, has don't know	Skip Logic Group*	Portal - Useful
		2	B				
		3	B				
		4					
		5=Very useful					
	Don't know						
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.			Y	Radio button, scale, has don't know		Information - Thoroughness
	1=Poor						
	2						
	3						
	4						
	5=Excellent						
	Don't know						
	Please rate the clarity of information on this site.			Y	Radio button, scale, has don't know		Information - Clarity
	1=Poor						
	2						
	3						
	4						
	5=Excellent						
	Don't know						
	Please rate how well you understand the wording on this site.			Y	Radio button, scale, has don't know		Information - Understandable
	1=Poor						
	2						
	3						
	4						
	5=Excellent						
	Don't know						
	Which of the following devices do you have? (Please select all that apply).			Y	Checkbox, one-up vertical	Skip Logic Group*	Mobile - Device
	iPhone						
	Android phone						
	Windows phone						
	Blackberry phone						
	iPad						
	Android tablet						
	Windows tablet						
	Kindle						
	Other (please specify)	B					
B	Other phone or tablet:			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Device
	Have you had a good experience on a federal website using a mobile device?			Y	Radio button, one-up vertical	Skip Logic Group*	Mobile - Good Experience
	Yes	A					
	No						
A	Which website(s) did you use?			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Good Experience
	Have you ever accessed any federal website using a mobile phone or tablet?			Y	Drop down, select one	Skip Logic Group*	Mobile - Federal Usage
	Yes						
	No, but I might in the future						
	No, and I don't plan to do so						
	Have you ever accessed the FEC's website using a mobile phone or tablet?			Y	Drop down, select one	Skip Logic Group*	Mobile - Site Usage
	Yes						
	No, but I might in the future	A					
	No, and I don't plan to do so						
A	What type of mobile device would you like to use for the FEC website?			N	Text area, no char limit	Skip Logic Group*	OE_Mobile Device for FEC
	If you could make one improvement to fec.gov, what would it be?			N	Text area, no char limit		OE_Improvement