

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 the **Bureau of the Fiscal Service** website. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the **U.S. Department of the Treasury**. 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 | Fiscal Service | Red & Strike-Through : Delete |  |
| Model ID | | <u>Underlined & Italicized</u> : Re-order | |
| Partitioned | Yes | Pink: Addition | |
| Date | 2/13/2015 | Blue: Reword | |

| Label | Element Questions | Label | Satisfaction Questions | Label | Future Behaviors |
|-----------------------------------|--|-----------------------------|---|------------------|--|
| | Look and Feel (1=Poor, 10=Excellent, Don't Know) | | Satisfaction | | 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) | Return | How likely are you to return to this site in the future? |
| 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 (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) | Recommend | How likely are you to recommend this site to someone else? |
| | Site Performance (1=Poor, 10=Excellent, Don't Know) | | | | Primary Resource (1=Very Unlikely, 10=Very Likely) |
| 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 all Federal Government financial services? |
| 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 (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 Fiscal Service
 Model ID 0
 Partitioned Yes
 Date 2/13/2015

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Underlined & Italicized: Re-order
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| QID | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Type |
|-----|-----------|---|---|---------|--------------|-------------------------------|
| | | What source brought you to this site? | Search engine Bookmark/Favorite Another website/Link Newspaper article Prior experience with Fiscal Service Recommendation from friend/family/colleague Other government agency Other | | Y | Drop down, select one |
| | | How frequently do you visit this site? | This is my first time Daily Weekly Monthly Every couple of months or less often | | Y | Drop down, select one |
| | | Which best describes you? | Construction employee Consultant Disabled individual Educator/teacher/professor Federal government employee Financial institution employee Fiscal Service employee Foreign individual Government contractor Insurance agent/broker/employee/underwriter Local government employee Member of the Media Military member Non-profit employee Private citizen/taxpayer Researcher Retiree Small business owner State government employee Student Surety bond agent/underwriter Tax preparer/accountant/attorney Other | | Y | Radio button, one-up vertical |
| | | What is your primary interest or need in Fiscal Service information today? | Personal Professional Both Other | | Y | Drop down, select one |
| | | What type of information are you primarily looking for today? | Accounting guidance/information Approved sureties/listings Surety Bond information Cash management guidance Certified companies Change of address Circular 570 Conferences or training sessions Daily treasury statements Debt collection information Direct deposit information Eagle cash cards EFTPS information Employment information Enrollment information Exchange rates Financial management reports or publications (such as Combined Statement, Monthly Treasury Statement, TROR, etc.) Fiscal Service contact info Fiscal Service program(s) Forms General information Gold Book Greenbook rules/information/updates Historical information Interest or payment calculators Judgment fund information Payment information Reclamations TAS and BETC information Treasury Financial Manual (TFM) Tax or other offset Unclaimed monies | | Y | Radio button, one-up vertical |

| | | | | | |
|---|---|---|---------------------------------|---|-------------------------------|
| | | USSGL information Other | | | |
| | Which of the following statements describes your experience while reviewing the site information? | There were no issues with the site information Information was not up to date Information did not answer my questions Language was not clear and concise Wording used was not easily understood Other | | Y | Checkbox, one-up vertical |
| | Did you find what you were looking for? | Yes No Partially I wasn't looking for anything in particular | A | Y | Radio button, one-up vertical |
| A | If you were not able to find what you were looking for, what was it? | | | N | Text area, no char limit |
| | How did you primarily look for information today? | Browsed web pages Used the site's search box Used the Site Map/A-Z Index Used the links in the page Used the top navigation links Other | A B A A A | Y | Radio button, one-up vertical |
| A | If you primarily used navigational methods to find your information, please describe your experience. | I had no difficulty browsing/navigating this site Too many links or navigational choices Some links did not take me where I expected I would often feel lost, not know where I was or where to go next I experienced broken links, error messages, or other technical difficulties Links/navigational headings were not intuitive enough I was able to navigate to the general area, but could not find the specific content I needed | | N | Radio button, one-up vertical |
| B | If you primarily used the site's search box to locate information, please describe your search experience. | Returned the results I needed Too many results Too few results Returned no results Returned results that were too similar/redundant Search required too many refinements to get to what I wanted I was not sure what words to use in my search Results were not pertinent to my search terms | C C C C C C C | N | Radio button, one-up vertical |
| C | What specific search terms did you use today to find what you were looking for? | | | N | Text field, <100 char |
| | If you could make one improvement to the Fiscal Service website, what would it be? | | | N | Text area, no char limit |



| Special Instructions | CQ Label |
|----------------------|--------------|
| | Source |
| | Frequency |
| | Role |
| | Interest |
| | Type of info |

| | |
|-------------------|--------------|
| | Info issues |
| Skip Logic Group* | Find info |
| Skip Logic Group* | No info |
| Skip Logic Group* | Method |
| Skip Logic Group* | Navigation |
| Skip Logic Group* | Search |
| Skip Logic Group* | Search terms |
| | Improvement |