

(Remove this tab for non-international surveys)



Measure Name	APHIS Browse
Custom Qualifier Page	
Custom Invitation Text	
Custom Tracker Text	

MID	Language	Target Country	Target Audience	Website URL	Notes

CQ/MQ changes:
- Provide all fields

Dataloads:
- All fields except MID

Target Audience:
Providing information on the typical demographic or customer that will take the survey helps our vendors better word and phrase translations.

Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. 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 [Company/Site/Agency]. 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 APHIS Browse
 Model ID (MID)
 Partitioned No
 Date 11/3/2014

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction	Return	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)		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	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)		How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load on this site.				
Site Performance - Completeness	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 (1=Poor, 10=Excellent, Don't Know)				
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.				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
Information 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 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.				

Model Name APHIS Browse
 Model ID (MID)
 Partitioned No
 Date (1/2/2013)

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
		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 or more than once a day		Y	Radio button, one-up vertical		Visit Frequency
		What is your primary role in visiting the site today?	Regulated community Academia General public and students Biotech and agricultural industry Special interest group APHIS employee Other government agency employee International stakeholder Other (Please specify):	B A	Y	Radio button, one-up vertical	Skip Logic Group* OPS Group* Randomize Anchor Answer Choice	Role
	A	Other role:			N	Text field, <100 char	OPS Group*	OPS Role
		What is your primary reason for visiting the site today?	To learn general information about biotechnology To find the status of permits/notifications To learn about agricultural/biotechnological regulations To learn how to apply for permits/notifications To find the status of petitions To find a contact at Biotechnology Regulatory Services (BRS) To read news about regulatory actions To find out if I am regulated To find information about upcoming or archived meetings To look for a job To find compliance information (how to comply, compliance history, etc.) To find guidance (permits, notifications, petitions, compliance assistance, etc.) Other (Please specify):	 A B	Y	Radio button, one-up vertical	Skip Logic Group* OPS Group* Randomize Anchor Answer Choice	Primary Reason
	B	Other role:			N	Text field, <100 char	OPS Group*	OPS_Primary Reason
	A	What were you seeking guidance on?			N	Text area, no char limit	Skip Logic Group*	OE_Guidance
		Were you able to find the information you were looking for on the site today?	Yes No	A B	Y	Radio button, one-up vertical	Skip Logic Group*	Find Information
	A	Was this information easy to find?	Yes No	 AA	Y	Radio button, one-up vertical	Skip Logic Group*	Info Easy to Find
	AA	Why was this information not easy to find?			N	Text area, no char limit	Skip Logic Group*	OE_Info Not Easy to Find
	B	What information were you seeking that you were unable to find?			N	Text area, no char limit	Skip Logic Group*	OE_Information Could Not Find
		How did you look for information or navigate the site today? (Please select all that apply)	Top navigation bar Left navigation bar Search feature Clicked on links on the page Page bookmark or favorite link Google or other search engine Other (Please specify):	A A B A A, C	Y	Checkbox, one-up vertical	Skip Logic Group*	How Navigated
	C	How else did you look for information or navigate the site?			N	Text area, no char limit	Skip Logic Group*	OPS_How Navigated
	A	How would you describe your navigation experience on the site today? (Please select all that apply)	Links often did not take me where I expected. I had difficulty finding relevant information. Link labels were difficult to understand. There were too many links or navigational options to choose from. I had technical difficulties (error messages, broken links, etc.). I could not navigate back to previous information. I had no difficulty navigating the site. I had a navigation difficulty not listed above.	D E F AA	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize OPS Group* Mutually Exclusive Anchor Answer Choice	Navigation Experience
	AA	Other navigation difficulty:			N	Text field, <100 char	OPS Group*	OPS_Navigation Experience
	D	Please describe any specific navigation links or paths that did not take you where they should have.			N	Text area, no char limit	Skip Logic Group*	OE_Nav Links or Paths Not Working
	E	Please describe the problem you had with finding relevant information.			N	Text area, no char limit	Skip Logic Group*	OE_Difficulty Finding Relevant Info
	F	What specific link labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group*	OE_Link Labels
	B	Please tell us about your experience with the site's search feature today. (Please select all that apply)	I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with search results I received. I had issues with sorting, filtering, advanced search , or lack of these options. I had technical issues with the search feature.	F G H I	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize OPS Group*	Search Experience

		The search feature met my needs today.				Mutually Exclusive	
		I had an issue with the search feature not listed above.	BB			Anchor Answer Choice	
BB	Other issue with the search feature:			N	Text field, <100 char	OPS Group*	OPS_Search Experience
	If you could make one improvement to the site, what would it be?			N	Text area, no char limit		OE Improvement