

## Site Survey Questions

OMB Control No: 3090-0297

Expires: 06/13/2016

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 3090-0297; 1800 F Street, NW, Washington, DC 20405.

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

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

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

*[Choices may be slightly different for each website.]*

- Get information about government services
- Search for a government agency or department
- Learn about a topic
- Ask a question
- Other
  - *[OPEN ENDED]*

3) Were you able to accomplish everything you wanted on *[site name]* today?

- Yes, fully *[go to 4A]*
- Yes, partly *[go to 4A]*
- No *[go to 4B]*
- Not yet, but still trying *[go to 4B]*
- Just browsing / not trying to accomplish anything specific *[go to 4C]*

4A) Please tell us more about the purpose of your visit.

[OPEN ENDED]

- or -

4B) Please tell us why you were not able to fully complete the purpose of your visit today.

[OPEN ENDED]

- or -

4C) Please tell us what you value most about this website.

[OPEN ENDED]

5) How likely are you to return to this website?

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

6) How likely are you to recommend this website to someone else?

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

## Spanish Translation of Site Survey Questions

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1) En base a la visita de hoy, ¿cómo calificaría su experiencia total del sitio?

- Muy buena
- Buena
- Regular
- Mala
- Muy mala

2) ¿Qué frase describe mejor el propósito principal de su visita?

- Buscar información sobre visas u otro tema de inmigración
- Buscar empleo
- Encontrar información sobre mis beneficios u otro tema
- Hacer una pregunta o contactar a una agencia del Gobierno
- Otro; especifique

3) ¿Pudo cumplir con el propósito de su visita de hoy?

- Sí, completamente (vaya a la pregunta 4A)
- Sí, parcialmente (vaya a la pregunta 4A)
- No (vaya a la pregunta 4B)
- No todavía pero sigo intentándolo (vaya la pregunta 4B)
- Estoy navegando el sitio, no tengo un propósito específico (vaya la pregunta 4C)

4A) Por favor díganos más acerca del propósito de su visita.

4B) Por favor díganos por qué no pudo completar el propósito de su visita de hoy.

4C) Por favor díganos qué es lo que más le gusta de este sitio.

5) ¿Cuán probable es que vuelva al sitio?

- Muy probable
- Probable
- Ni probable ni improbable
- No es probable
- Muy improbable

6) ¿Cuán probable es que recomiende este sitio a otros?

- Muy probable
- Probable
- Ni probable ni improbable
- No es probable
- Muy improbable

## **On This Page Survey Questions**

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### **Question 1**

Was this page helpful?

- Yes
- No

### **Question 2**

If yes to previous question:

I found this page helpful because the content on the page: (check all that apply)

- Had the information I needed
- Was trustworthy
- Was up-to-date
- Was easy to understand
- Other (includes box for open ended response)

If no to previous question:

I did not find this page helpful because the content on the page: (check all that apply)

- Had too little information
- Had too much information
- Was confusing
- Was not what I thought I would find
- Other (includes box for open ended response)

### **Question 3**

What can we do to improve this page? (open ended response)