






HowTo.gov 4Q Survey Tool for Fast Track Application






Welcome to the HowTo.gov study.

- To make a change within a section click the back button.
- All navigational directions appear in the lower portion of every page.

Click to start the survey







Based on today's visit, how would you rate your site experience overall?

Very bad	Bad	Fair	Good	Very good	Outstanding					
<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10

Make a selection above to proceed.



Which of the following best describes the primary purpose of your visit?

- Find guidance and best practices on managing a government website
- Learn about using social media in government
- Get info on writing for the web and plain language
- Learn how to improve customer service
- Find training or register for a class
- Other, please specify

Make a selection above to proceed.



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Were you able to complete the purpose of your visit today?


- Yes
- No

Make a selection above to proceed.



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If Yes:





57%


4

What do you value most about the HowTo.gov website?

500


Click forward to continue



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If No:





67%


4

Please tell us why you were not able to fully complete the purpose of your visit today?

500

Click forward to continue



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Then both forms continue on to final two screens:

Which of the following best describes how often you visit this website?

- This is my first visit ever
- First visit in last 3 months
- 2 - 5 visits in the last 3 months
- 6 + visits in the last 3 months

Make a selection above to proceed.



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How did you arrive at the website today?

- Typed the URL into a browser
- Bookmark / favorites
- Search engine result
- Clicked on an advertisement
- From a link on a blog, forum or social network
- From a link on another site
- From an e-mail link
- From a link sent to me by a friend
- Other

Make a selection above to proceed.



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