Site Wide Survey Questions

This survey will be served via a modal window to a small percentage of visitors. It will include the five core questions and from zero to two non-core questions. We anticipate cycling the non-core questions used throughout the year based on needs and what we learn from the core responses.

Core Questions

1. Based on today's visit, how would you rate your experience with IMLS.gov?*
   a. Very Good
   b. Good
   c. Fair
   d. Poor
   e. Very Poor
2. Which of the following best describes the primary purpose of your visit to IMLS.gov?
   a. Learn about IMLS grants
   b. Read the UpNext blog, a press release, or other news item
   c. Learn about IMLS's initiatives, partnerships, or priorities
   d. Find information about events and/or webinars
   e. Find information about awarded grants
   f. Other [open text]
3. Were you able to accomplish the primary purpose of your visit to IMLS.gov?*
   a. Yes, fully
   b. Yes, partially
   c. No
   d. Not yet, still trying
   e. Just browsing or not trying to accomplish anything specific
      i. If c or d, flows to: Please tell us why you were not able to fully complete the purpose of your visit. [open ended]
4. Are you likely to visit IMLS.gov again?*
   a. Yes
   b. No
      i. If no, flows to: Please tell us why you are unlikely to visit IMLS.gov in the future. [open ended]
5. Are you likely to recommend IMLS.gov to a colleague?*
   a. Yes
   b. No

*Required to comply with Digital Government Strategy Milestone #8.2

Non-Core Questions

We anticipate cycling the non-core questions used throughout the year based on needs and what we learn from the core responses.

- Please share any other comments or suggestions you might have related to IMLS.gov: [Open ended]
- How easy or difficult was it to understand the information on IMLS.gov?
    - a Very easy
    - b Easy
    - c Neither easy nor difficult
    - d Difficult
    - e Very difficult
        - If d or e, flows to: Please tell us why you thought the information was difficult to understand. [open ended]
- How easy or difficult was it for you to find what you were looking for on this website today?
    - a Very easy
    - b Easy
    - c Neither easy nor difficult
    - d Difficult
    - e Very difficult
        - If d or e, flows to: Please tell us why you thought it was hard to find what you were looking for you on IMLS.gov. [open ended]
- Did you get useful information beyond the primary purpose of your visit to IMLS.gov?
    - a Yes
    - b No
- Were you able to accomplish the primary purpose of your visit in a reasonable amount of time?
    - a Yes
    - b No
- How did you get to IMLS.gov today?
    - a Search engine, like Google
    - b From another website
    - c From an email
    - d Facebook, Twitter, or another social media site
    - e Typed imls.gov into a web browser
    - f Other [open ended]
- How often have you visited IMLS.gov in the past year?
    - a This is my first visit
    - b 2-3 times
    - c 4-5 times
    - d 6 or more times
- What kind of institution are you affiliated with?
    - a Library
    - b Museum
    - c Galleries
    - d Archives
    - e College or university
    - f Association or foundation
    - g Other [open text]

- Are you a current IMLS grantee?
  - a   Yes
  - b   No

Page Level Survey Questions

This survey will be embedded on key pages to gather feedback specific to that page.

1. Was this page helpful?
    a. Yes
    b. No
2. [If yes,] I found this page helpful because it... (check all that apply)
    a. Had the information I needed
    b. Was easy to understand
    c. Was trustworthy
    d. Was up-to-date
    e. Other [open ended]
3. [If no,] I did NOT find this page helpful because it... (check all that apply)
    a. Has too little information
    b. Has too much information
    c. Was confusing
    d. Was not what I thought I'd find here
    e. Other [open ended]
4. How can we improve this page? [Open ended]