

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting Weather.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 Weather.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. 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 Weather.gov  
 Model ID (MID)  
 Partitioned (Yes/No)  
 Date (1/2/2013)

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction - Overall</b>	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	<b>Return</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.	<b>Satisfaction - Expectations</b>	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		How likely are you to return to this site in the next 30 days?
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.	<b>Satisfaction - Information</b>	How does this site compare to your idea of an ideal website? (1=Not Very Satisfied, 10=Very Satisfied)		<b>Use For More Information (1=Very Unlikely, 10=Very Likely)</b>
Information Browsing - Features	Please rate how well the features on the site help you find the information you need.			<b>Use For More Information</b>	How likely are you to use weather.gov to provide information related to emergency response and preparedness during weather events?
Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how quickly pages load on this site.			<b>First Resource</b>	<b>First Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use this site as the first place you go to get weather information on the web?
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.				
Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> 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.				
Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the visual appeal of this site.				
Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
Look and Feel - Readability	Please rate the readability of the pages on this site.				
Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the thoroughness of information provided on this site.				
Site Information - Understandable	Please rate how understandable this site's information is.				
Site Information - Answers	Please rate how well the site's information provides answers to your questions.				

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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 this site?	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	Single	Visit Frequency
		What is your primary reason for using weather.gov today?	To check a weather forecast To learn about the National Weather Service To learn about weather alerts To learn about weather preparedness Other	A	Y	Radio button, one-up vertical	Single	Primary Reason
	A	Did you have any other reasons for visiting?			N	Text field, <100 char	Single	OE Primary Reason
		Were you able to accomplish what you wanted to on weather.gov today?	Yes No	A	Y	Radio button, one-up vertical	Single	Accomplish
	A	Please tell us what you were trying to do today.			N	Text field, <100 char	Single	OE Accomplish
		Based on your visit today, did you encounter any of the following challenges? (please select all that apply)	Forecast wasn't accurate Inconsistency of forecasts across devices Lack of information on rain/snow Maps not updated frequently enough Too many clicks to access information needed Layout of site was too distracting/cluttered Videos loaded slowly or did not play Maps / page loaded slowly or not at all Forecast Locations were difficult to manage Other, please specify None of the above	A	Y	Checkbox, one-up vertical	Multi Anchor Anchor	countered Challenge
	A	Please specify the challenge(s) you encountered.			N	Text area, no char limit	Open	OE Encountered C
		What sections of the site did you visit today?	Forecast Past Weather Weather Safety Information Center News About Weather Ready Nation Active Alerts Education Other, please specify None of the above	A	Y	Checkbox, one-up vertical	Multi Anchor Anchor	Site Sections
	A	Please specify the other sections you visited			N	Text area, no char limit	Open	OE Encountered C
		How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information/products 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: Other	B C A	Y	Radio button, one-up vertical	Single	Navigation Issues
	A	Please specify the other navigation challenge you encountered.			N	Text area, no char limit	Single	OE Other Navigation Issue
	B	Please describe any specific navigation links or paths that did not take you where they should have.			N	Text area, no char limit	Single	OE Navigation Links

	C	What specific links/labels were difficult to understand?		N	Text area, no char limit	Single	OE Difficult Links
		What is your <b>preferred</b> method to check the weather?	On my computer (Internet)	Y	Radio button, one-up vertical	Single	Preferred Method
			On TV				
			On the radio				
			On my phone				
			On my tablet				
		Which of the following web sites areas have you visited in the past month for weather information? (please select all that apply)	weather.gov	Y	Checkbox, one-up vertical	Multi	WeatherSites
			Weather.com				
			Accuweather.com				
			Yahoo!				
			Google				
			Wunderground.com				
			Weather Bug				
			On my personalized home page				
			Local news web site				
			I have not visited any other web sites in the past month				
		Which of the following categories contains your age?	18 - 24 years	N	Drop down, select one	Single	Age
			25 - 34 years				
			35 - 44 years				
			45 - 54 years				
			55 and older				
			Prefer not to answer				
		Are you male or female?	Male	N	Radio button, one-up vertical	Single	Gender
			Female				
		Where do you reside?	I do not currently reside in the US	N	Drop down, select one	Single	State
			Alabama				
			Alaska				
			Arizona				
			Arkansas				
			California				
			Colorado				
			Connecticut				
			Delaware				
			Florida				
			Georgia				
			Hawaii				
			Idaho				
			Illinois				
			Indiana				
			Iowa				
			Kansas				
			Kentucky				
			Louisiana				
			Maine				
			Maryland				
			Massachusetts				
			Michigan				
			Minnesota				
			Mississippi				
			Missouri				
			Montana				
			Nebraska				
			Nevada				
			New Hampshire				
			New Jersey				
			New Mexico				
			New York				
			North Carolina				
			North Dakota				
			Ohio				
			Oklahoma				
			Oregon				
			Pennsylvania				
			Rhode Island				
			South Carolina				
			South Dakota				
			Tennessee				
			Texas				
			Utah				
			Vermont				
			Virginia				
			Washington				
			Washington DC				
			West Virginia				
			Wisconsin				

		Wyoming		N	Text area, no char limit	Single	OE Additional Information
		What additional information would you like to have available on this site?					
		What suggestions do you have for improving the Weather.gov website?		N	Text area, no char limit	Single	OE Suggestions

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