

**TITLE OF INFORMATION COLLECTION 3090-0297 (R1): 4Q satisfaction survey for websites on the USA.gov domain**

**Questions and instructions included in the 4Q satisfaction survey:**

1. Based on today's visit, how would you rate your site experience overall?
  - a. Participants select a response on a scale of 1 (very bad) to 10 (outstanding).
2. Which of the following best describes the primary purpose of your visit?
  - a. Participants select one of five customizable options. The last option is "Other" with the ability to add a short comment.
  - b. Options can be customized depending on the web property. For instance, "Check for new blog posts" may be used on the USA.gov blog survey, but not USA.gov.
3. Were you able to complete the purpose of your visit today?
  - a. Participants select one of the following:
    - i. Yes
    - ii. No
  - b. If yes, participants have the option to answer this question:
    - i. What do you value most about the website?
  - c. If no, participants have the option to answer this question:
    - i. Please tell us why you were not able to fully complete the purpose of your visit today?
4. Which of the following best describes how often you visit this website?
  - a. Participants select one of the following:
    - i. This is my first visit ever
    - ii. First visit in last 3 months
    - iii. 2 - 5 visits in the last 3 months
    - iv. 6 + visits in the last 3 months
5. How did you arrive at the website today?
  - a. Participants select one of the following:
    - i. Typed the URL into a browser
    - ii. Bookmark / favorites
    - iii. Search engine result
    - iv. Clicked on an advertisement
    - v. From a link on a blog, forum or social network
    - vi. From a link on another site
    - vii. From an e-mail link
    - viii. From a link sent to me by a friend
    - ix. Other