

**2016 Government Customer Experience Index (GCXi)
DigitalGov Search Survey Questions
(3090-0297, Req-29)**

Invitation Email

Subject: We need your feedback!

Dear DigitalGov Search customer,

Today, we're launching our annual customer satisfaction survey and we'd appreciate your input. Please tell us what's working, what's not, and how we can make the DigitalGov Search program more useful for you. This survey is anonymous, and should take you less than 6 minutes to complete. Click the button below to start. Thank you!

**Begin Survey**

By the way, did you know that GSA offers several free and low-cost products and services to agencies? After you complete the survey, please [check out everything we have to offer to agencies](#) and let me know if you'd like additional information.

Thank you for your time.
Sincerely,

Dawn McCleskey
Program Manager
Office of Citizen Services and Innovative Technologies/18F
U.S. General Services Administration

PRA Information

OMB Control Number: 3090-0297; Expires 06/30/2016

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 6 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 Division (MVCB), ATTN: Ms. Flowers/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

SurveyMonkey Preview & Test: DigitalGov Search Customer Survey (2016 GCXi) - Internet Explorer

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DigitalGov Search Customer Survey (2016 GCXi)

Welcome

17%

OMB No: 3090-0297
Expires 06/30/2016

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DigitalGov Search is a shared service that powers the search box on over 2,000 government websites.

Thanks for taking the time to provide feedback about DigitalGov Search. Your ideas will help us improve how we currently work, as well as influence future programs and services from GSA's Office of Citizen Services and Innovative Technologies.

First, please tell us where you work.

Select your agency from the drop-down menu below.

How long have you been a customer of DigitalGov Search?

- Less than 6 months
- 6 months to one year
- 1-3 years
- More than 3 years
- I don't use this program

Next Page

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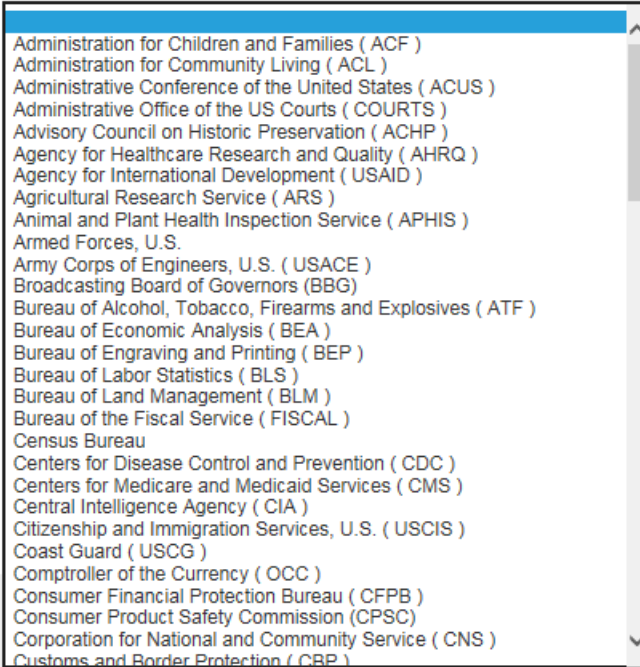
mailto:?subject=Need your help with my survey&body=This is a test version of DigitalGov Search Customer 75%

[Note: If the "I'm not a member/I don't use this program" answer is selected, the user will be shown the "final thoughts" screen (Page 5). This response is intended to help us determine how our branding resonates with the audience.]

PAGE 1 w/agency list dropdown

First, please tell us where you work.

Select your agency from the drop-down menu below.



- Administration for Children and Families (ACF)
- Administration for Community Living (ACL)
- Administrative Conference of the United States (ACUS)
- Administrative Office of the US Courts (COURTS)
- Advisory Council on Historic Preservation (ACHP)
- Agency for Healthcare Research and Quality (AHRQ)
- Agency for International Development (USAID)
- Agricultural Research Service (ARS)
- Animal and Plant Health Inspection Service (APHIS)
- Armed Forces, U.S.
- Army Corps of Engineers, U.S. (USACE)
- Broadcasting Board of Governors (BBG)
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- Bureau of Economic Analysis (BEA)
- Bureau of Engraving and Printing (BEP)
- Bureau of Labor Statistics (BLS)
- Bureau of Land Management (BLM)
- Bureau of the Fiscal Service (FISCAL)
- Census Bureau
- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare and Medicaid Services (CMS)
- Central Intelligence Agency (CIA)
- Citizenship and Immigration Services, U.S. (USCIS)
- Coast Guard (USCG)
- Comptroller of the Currency (OCC)
- Consumer Financial Protection Bureau (CFPB)
- Consumer Product Safety Commission (CPSC)
- Corporation for National and Community Service (CNS)
- Customs and Border Protection (CBP)

[Note: One of OCSIT's strategic goals is to reach as many agencies as possible with our services; we currently support over 1400 federal employees at over 100 different federal agencies.]

[Note: The agency drop-down list is comprised of the following agencies:

<p>Administration for Children and Families (ACF) Administration for Community Living (ACL) Administrative Conference of the United States (ACUS) Administrative Office of the US Courts (COURTS) Advisory Council on Historic Preservation (ACHP) Agency for Healthcare Research and Quality (AHRQ) Agency for International Development (USAID) Agricultural Research Service (ARS) Animal and Plant Health Inspection Service (APHIS) Armed Forces, U.S. Army Corps of Engineers, U.S. (USACE) Broadcasting Board of Governors (BBG) Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) Bureau of Economic Analysis (BEA) Bureau of Engraving and Printing (BEP) Bureau of Labor Statistics (BLS) Bureau of Land Management (BLM) Bureau of the Fiscal Service (FISCAL) Census Bureau Centers for Disease Control and Prevention (CDC) Centers for Medicare and Medicaid Services (CMS) Central Intelligence Agency (CIA) Citizenship and Immigration Services, U.S. (USCIS) Coast Guard (USCG) Comptroller of the Currency (OCC) Consumer Financial Protection Bureau (CFPB) Consumer Product Safety Commission (CPSC) Corporation for National and Community Service (CNS) Customs and Border Protection (CBP) Defense Commissary Agency (DeCA) Defense Intelligence Agency (DIA) Defense Media Activity (DMA) Department of Agriculture (USDA) Department of Commerce (DOC) Department of Defense (DOD) Department of Education (ED) Department of Energy (DOE) Department of Health and Human Services (HHS) Department of Homeland Security (DHS) Department of Housing and Urban Development (HUD) Department of Justice (DOJ) Department of Labor (DOL) Department of State (DOS) Department of the Interior (DOI) Department of the Treasury (TREAS) Department of Transportation (DOT) Department of Veterans Affairs (VA) Director of National Intelligence (DNI) Economic Research Service (ERS) Employee Benefits Security Administration (EBSA) Energy Efficiency and Renewable Energy (EERE) Energy Information Administration (EIA) Environmental Protection Agency (EPA) Equal Employment Opportunity Commission (EEOC) Export-Import Bank of the United States (EXIM)</p>	<p>Farm Service Agency (FSA) Federal Aviation Administration (FAA) Federal Communications Commission (FCC) Federal Deposit Insurance Corporation (FDIC) Federal Emergency Management Agency (FEMA) Federal Railroad Administration (FRA) Federal Reserve System (FRB) Federal Trade Commission (FTC) Fish and Wildlife Service (FWS) Food and Drug Administration (FDA) Food Safety and Inspection Service (FSIS) Forest Service, U.S. (FS) General Services Administration (GSA) Geological Survey, U.S. (USGS) Institute of Museum and Library Services (IMLS) Internal Revenue Service (IRS) Library of Congress (LOC) Local Government Agency Mint, U.S. National Aeronautics and Space Administration (NASA) National Agricultural Library (NAL) National Agricultural Statistics Service (NASS) National Archives and Records Administration (NARA) National Cancer Institute (NCI) National Endowment for the Arts (NEA) National Geospatial-Intelligence Agency (NGIA) National Highway Traffic Safety Administration (NHTSA) National Institute of Standards and Technology (NIST) National Institutes of Health (NIH) National Library of Medicine (NLM) National Oceanic and Atmospheric Administration (NOAA) National Park Service (NPS) National Science Foundation (NSF) National Transportation Safety Board (NTSB) Nuclear Regulatory Commission (NRC) Occupational Safety and Health Administration (OSHA) Office of Government Ethics (OGE) Office of Personnel Management (OPM) Patent and Trademark Office (USPTO) Peace Corps Postal Service, U.S. (USPS) Rural Development (RD) Securities and Exchange Commission (SEC) Small Business Administration (SBA) Smithsonian Institution (SI) Social Security Administration (SSA) State Government Agency Substance Abuse & Mental Health Services Administration (SAMHSA) Transportation Security Administration (TSA) Veterans Benefits Administration (VBA) Veterans Health Administration (VHA) White House (Incl. EOP, OMB, OSTP)</p>
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DigitalGov Search Customer Survey (2016 GCXi)

DigitalGov Search

33%

Thinking about the DigitalGov Search program, how would you rate your overall experience?

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

How likely are you to recommend DigitalGov Search to a friend/colleague?

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

How likely are you to use DigitalGov Search in the future?

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

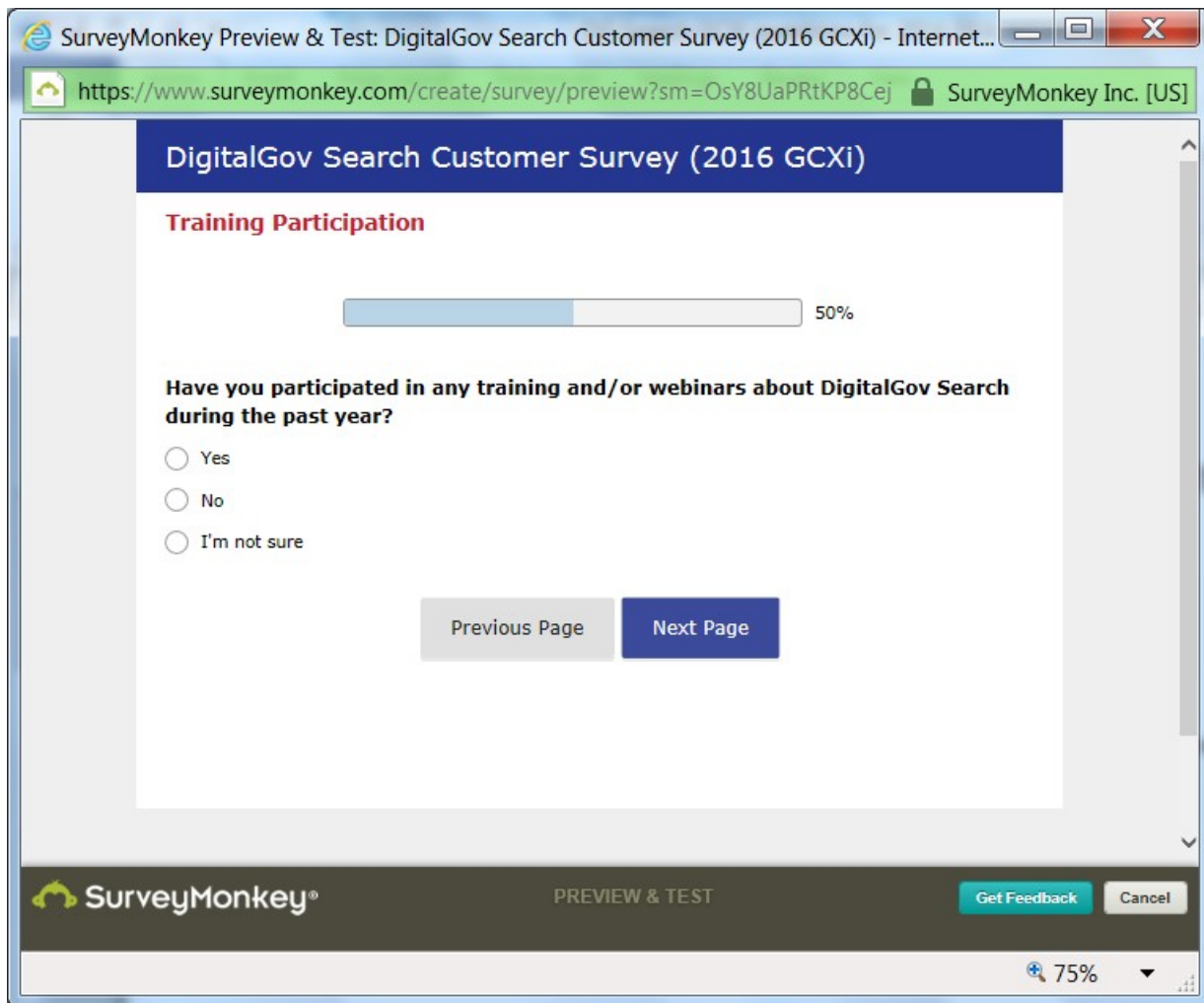
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75%

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** "SurveyMonkey Preview & Test: DigitalGov Search Customer Survey (2016 GCXi) - Intern..."
- Address Bar:** "https://www.surveymonkey.com/create/survey/preview?sm=OsY8UaPRtKP8C" and "SurveyMonkey Inc. [US]"
- Survey Question 1:** "How easy or difficult is it to use DigitalGov Search?" with five radio button options: "Very easy", "Easy", "Neither easy nor difficult", "Difficult", and "Very difficult".
- Survey Question 2:** "What do you see as the greatest strength of DigitalGov Search?" with a large empty text input box.
- Survey Question 3:** "What do you see as the greatest weakness?" with a large empty text input box.
- Navigation:** "Previous Page" (disabled) and "Next Page" (active) buttons.
- Footer:** "SurveyMonkey®" logo, "PREVIEW & TEST" text, "Get Feedback" button, and "Cancel" button.
- Zoom:** "75%" indicator in the bottom right corner.

PAGE 3



[Note: If the response is "Yes," the user will be taken to page 3a; if the response is "No" or "Not Sure," they will be taken to Page 4.]

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DigitalGov Search Customer Survey (2016 GCXi)

Training

67%

Thinking about the training you've received from us over the past year, how would you rate your overall experience?

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

How easy or difficult is it to participate in our training program?

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

How likely are you to take another training class from us?

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

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75%

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How likely are you to recommend our training program to someone else?

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

What topics are you interested in learning more about this year?

What do you see as the greatest strength of our training program?

What do you see as the greatest weakness?

Previous Page Next Page

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DigitalGov Search Customer Survey (2016 GCXi)

Tell Us More

83%

Which of the following best describes your current role? You may choose more than one.

- Web/Content Manager
- Developer
- Designer/UX Professional
- Program/Product Manager
- Senior Manager

Other (please specify)

What are some features that you'd like to see added to DigitalGov Search?

What is the level of senior management support for DigitalGov Search at your agency?

- Very good support/high priority
- Good
- Fair
- Poor
- Very poor support/low priority

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What is the level of resource support (staffing, etc.) for DigitalGov Search at your agency?

- Very good support
- Good
- Fair
- Poor
- Very poor/little to no support

How important are no-cost shared services/tools to improving your agency's website search results?

- Very important
- Slightly important
- Neither important nor unimportant
- Slightly unimportant
- Not at all important

How likely would your agency continue to use the shared services/tools mentioned above if a low-cost, high-quality service was offered only on a cost-reimbursable basis?

- Very likely to use
- Likely to use
- Neither likely nor unlikely
- Unlikely
- Very unlikely/would not use

Previous Page Next Page

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DigitalGov Search Customer Survey (2016 GCXi)

Final Thoughts

100%

Please share anything else you'd like us to know, including how our programs or people have had an impact (good or bad) on your work over the past year.

If you have questions about this survey, or would like us to follow up on something, please [email us](#), or include your email address with any questions/issues in your final comments, below.

Click the "Submit" button to submit your answers.

Thank you for your time.

Final thoughts?

Previous Page Submit

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75%

Survey End

[Note: After participants click the “submit” button, they will be taken to the DigitalGov.gov homepage.]

