

Model questions utilize the Foresee methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate the accuracy of information on this site.</p> <p>2 Please rate the quality of information on this site.</p> <p>3 Please rate the freshness of content on this site.</p>	<p>Satisfaction (1=Poor, 10=Excellent)</p> <p>23 What is your overall satisfaction with this site?</p> <p>24 How well does this site meet your expectations?</p> <p>25 How does this site compare to your idea of an ideal website?</p>	<p>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</p> <p>26 How likely are you to return to this site?</p> <p>Recommend (1=Not Very Likely, 10=Very Likely)</p> <p>27 How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the usefulness of the services provided on this site.</p> <p>5 Please rate the convenience of the services on this site.</p> <p>6 Please rate the ability to accomplish what you wanted to on this site.</p>		
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