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DigitalGov Customer Satisfaction Survey HowTo.gov Website

Survey Intro text: You've been randomly selected to take a brief survey about HowTo.gov. Participation is voluntary, and your anonymous feedback will help us serve you better in the future. Please answer the following questions based on your experience on the site today. We appreciate your time. Thanks!

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

- Very good
- Good
- Fair
- Poor
- Very poor

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

- Learn how to evaluate and improve the customer experience
- Find guidance on managing government websites and digital products
- Learn about using social media in government
- Find or register for training
- Get tips for managing digital content
- Other, please specify

3. Were you able to accomplish everything you wanted to on the site today?

- Yes, fully
- Yes, partly
- No
- Not yet, but still trying
- Just browsing/not trying to accomplish anything specific

3a. If you weren't able to accomplish everything you wanted to, please tell us why

[Open-ended]

4. Were you able to accomplish your goals in a reasonable amount of time?

- Yes
- No

5. How easy or difficult was it for you to find what you were looking for on this site today?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

6. How easy or difficult was it to understand the information on this website?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

7. How useful was the information?

- Very useful
- Somewhat useful
- Slightly useful
- Not at all useful
- No opinion

8. Did you discover useful information beyond what you were looking for?

- Yes
- No

8a. If yes, please tell us what you found particularly useful
[Open-ended]

9. How enjoyable was the experience?

- Very enjoyable
- Somewhat enjoyable
- Slightly enjoyable
- Not at all enjoyable
- No opinion

10. How likely are you to return to this website?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

11. How likely are you to recommend this website to someone else?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

12. Do you have any other comments about this website?

[Open-ended]

13. Was this page clear?

- Yes
- No

Additional comments about this page?

[**Note:** Question 13 is intended to provide data on the clarity of specific web pages (vs. the site-wide scope of the other questions), and supports compliance with the Plain Writing Act of 2010. This question would not be included in the site-wide pop-up survey, but rather, placed on individual high-traffic web pages, to gather targeted, page-level customer feedback.]