

Model Instance Name:
 NCJRS (OJP Program)
 MID: pYJl5IU8UUtRN5B9st4B1A==
 Partitioned = Y
 NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated
 as a default unless otherwise specified and approved by Research.
 Date: 11/21/2012



| NCJRS (OJP Program) | | | | | |
|--|---|--------------------------------|--|---------------------|---|
| Model questions utilize the ACSI methodology to determine scores and impacts | | | | | |
| MQ Label | ELEMENTS (drivers of satisfaction) | MQ Label | CUSTOMER SATISFACTION | MQ Label | FUTURE BEHAVIORS |
| 1 Content - Accuracy | Content (1=Poor, 10=Excellent, Don't Know) Please rate your perception of the accuracy of information on this site. | 17 Satisfaction - Overall | Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied) | 20 Primary Resource | Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for obtaining information from this agency? |
| 2 Content - Quality | Please rate the quality of information on this site. | 18 Satisfaction - Expectations | How well does this site meet your expectations? (1= Falls Short, 10=Exceeds) | | Recommend (1=Very Unlikely, 10=Very Likely) |
| 3 Content - Freshness | Please rate the freshness of content on this site. | 19 Satisfaction - Ideal | How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close) | 21 Recommend | How likely are you to recommend this site to someone else? |
| 4 Functionality - Usefulness | Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the features provided on this site. | | | 22 Return | Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site? |
| 5 Functionality - Convenient | Please rate the convenient placement of the features on this site. | | | | |
| 6 Functionality - Variety | Please rate the variety of features on this site. | | | | |
| 7 Look and Feel - Appeal | Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site. | | | | |
| 8 Look and Feel - Balance | Please rate the balance of graphics and text on this site. | | | | |
| 9 Look and Feel - Readability | Please rate the readability of the pages on this site. | | | | |
| 10 Navigation - Organized | Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized. | | | | |
| 11 Navigation - Options | Please rate the options available for navigating this site. | | | | |
| 12 Navigation - Layout | Please rate how well the site layout helps you find what you are looking for. | | | | |
| 13 Navigation - Clicks | Please rate the number of clicks to get where you want on this site. | | | | |
| 14 Site Performance - Loading | Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site. | | | | |
| 15 Site Performance - Consistency | Please rate the consistency of speed from page to page on this site. | | | | |
| 16 Site Performance - Errors | Please rate the ability to load pages without getting error messages on this site. | | | | |



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red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

NCJRS (OJP Program) CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | AnswerIDs (DOT) | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions |
|---------------|------------------|---|--|--|---------|-------------------------------|-----------------|--------------|----------------------|
| CJ15304 | | How frequently do you visit this site? | CJ15304A01 CJ15304A02 CJ15304A03 CJ15304A04 CJ15304A05 CJ15304A06 | This is my first visit Daily/more than once a day At least once a week At least once a month Every few months Once every six months or less often | | Radio button, one-up vertical | Single | Y | |
| CJ15305 | | What best describes your organizational affiliation? | CJ15305A01 CJ15305A02 CJ15305A03 CJ15305A04 CJ15305A05 CJ15305A06 CJ15305A07 CJ15305A08 CJ15305A09 CJ15305A10 CJ15305A11 CJ15305A12 CJ15305A13 | Federal government State government County government Indian Tribal government Municipal government Media Private sector Non-profit University/college/school faculty or staff Student General public International (Outside U.S.) Other | A | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJ15306 | A | Please briefly describe your other affiliation: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15307 | | Which category best describes you? | CJ15307A01 CJ15307A02 CJ15307A03 CJ15307A04 CJ15307A05 CJ15307A06 CJ15307A07 CJ15307A08 CJ15307A09 CJ15307A10 CJ15307A11 CJ15307A12 CJ15307A13 CJ15307A14 | Law enforcement officer or official Corrections officer or official Courts/judicial system Academic researcher Victim Service Provider Juvenile Justice Specialist/Provider Educator or trainer Student Social worker/mental health/counselor Elected/appointed official Media Community or faith-based organization member General Public Other | W | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJ15308 | W | Please briefly describe your other role: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15309 | | Did you do any of the following on the NCJRS site today? (select all that apply) | CJ15309A01 CJ15309A02 CJ15309A03 CJ15309A04 CJ15309A05 CJ15309A06 CJ15309A07 CJ15309A08 | Researched information or data on a topic or issue Read or ordered a specific publication Identified grant/funding opportunities Subscribed to a mailing list, listserv, or RSS feed Located conferences, seminars, or other events Updated mailing list, listserv, or other account information I was just browsing, with no specific purpose Other | B | Checkbox, one-up vertical | Multi | Y | Skip Logic Group* |
| CJ15310 | B | Please describe briefly the other activities you came to NCJRS for: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15311 | | Which category best describes your primary topic of interest? | CJ15311A01 CJ15311A02 CJ15311A03 CJ15311A04 CJ15311A05 CJ15311A06 CJ15311A07 CJ15311A08 CJ15311A09 CJ15311A10 CJ15311A11 CJ15311A12 CJ15311A13 | Corrections/detention Arrests/convictions/sentencing Courts General justice system information Reentry/release/probation/parole/recidivism General crime statistics or demographic information Juvenile justice/delinquency Law enforcement/policing Specific type or category of crime Information about drugs or substance abuse Crime prevention or partnership programs Victims of crime or victim assistance programs Other | T U | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| ACQinh0020226 | U | Please briefly describe your primary topic of interest: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15312 | T | Which specific type or category of crime best describes your primary topic of interest: | CJ15312A01 CJ15312A02 CJ15312A03 CJ15312A04 CJ15312A05 | Homicide Assault Rape and sexual assault Domestic violence Gun violence | | Drop down, select one | Single | Y | |

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|---------|------------------|---|--|--|---------|-------------------------------|-----------------|--------------|----------------------|
| | | | CJIS312A06 CJIS312A07 CJIS312A08 CJIS312A09 CJIS312A10 CJIS312A11 CJIS312A12 CJIS312A13 CJIS312A14 CJIS312A15 CJIS312A16 CJIS312A17 CJIS312A18 CJIS312A19 CJIS312A20 CJIS312A21 CJIS312A22 CJIS312A23 | Kidnapping Human trafficking Terrorism Hate crimes Organized crime Gangs Other violent crime (carjacking, stalking, etc.) Drug crimes Burglary/larceny/theft Motor vehicle theft Arson Identity theft/cybercrime Financial crimes/investment fraud/money laundering Other property crime Driving under the influence/impaired driving Prostitution Immigration offenses Other | | | | | |
| CJIS313 | UU | Please briefly describe your primary topic of interest: | | | UU | Text field, <100 char | | N | Skip Logic Group* |
| CJIS314 | | Were you able to find what you were looking for on the NCJRS site? | CJIS314A01 CJIS314A02 CJIS314A03 CJIS314A04 CJIS314A05 CJIS314A06 CJIS314A07 | I found the information, and it was VERY HELPFUL I found the information, but it was TOO MUCH INFORMATION to be useful I found the information, but it was HARD TO UNDERSTAND I found related information but it was NOT ENOUGH I was NOT able to find the information I was looking for I was JUST BROWSING Don't know yet | X, Y | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS315 | X | Please tell us specifically what were you unable to find: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS316 | Y | What will you do next ? | CJIS316A01 CJIS316A02 CJIS316A03 CJIS316A04 CJIS316A05 CJIS316A06 CJIS316A07 CJIS316A08 | Continue looking on this site or try again later Contact NCJRS by telephone Contact NCJRS via email Use Chat/Online Assistance Contact NCJRS through regular mail Try another website or other resource Nothing, although I did not find what I was looking for Other | Z | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS317 | Z | Please describe what you will do next: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS318 | | What is the primary method you used to look for information on the NCJRS website? | CJIS318A01 CJIS318A02 CJIS318A03 CJIS318A04 CJIS318A05 CJIS318A06 CJIS318A07 CJIS318A08 CJIS318A09 CJIS318A10 CJIS318A11 CJIS318A12 | Top Navigation Bar (Publications/Products, Library/Abstracts, Grants, etc.) Used left-side Topics column and chose specific topic or subtopic A-Z Topics List (full alphabetical list of topics) Links within home page text Site Search (search box at top right of page) Advanced Search Q&A Search NCJRS Abstracts Database Search NCJ Thesaurus Search Events Search I already knew the area to go to or had specific page bookmarked Other | D | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS319 | D | Please tell us your primary method of looking for information on this site: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS320 | | How would you describe your navigation experience on this site today? (Please select all that apply) | CJIS320A01 CJIS320A02 CJIS320A03 CJIS320A04 CJIS320A05 CJIS320A06 CJIS320A07 CJIS320A08 | I had no difficulty navigating/browsing on this site 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: | E F | Checkbox, one-up vertical | Multi | Y | Skip Logic Group* |
| CJIS321 | E | Please describe which links were broken or had error messages: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS322 | F | Please briefly describe your navigation difficulty: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS323 | | Did you use any search features on this site today? | CJIS323A01 CJIS323A02 | Yes No | G | Radio button, one-up vertical | Single | Y | Skip Logic Group* |

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|---------|------------------|---|-----------------|--|---------|-------------------------------|-----------------|--------------|----------------------|
| CJ15324 | G | Please tell us about your experience with the site's search features today. (Please select the best description) | CJ15324A01 | Search results were helpful | | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| | | | CJ15324A02 | Results were not relevant/not what I wanted | R | | | | |
| | | | CJ15324A03 | Too many results/I needed to refine my search | R | | | | |
| | | | CJ15324A04 | Not enough results | | | | | |
| | | | CJ15324A05 | Returned NO results | H | | | | |
| | | | CJ15324A06 | Received error message(s) | I | | | | |
| | | | CJ15324A07 | Search speed was too slow | | | | | |
| | | | CJ15324A08 | I experienced a different search issue (please explain): | J | | | | |
| CJ15325 | H | What search term(s) did you use? | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15326 | I | Please describe what errors or broken links you experienced with the search feature: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15327 | J | Please describe your issue with the search feature: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15328 | R | How would you improve the site's search feature? | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15329 | | What source brought you to this website today? | CJ15329A01 | Search engine (Google, Bing, etc.) | K | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| | | | CJ15329A02 | Prior visit (or had bookmarked/saved as favorite) | | | | | |
| | | | CJ15329A03 | Referred by another Dept. of Justice or OJP site | | | | | |
| | | | CJ15329A04 | Referred by different website, other than DOJ or OJP sites | | | | | |
| | | | CJ15329A05 | Social media (Twitter, Facebook, etc.) | | | | | |
| | | | CJ15329A06 | News source (magazine/newspaper/radio/television) | | | | | |
| | | | CJ15329A07 | Referred by a professional or academic acquaintance | | | | | |
| | | | CJ15329A08 | Referred by a friend or family member | | | | | |
| | | | CJ15329A09 | Other | | | | | |
| CJ15330 | K | Please specify how you learned about this website: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15331 | | If you could make one change/improvement to this website, what would it be? | | | | Text area, no char limit | | N | |
| CJ15332 | | Do you subscribe to NCJRS ? | CJ15332A01 | I subscribe to JUSTINFO and receive just the biweekly email newsletter | | Radio button, one-up vertical | Single | Y | |
| | | | CJ15332A02 | I am registered with NCJRS and receive JUSTINFO as well as being on the NCJRS mailing list | | | | | |
| | | | CJ15332A03 | In addition to one of the above, I also receive the NCJRS RSS feed | | | | | |
| | | | CJ15332A04 | I receive the NCJRS RSS feed, but not JUSTINFO | | | | | |
| | | | CJ15332A05 | No, but I intend to subscribe or register in the future for at least one of these | | | | | |
| | | | CJ15332A06 | No, I have no interest in subscribing or registering | | | | | |
| CJ15333 | | Did you use the Library/Abstracts today? | CJ15333A01 | Yes | L,M,N,O | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | | | CJ15333A02 | No | | | | | |
| CJ15334 | L | Please select all the abstract features you used today: | CJ15334A01 | Weekly Accessions List | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group |
| | | | CJ15334A02 | International Monthly Accessions List | | | | | |
| | | | CJ15334A03 | Find in a Library (WorldCat) | | | | | |
| | | | CJ15334A04 | Order Photocopy | | | | | |
| | | | CJ15334A05 | Interlibrary Loan | | | | | |
| | | | CJ15334A06 | Donate Materials | | | | | |
| CJ15335 | M | How did you access the abstracts? | CJ15335A01 | Site Search (search box at top right of page) | P | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | | | CJ15335A02 | Abstract Database Search | | | | | |
| | | | CJ15335A03 | Search Engine (Google, Bing, etc.) | | | | | |
| | | | CJ15335A04 | Direct link | | | | | |
| | | | CJ15335A05 | Other | | | | | |
| CJ15336 | P | Please describe how you accessed the site's abstracts: | | | | Text field, <100 char | | N | Skip Logic Group |

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|------------------------------------|
| |
| CQ Label Visit Frequency |
| Org. Affiliation |
| OE_Affiliation |
| Role |
| Other role |
| Activities |
| OE_Activities |
| Topic of Interest |
| Other Topic |
| Crime Topic |

| |
|-------------------------|
| |
| CQ Label |
| |
| Other Crime Topic |
| Able to Find |
| OE_Not Found Do Next |
| OE_Do Next |
| Primary Method |
| Other Method |
| Navigation |
| OE_Nav Link |
| OE_Navigate |
| Search Usage |

| |
|----------------------|
| |
| CQ Label |
| Search Experience |
| |
| OE_Search Terms |
| OE_Search Error |
| OE_Search Issue |
| OE_Search Improve |
| How Found |
| |
| OE-Found |
| Improvements |
| Subscribe |
| |
| Abstract Library Use |
| Abstract Features |
| |
| Abstract Access |
| |
| OE-Access |

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|---------------|------------------|---|--|--|---------|-------------------------------|-----------------|--------------|----------------------|
| CJ15304 | | How frequently do you visit this site? | CJ15304A01 CJ15304A02 CJ15304A03 CJ15304A04 CJ15304A05 CJ15304A06 | This is my first visit Daily/more than once a day At least once a week At least once a month Every few months Once every six months or less often | | Radio button, one-up vertical | Single | Y | |
| CJ15305 | | What best describes your organizational affiliation? | CJ15305A01 CJ15305A02 CJ15305A03 CJ15305A04 CJ15305A05 CJ15305A06 CJ15305A07 CJ15305A08 CJ15305A09 CJ15305A10 CJ15305A11 CJ15305A12 CJ15305A13 | Federal government State government County government Indian Tribal government Municipal government Media Private sector Non-profit University/college/school faculty or staff Student General public International (Outside U.S.) Other | A | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJ15306 | A | Please briefly describe your other affiliation: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15307 | | Which category best describes you? | CJ15307A01 CJ15307A02 CJ15307A03 CJ15307A04 CJ15307A05 CJ15307A06 CJ15307A07 CJ15307A08 CJ15307A09 CJ15307A10 CJ15307A11 CJ15307A12 CJ15307A13 CJ15307A14 | Law enforcement officer or official Corrections officer or official Courts/judicial system Academic researcher Victim Service Provider Juvenile Justice Specialist/Provider Educator or trainer Student Social worker/mental health/counselor Elected/appointed official Media Community or faith-based organization member General Public Other | W | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJ15308 | W | Please briefly describe your other role: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15309 | | Did you do any of the following on the NCJRS site today? (select all that apply) | CJ15309A01 CJ15309A02 CJ15309A03 CJ15309A04 CJ15309A05 CJ15309A06 CJ15309A07 CJ15309A08 | Researched information or data on a topic or issue Read or ordered a specific publication Identified grant/funding opportunities Subscribed to a mailing list, listserv, or RSS feed Located conferences, seminars, or other events Updated mailing list, listserv, or other account information I was just browsing, with no specific purpose Other | B | Checkbox, one-up vertical | Multi | Y | Skip Logic Group* |
| CJ15310 | B | Please describe briefly the other activities you came to NCJRS for: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15311 | | Which category best describes your primary topic of interest? | CJ15311A01 CJ15311A02 CJ15311A03 CJ15311A04 CJ15311A05 CJ15311A06 CJ15311A07 CJ15311A08 CJ15311A09 CJ15311A10 CJ15311A11 CJ15311A12 CJ15311A13 | Corrections/detention Arrests/convictions/sentencing Courts General justice system information Reentry/release/probation/parole/recidivism General crime statistics or demographic information Juvenile justice/delinquency Law enforcement/policing Specific type or category of crime Information about drugs or substance abuse Crime prevention or partnership programs Victims of crime or victim assistance programs Other | T U | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| ACQinh0020226 | U | Please briefly describe your primary topic of interest: | | | | Text field, <100 char | | N | Skip Logic Group* |
| CJ15312 | T | Which specific type or category of crime best describes your primary topic of interest: | CJ15312A01 CJ15312A02 CJ15312A03 CJ15312A04 CJ15312A05 | Homicide Assault Rape and sexual assault Domestic violence Gun violence | | Drop down, select one | Single | Y | |

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|---------|------------------|---|--|--|---------|-------------------------------|-----------------|--------------|----------------------|
| | | | CJIS312A06 CJIS312A07 CJIS312A08 CJIS312A09 CJIS312A10 CJIS312A11 CJIS312A12 CJIS312A13 CJIS312A14 CJIS312A15 CJIS312A16 CJIS312A17 CJIS312A18 CJIS312A19 CJIS312A20 CJIS312A21 CJIS312A22 CJIS312A23 | Kidnapping Human trafficking Terrorism Hate crimes Organized crime Gangs Other violent crime (carjacking, stalking, etc.) Drug crimes Burglary/larceny/theft Motor vehicle theft Arson Identity theft/cybercrime Financial crimes/investment fraud/money laundering Other property crime Driving under the influence/impaired driving Prostitution Immigration offenses Other | | | | | |
| CJIS313 | UU | Please briefly describe your primary topic of interest. | | | UU | Text field, <100 char | | N | Skip Logic Group* |
| CJIS314 | | Were you able to find what you were looking for on the NCJRS site? | CJIS314A01 CJIS314A02 CJIS314A03 CJIS314A04 CJIS314A05 CJIS314A06 CJIS314A07 | I found the information, and it was VERY HELPFUL I found the information, but it was TOO MUCH INFORMATION to be useful I found the information, but it was HARD TO UNDERSTAND I found related information but it was NOT ENOUGH I was NOT able to find the information I was looking for I was JUST BROWSING Don't know yet | X, Y | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS315 | X | Please tell us specifically what were you unable to find. | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS316 | Y | What will you do next ? | CJIS316A01 CJIS316A02 CJIS316A03 CJIS316A04 CJIS316A05 CJIS316A06 CJIS316A07 CJIS316A08 | Continue looking on this site or try again later Contact NCJRS by telephone Contact NCJRS via email Use Chat/Online Assistance Contact NCJRS through regular mail Try another website or other resource Nothing, although I did not find what I was looking for Other | Z | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS317 | Z | Please describe what you will do next. | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS318 | | What is the primary method you used to look for information on the NCJRS website? | CJIS318A01 CJIS318A02 CJIS318A03 CJIS318A04 CJIS318A05 CJIS318A06 CJIS318A07 CJIS318A08 CJIS318A09 CJIS318A10 CJIS318A11 CJIS318A12 | Top Navigation Bar (Publications/Products, Library/Abstracts, Grants, etc.) Used left-side Topics column and chose specific topic or subtopic A-Z Topics List (full alphabetical list of topics) Links within home page text Site Search (search box at top right of page) Advanced Search Q&A Search NCJRS Abstracts Database Search NCJ Thesaurus Search Events Search I already knew the area to go to or had specific page bookmarked Other | D | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| CJIS319 | D | Please tell us your primary method of looking for information on this site. | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS320 | | How would you describe your navigation experience on this site today? (Please select all that apply) | CJIS320A01 CJIS320A02 CJIS320A03 CJIS320A04 CJIS320A05 CJIS320A06 CJIS320A07 CJIS320A08 | I had no difficulty navigating/browsing on this site 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. | E F | Checkbox, one-up vertical | Multi | Y | Skip Logic Group* |
| CJIS321 | E | Please describe which links were broken or had error messages. | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS322 | F | Please briefly describe your navigation difficulty. | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJIS323 | | Did you use any search features on this site today? | CJIS323A01 CJIS323A02 | Yes No | G | Radio button, one-up vertical | Single | Y | Skip Logic Group* |

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| QID | Skip Logic Label | Question Text | AnswerIDs (DOT) | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions |
|---------|------------------|---|-----------------|--|---------|-------------------------------|-----------------|--------------|----------------------|
| CJ15324 | G | Please tell us about your experience with the site's search features today. (Please select the best description) | CJ15324A01 | Search results were helpful | | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| | | | CJ15324A02 | Results were not relevant/not what I wanted | R | | | | |
| | | | CJ15324A03 | Too many results/I needed to refine my search | R | | | | |
| | | | CJ15324A04 | Not enough results | | | | | |
| | | | CJ15324A05 | Returned NO results | H | | | | |
| | | | CJ15324A06 | Received error message(s) | I | | | | |
| | | | CJ15324A07 | Search speed was too slow | | | | | |
| | | | CJ15324A08 | I experienced a different search issue (please explain): | J | | | | |
| CJ15325 | H | What search term(s) did you use? | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15326 | I | Please describe what errors or broken links you experienced with the search feature: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15327 | J | Please describe your issue with the search feature: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15328 | R | How would you improve the site's search feature? | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15329 | | What source brought you to this website today? | CJ15329A01 | Search engine (Google, Bing, etc.) | K | Radio button, one-up vertical | Single | Y | Skip Logic Group* |
| | | | CJ15329A02 | Prior visit (or had bookmarked/saved as favorite) | | | | | |
| | | | CJ15329A03 | Referred by another Dept. of Justice or OJP site | | | | | |
| | | | CJ15329A04 | Referred by different website, other than DOJ or OJP sites | | | | | |
| | | | CJ15329A05 | Social media (Twitter, Facebook, etc.) | | | | | |
| | | | CJ15329A06 | News source (magazine/newspaper/radio/television) | | | | | |
| | | | CJ15329A07 | Referred by a professional or academic acquaintance | | | | | |
| | | | CJ15329A08 | Referred by a friend or family member | | | | | |
| | | | CJ15329A09 | Other | | | | | |
| CJ15330 | K | Please specify how you learned about this website: | | | | Text area, no char limit | | N | Skip Logic Group* |
| CJ15331 | | If you could make one change/improvement to this website, what would it be? | | | | Text area, no char limit | | N | |
| CJ15332 | | Do you subscribe to NCJRS ? | CJ15332A01 | I subscribe to JUSTINFO and receive just the biweekly email newsletter | | Radio button, one-up vertical | Single | Y | |
| | | | CJ15332A02 | I am registered with NCJRS and receive JUSTINFO as well as being on the NCJRS mailing list | | | | | |
| | | | CJ15332A03 | In addition to one of the above, I also receive the NCJRS RSS feed | | | | | |
| | | | CJ15332A04 | I receive the NCJRS RSS feed, but not JUSTINFO | | | | | |
| | | | CJ15332A05 | No, but I intend to subscribe or register in the future for at least one of these | | | | | |
| | | | CJ15332A06 | No, I have no interest in subscribing or registering | | | | | |
| CJ15333 | | Did you use the Library/Abstracts today? | CJ15333A01 | Yes | L,M,N,O | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | | | CJ15333A02 | No | | | | | |
| CJ15334 | L | Please select all the abstract features you used today: | CJ15334A01 | Weekly Accessions List | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group |
| | | | CJ15334A02 | International Monthly Accessions List | | | | | |
| | | | CJ15334A03 | Find in a Library (WorldCat) | | | | | |
| | | | CJ15334A04 | Order Photocopy | | | | | |
| | | | CJ15334A05 | Interlibrary Loan | | | | | |
| | | | CJ15334A06 | Donate Materials | | | | | |
| CJ15335 | M | How did you access the abstracts? | CJ15335A01 | Site Search (search box at top right of page) | P | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | | | CJ15335A02 | Abstract Database Search | | | | | |
| | | | CJ15335A03 | Search Engine (Google, Bing, etc.) | | | | | |
| | | | CJ15335A04 | Direct link | | | | | |
| | | | CJ15335A05 | Other | | | | | |
| CJ15336 | P | Please describe how you accessed the site's abstracts: | | | | Text field, <100 char | | N | Skip Logic Group |

| |
|------------------------------------|
| |
| CQ Label Visit Frequency |
| Org. Affiliation |
| OE_Affiliation |
| Role |
| Other role |
| Activities |
| OE_Activities |
| Topic of Interest |
| Other Topic |
| Crime Topic |

| |
|-------------------------|
| |
| CQ Label |
| |
| Other Crime Topic |
| Able to Find |
| OE_Not Found Do Next |
| OE_Do Next |
| Primary Method |
| Other Method |
| Navigation |
| OE_Nav Link |
| OE_Navigate |
| Search Usage |

| |
|----------------------|
| |
| CQ Label |
| Search Experience |
| OE_Search Terms |
| OE_Search Error |
| OE_Search Issue |
| OE_Search Improve |
| How Found |
| OE-Found |
| Improvements |
| Subscribe |
| Abstract Library Use |
| Abstract Features |
| Abstract Access |
| OE-Access |

Holiday 2010 Custom Question Setup

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

CUSTOM QUESTION LIST

| QID (Group ID) | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | |
|---|------------------------|---|--|---------|---------------------------|--------------------|-----------------|---|
| Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010 | | Do you expect to spend more or less online during the 2010 holiday season compared to 2009? | A lot more | | | Single | Y | |
| Spend intention with this retailer | | Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009? | Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE | | | | | Y |
| | | | A little more | R | | | | |
| | | | I expect to spend about the same amount as last year | | | | | |
| | | | A little less | S | | | | |
| | | | A lot less | S | | | | |
| | | Not sure | | | | | | |
| | R | Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply) | Promotions (\$ or % off offers) | | Checkbox, one-up vertical | Multi | Y | |
| | | | Quality of merchandise | | | | | |
| | | | Merchandise selection | | | | | |
| | | | Good return policy | | | | | |
| | | | Online product prices | | | | | |
| | | | Shipping costs | | | | | |
| | | | Availability of merchandise | | | | | |
| | | | Better personal economic circumstances this year | | | | | |
| | | | Other (please specify): | Z | | | | |



Special Instructions

Skip Logic Group

Skip Logic Group

Holiday 2011 Custom Question Setup **red & strike through**: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + ->: REWORDING

CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label | Application Notes |
|-----|------------------|---|---|---------|-------------------------------|-----------------|--------------|---|-------------------------|--|
| | | Do you expect to spend more or less online during the 2011 holiday season compared to 2010? | A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure | | Drop down, select one | Single | Y | | H2011-Spend general | Benchmarking question (No 2008, should be a part of all holiday questions) |
| | | Do you expect to spend more or less online during the 2011 holiday season with retailer.com compared to 2010? | Didn't purchase anything from retailer.com last year A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure | | Drop down, select one | Single | Y | Skip Logic Group | H2011-Spend retailer | Added in 2009, relates directly to the retailer and should be a part of the holiday battery |
| | | Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply) | Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify) | | Checkboxes, one-up vertical | Multi | Y | Skip Logic Group Randomize | H2011-Spend more | |
| | | Other reason to spend more online | | | Text area, no char limit | | N | Anchor Answer Choice | H2011-Spend more other | |
| | | Why do you expect to spend less online with retailer.com this holiday season? (please select all that apply) | Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy Too many to track items and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify) | | Checkboxes, one-up vertical | Multi | Y | Skip Logic Group Randomize | H2011-Spend less | |
| | | Other reason to spend less online | | | Text area, no char limit | | N | Anchor Answer Choice | H2011-Spend less other | |
| | | Please tell us what you did on retailer.com today. | I made a purchase for myself today bought a gift for someone else today was browsing today to purchase online later was browsing today to purchase at one of the store locations was browsing today to see what you have Other (please specify) | | Radio button, one-up vertical | Single | Y | Skip Logic Group Randomize | H2011-task accomp | Only ask if you do not have a "What did you do?" question. Do not replace what you have you will lose trending. |
| | | What else did you do on retailer.com today? | | | Text area, no char limit | | N | Anchor Answer Choice | H2011-task accomp other | |
| | | Did you access retailer.com 's mobile website or mobile shopping app while holiday shopping this year? | Yes No | | Radio button, one-up vertical | Single | Y | Skip Logic Group | H2011-access mobile | Should be used if retailer has a mobile app |
| | | Why did you do so? (please select all that apply) | To compare different products To look up price information about a product To look up product specifications To view product reviews To make a purchase To find a store location Another reason | | Checkboxes, one-up vertical | Multi-select | Y | Skip Logic Group Randomize | H2011-why access mobile | |
| | | Please specify the other reason you accessed the company's website or app from a mobile device. | | | Text area, no char limit | | N | Anchor Answer Choice | H2011-access other | |
| | | Have you ever used a mobile device to access retailer.com 's website, mobile website, or mobile shopping app? | Yes | | Radio button, one-up vertical | Single | Y | | H2011-mobile any | Should be asked of all regardless if they have a mobile device app or not. It is a global question getting a read on visitors. |
| | AA | Which of the following ways did you use your mobile device this holiday season? (please select all that apply) | accessed a competitor's website accessed a shopping comparison website (Shopzilla.com, Shopping.com) accessed the store's mobile shopping app accessed a competitor's mobile shopping app None of the above | | e-up vertical | Multi | Y | Skip Logic Group Exclusive Answer Choice | H2011-mobile use | Global use of mobile app, can be asked of all |
| | A | How did you use your mobile device while holiday shopping? (please select all that apply) | Research and buy online, have product delivered Research and buy online, pick up in store Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above | | e-up vertical | Multi | Y | Skip Logic Group | H2011-mobile use store | |
| | | Please think about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product you researched or purchased today? | Research and buy online, have product delivered Research and buy online, pick up in store Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above | | Radio button, one-up vertical | Single | Y | Randomize | H2011-shop preference | Should be a part of the Holiday battery of questions. Gets of shopping preference and will be left on after January. |

Please use the following guidelines:
- DO NOT MODIFY THE WORDING OF THE ANSWER CHOICES
- DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES
- DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization
- DO NOT change the CQ LABELS
- You may change your company name in the question which is highlighted in BLUE

Festive Season 2011 Custom Question Setup
 YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BELOW
 red & strike through: DELETE
 underlined & bold: RE-ORDER
 blue: ADDITION
 blue + -> REWORDING

| CUSTOM QUESTION LIST | | | | | | | | | | |
|----------------------|------------------|---|---|---------|-------------------------------|-------------------------|--------------|---|--|--|
| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label | Application Notes |
| | | Do you expect to spend more or less online during the 2011 festive season compared to 2010? | A lot more A little more expect to spend about the same amount as last year A little less A lot less Not sure | | Drop down, select one | Single | Y | | H2011-Spend general | Benchmarking question fro 2008, should be a part of all Holiday questions |
| | | Do you expect to spend more or less online with retailer.co.uk compared to 2010? | | | Drop down, select one | Single | Y | Skip Logic Group | H2011-Spend retailer | Added in 2009, relates directly to the retailer and should be a part of the holiday battery |
| | | Why do you expect to spend more festive season? (please select all that apply) | Improved range Availability of merchandise Better personal economic circumstances this year Other (please specify) | | Yes, one up vertical | Multi | Y | Skip Logic Group Randomize | H2011-Spend more | |
| | | Other reason to spend more online | | | Text area, no char limit | Multi | N | Anchor Answer Choice | H2011-Spend more other | |
| | | Why do you expect to spend less festive season? (please select all that apply) | Promotions were not appealing (i.e. % off offers) Quality of merchandise Poor merchandise selection Delivery policy Too many to take time and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify) | | Checkboxes, one-up vertical | Multi | Y | Skip Logic Group Randomize | H2011-Spend less H2011-Spend less other | |
| | | Other reason to spend less online | | | Text area, no char limit | Multi | N | Anchor Answer Choice | H2011-Spend less other | |
| | | Please tell us what you did on retailer.co.uk today. | I made a purchase for myself today I bought a gift for someone else today I was browsing today to purchase online later I was browsing today to purchase at one of the store locations I was browsing today to see what you have Other (please specify) | | Radio button, one-up vertical | Single | Y | Skip Logic Group Randomize | H2011-task accomp | Only ask if you do not have a "What did you do?" question. Do not reduce what you have you will lose trending. |
| | | What else did you do on retailer.co.uk today? | | | Text area, no char limit | Single | N | Anchor Answer Choice | H2011-task accomp other | |
| | | Did you access retailer's name (here) mobile website, or mobile shopping app while Christmas shopping this year? | Yes No | | Radio button, one-up vertical | Single | Y | Skip Logic Group | H2011-access mobile | Should be used if retailer has a mobile app |
| | | Why did you do so? (please select all that apply) | To compare different products To look up price information about a product To look up product specifications To view product reviews To make a purchase To find a store location Another reason | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group Randomize | H2011-why access mobile | |
| | | Please specify the other reason you accessed the company's website or app from a mobile device. | | | Text area, no char limit | Multi | N | Anchor Answer Choice | H2011-access other | |
| | | Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app? | Yes No, and I don't plan to No, but I might in the future Not sure | | Radio button, one-up vertical | Single | Y | Skip Logic Group | H2011-mobile any | Should be asked of all regardless if they have a mobile device app or not. It is a global question getting a read on visitors. |
| | | Which of the following ways did you use your mobile device during the festive season? (please select all that apply) | Used my mobile device to access the Internet to research products (compare product details, look up prices, find store locations, etc.) Made purchases online from my mobile device Used my mobile device to compare products or prices whilst shopping in person in a store Used retailer-developed mobile shopping apps None of the above | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | H2011-mobile use | Global use of mobile app, can be asked of all |
| | | How did you use your mobile device while in retail stores during the festive season? (please select all that apply) | accessed the store's website accessed a competitor's website accessed a shopping comparison website (e.g. Shopzilla.co.uk, Shopping.com UK) accessed the store's mobile shopping app accessed a competitor's mobile shopping app None of the above | | Checkbox, one-up vertical | Multi | Y | Exclusive Answer Choice Skip Logic Group | H2011-mobile use store | |
| | | Please think about your shopping preferences. In general, which of the following is your preferred way to shop for the type of product you researched or purchased today? | Research and buy online, have product delivered Research and buy online, pick up in store Research online, call to order Research catalogue buy online Research online, buy in store Research in store, buy online Research and buy in store None of the above | | Radio button, one-up vertical | Single | Y | Randomize | H2011-shop preference | Should be a part of the Holiday battery of questions. Gets at shopping preference and will be left on after January. |
| | | | | | | Exclusive Answer Choice | | Anchor Answer Choice | | |