

Model Instance Name:

OVC (OJP Program)

MID: gURAEh0hUhhE5F1F808MZQ==

Partitioned = Y

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

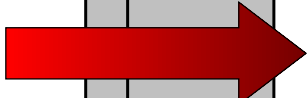
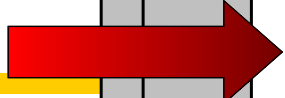
Date: 11/25/2012



OVC (OJP Program)

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
1	Content - Accuracy Please rate your perception of the accuracy of information on this site.	17	Satisfaction - Overall What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20	Primary Resource How likely are you to use this site as your primary resource for obtaining information about programs and services to support victims of crime?
2	Content - Quality Please rate the quality of information on this site.	18	Satisfaction - Expectations How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3	Content - Freshness Please rate the freshness of content on this site.	19	Satisfaction - Ideal How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	21	Recommend How likely are you to recommend this site to someone else ?
4	Functionality - Usefulness Please rate the usefulness of the features provided on this site.			22	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site ?
5	Functionality - Convenient Please rate the convenient placement of the features on this site.				
6	Functionality - Variety Please rate the variety of features on this site.				
7	Look and Feel - Appeal Please rate the visual appeal of this site.				
8	Look and Feel - Balance Please rate the balance of graphics and text on this site.				
9	Look and Feel - Readability Please rate the readability of the pages on this site.				
10	Navigation - Organized Please rate how well the site is organized .				
11	Navigation - Options Please rate the options available for navigating this site.				
12	Navigation - Layout Please rate how well the site layout helps you find what you are looking for .				
13	Navigation - Clicks Please rate the number of clicks to get where you want on this site.				
14	Site Performance - Loading Please rate how quickly pages load on this site.				
15	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.				
16	Site Performance - Errors Please rate the ability to load pages without getting error messages on this site.				



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red & strike-through: DELETE
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 pink: ADDITION
 blue + -->: REWORDING

OVC (OJP Program) CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2380		How frequently do you visit this site?	LNH2380A01 LNH2380A02 LNH2380A03 LNH2380A04 LNH2380A05 LNH2380A06	This is my first visit Daily/more than once a day At least once a week At least once a month Every few months Once every six months or less often		Radio button, one-up vertical	Single	Y		Visit Frequency
LNH2381		Which category best describes you?	LNH2381A01 LNH2381A02 LNH2381A03 LNH2381A04 LNH2381A05 LNH2381A06 LNH2381A07 LNH2381A08 LNH2381A09 LNH2381A10 LNH2381A12 LNH2381A15 LNH2381A16	Victim of crime Friend or family member of crime victim Victim services provider/professional Law enforcement officer or official Educator or academic administration Student Medical/Nursing/Health service professional Mental health professional Social worker/counselor Attorney/Legal Services professional Corrections/Probation/Parole officer or official General public Other	A	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Role
LNH2382	A	Please briefly describe your other role category:				Text field, <100 char		N	Skip Logic Group*	Other role
LNH2383		What is your primary reason for visiting this site today?	LNH2383A01 LNH2383A02 LNH2383A03 LNH2383A04 LNH2383A05 LNH2383A06 LNH2383A07 LNH2383A08 LNH2383A013 LNH2383A11 LNH2383A12	Find a victim services/assistance program Obtain information on program grants or funding Learn about crime victim rights or legal remedies Find training/technical assistance for victim service providers Learn about program information or best practices Access OVC publications, videos, or other reference material. Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other	T	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Primary Reason
LNH2384	B	Please briefly describe your primary reason for today's site visit:			B	Text field, <100 char		N	Skip Logic Group*	Other reason
MAD0039333	T	Did you search the OVC's online Directory of Crime Victim Services?	MAD0039339A001 MAD0039339A002 MAD0039339A003	Yes No Not sure	U, V, X, Y, Z	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Usage
MAD0039344	U	How often do you use the online Directory?	MAD0039340A001 MAD0039340A002 MAD0039340A003 MAD0039340A004	This was my first time Monthly or more often Every few months Twice a year or less often		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Frequency
MAD0039400	V	What (geographical) search combination did you use today in the online Directory?	MAD0039403A001 MAD0039403A002 MAD0039403A003 MAD0039403A004 MAD0039403A005	I searched by State only I searched by State and also checked National I searched by National only I searched by Country Not sure or not applicable	W W W	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory First Step
MAD0039400	W	Did you also enter a city name, zip code, or agency name in the optional step two of the search?	MAD0039404A001 MAD0039404A002	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Second Step

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				bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client.						
MAD003940	X	How did you select categories (Victimization, Service, Agency Type) in step three? You may pick more than one:	MAD003940A003 MAD003940A001 MAD003940A002 MAD003940A003 MAD003940A004 MAD003940A006 MAD003940A007 MAD003940A008	Not sure I selected "All" for every category type (Victimization, Service, Agency type) I only picked a single option (but not "All") for all categories I selected I selected "All" for one or two categories, but not all three I picked multiple individual options in at least one category I picked a single option for one or two of the categories. I quit searching at this step Not sure or not applicable		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Directory Third Step
MAD003941	Y	Please describe your experience using the Directory:	MAD003941A001 MAD003941A002 MAD003941A003 MAD003941A004 MAD003941A005	I found the directory to be very easy to use I found the directory to be somewhat easy to use My experience using the directory was fair I found the directory to be somewhat difficult to use I found the directory to be very difficult to use		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Experience
LNH2385		What is the primary method you used to locate information on this site?	LNH2385A01 LNH2385A02 LNH2385A03 LNH2385A04 LNH2385A05 LNH2385A06 LNH2385A07 LNH2385A08 LNH2385A09 LNH2385A10	I used the main navigation tabs/headings near the top of the home page I opened the Topics A-Z tab first, then used the Browse by Topic links on the left side of the page I used links in the center of the home page (News & Features/Tools/Current Resources, etc.) I used the Site Search box at the top right of the screen I used another search feature on the site (Publication search, Frequent questions, etc.) I used a Web search engine, such as Google or Bing I used the Site Map Already knew area to land on or had specific page bookmarked Not sure Other	C	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Method of Looking
LNH2386	C	What other method did you use to look for the information you wanted / needed?				Text area, no char limit		N	Skip Logic Group*	Other Method
LNH2387		Were you able to find what you were looking for on the OVC website today?	LNH2387A01 LNH2387A02 LNH2387A03 LNH2387A04	Yes No Partially I wasn't looking for anything in particular	X, Y X, Y	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Able to Accomplish
LNH2388	X	Please tell us specifically what were you unable to find or accomplish:				Text area, no char limit		N	Skip Logic Group*	Unable to Accomplish
LNH2389	Y	What will you do next ?	LNH2389A01 LNH2389A02 LNH2389A03 LNH2389A04 LNH2389A05 LNH2389A06 LNH2389A07 LNH2389A08	Continue looking on this site or try again later Contact OVC by telephone Contact OVC using AskOVC online question tool Contact OVC Training or Resource center via email Contact OVC via regular mail Try another website or other resource Nothing, although I did not find what I was looking for Other	Z	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Do Next
LNH2390	Z	Please describe what you will do next:				Text area, no char limit		N	Skip Logic Group*	OE_Do Next
LNH2391		How would you describe your navigation experience on this site today? (Please select all that apply)	LNH2391A01	I had no difficulty navigating/browsing on this site		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation

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			LNH2391A02	Links often did not take me where I expected	E					
			LNH2391A03	Had difficulty finding relevant information						
			LNH2391A04	Links/labels are difficult to understand						
			LNH2391A05	Too many links/navigational options to choose from						
			LNH2391A06	Had technical difficulties (error messages, broken links, etc.)						
			LNH2391A07	Could not navigate back to previous information						
			LNH2391A08	I had a navigation difficulty not listed above:						
LNH2392	E	Please describe which links were broken or had error messages:				Text area, no char limit		N	Skip Logic Group*	OE_Nav Link
LNH2393	F	Please briefly describe your additional navigation difficulty:				Text area, no char limit		N	Skip Logic Group*	OE_Navigate
LNH2394		Did you use any search features on this site today?	LNH2394A01	Yes	G	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Usage
			LNH2394A02	No						
LNH2395	G	Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2395A01	Search results were helpful	H I	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Experience
			LNH2395A02	Results were not relevant/not what I wanted						
			LNH2395A03	Too many results/I needed to refine my search						
			LNH2395A04	Not enough results						
			LNH2395A05	Returned NO results						
			LNH2395A06	Received error message(s)						
			LNH2395A07	Search speed was too slow						
			LNH2395A08	I experienced a different search issue (please explain):						
LNH2396	H	What search term(s) did you use?				Text area, no char limit		N	Skip Logic Group*	OE_Search Terms
LNH2397	I	Please describe the issues and/or errors you experienced with the search feature:				Text area, no char limit		N	Skip Logic Group*	OE_Search Issue
LNH2398		If you could make one change/improvement to this website, what would it be?				Text area, no char limit		N		Improvements
LNH2399		Have you ever shared information found on OVC with others?	LNH2399A01	Yes		Radio button, one-up vertical	Single	Y		Share Information
			LNH2399A02	No						
LNH2400		How did you learn about the OVC website?	LNH2400A01	Search engine (Google, Bing, etc.)	D	Radio button, one-up vertical	Single	Y	Skip Logic Group*	How Found
			LNH2400A02	Prior visit (or had bookmarked/saved as favorite)						
			LNH2400A03	Referred by another Dept. of Justice or OJP site						
			LNH2400A04	Referred by different website, other than DOJ or OJP sites						
			LNH2400A05	Social media (Twitter, Facebook, etc.)						
			LNH2400A06	News source (magazine/newspaper/radio/television)						
			LNH2400A07	Referred by a professional or academic acquaintance						
			LNH2400A08	As a victim, was referred by legal or law enforcement professional						
			LNH2400A09	As a victim, was referred by doctor, nurse, therapist, counselor, etc.						
			LNH2400A10	Referred by a friend or family member						
			LNH2400A11	Other						
LNH2401	D	Please specify how you learned about this website:				Text area, no char limit		N	Skip Logic Group*	OE-Found
LNH2402		Do you subscribe to any email updates or RSS feeds from OVC?	LNH2402A01	I subscribe to both email updates and RSS feeds from OVC		Radio button, one-up vertical	Single	Y		Subscribe
			LNH2402A02	I subscribe only to email updates						
			LNH2402A03	I subscribe only to RSS feeds						
			LNH2402A04	No, I am not interested at this time						
			LNH2402A05	No, but I intend to use at least one of them in the future						

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LNH2380		How frequently do you visit this site?	LNH2380A01 LNH2380A02 LNH2380A03 LNH2380A04 LNH2380A05 LNH2380A06	This is my first visit Daily/more than once a day At least once a week At least once a month Every few months Once every six months or less often		Radio button, one-up vertical	Single	Y		Visit Frequency
LNH2381		Which category best describes you?	LNH2381A01 LNH2381A02 LNH2381A03 LNH2381A04 LNH2381A05 LNH2381A06 LNH2381A07 LNH2381A08 LNH2381A09 LNH2381A10 LNH2381A11 LNH2381A12 LNH2381A13 LNH2381A14 LNH2381A15 LNH2381A16	Victim of crime Friend or family member of crime victim Victim services provider/advocate professional Law enforcement officer or official Educator or academic administration Student Medical/Nursing/Health service professional Mental health professional Social worker/counselor Attorney/Legal Services professional Courts/judicial system official Corrections/Probation/Parole officer or official Community or faith-based organization associate U.S. Dept. of Justice employee General public Other		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Role
LNH2382	A	Please briefly describe your other role category:			A	Text field, <100 char		N	Skip Logic Group*	Other role
LNH2383		What is your primary reason for visiting this site today?	LNH2383A01 LNH2383A02 LNH2383A03 LNH2383A04 LNH2383A05 LNH2383A06 LNH2383A07 LNH2383A08 LNH2383A09 LNH2383A10 LNH2383A11 LNH2383A12	Find a victim services/assistance program Obtain information on program grants or funding Learn about crime victim rights or legal remedies Find training/technical assistance for victim service providers Learn about program information or best practices Access OVC publications, videos, or other reference material. Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Check on latest OVC news/announcements Find information on careers/employment or fellowships Just browsing Other	T	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Primary Reason
LNH2384	B	Please briefly describe your primary reason for today's site visit:			B	Text field, <100 char		N	Skip Logic Group*	Other reason
	T	Did you search the OVC's online Directory of Crime Victim Services?		Yes No Not sure	U, V, X, Y, Z	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Usage
	U	How often do you use the online Directory?		This was my first time Monthly or more often Every few months Twice a year or less often		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Frequency
	V	What (geographical) search combination did you use today in the online Directory?		I searched by State only I searched by State and also checked National I searched by National only I searched by Country Not sure or not applicable	W W W	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory First Step
	W	Did you also enter a city name, zip code, or agency name in the optional step two of the search?		Yes No Not sure		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Second Step
	X	How did you select categories (Victimization, Service, Agency Type) in step three? You may pick more than one:		I selected "All" for every category type (Victimization, Service, Agency type) I only picked a single option (but not "All") for all categories I selected I selected "All" for one or two categories, but not all three I picked multiple individual options in at least one category I picked a single option for one or two of the categories. I quit searching at this step Not sure or not applicable		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Directory Third Step

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	Y	Please describe your experience using the Directory:		I found the directory to be very easy to use I found the directory to be somewhat easy to use My experience using the directory was fair I found the directory to be somewhat difficult to use I found the directory to be very difficult to use		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Experience
LNH2385		What is the primary method you used to locate information on this site?	LNH2385A01 LNH2385A02 LNH2385A03 LNH2385A04 LNH2385A05 LNH2385A06 LNH2385A07 LNH2385A08 LNH2385A09 LNH2385A10	I used the main navigation tabs/headings near the top of the home page I opened the Topics A-Z tab first, then used the Browse by Topic links on the left side of the page I used links in the center of the home page (News & Features/Tools/Current Resources, etc.) I used the Site Search box at the top right of the screen I used another search feature on the site (Publication search, Frequent questions, etc.) I used a Web search engine, such as Google or Bing I used the Site Map Already knew area to land on or had specific page bookmarked Not sure Other	C	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Method of Looking
LNH2386	C	What other method did you use to look for the information you wanted / needed?				Text area, no char limit		N	Skip Logic Group*	Other Method
LNH2387		Were you able to find what you were looking for on the OVC website today?	LNH2387A01 LNH2387A02 LNH2387A03 LNH2387A04	Yes No Partially I wasn't looking for anything in particular	X, Y X, Y	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Able to Accomplish
LNH2388	X	Please tell us specifically what were you unable to find or accomplish:				Text area, no char limit		N	Skip Logic Group*	Unable to Accomplish
LNH2389	Y	What will you do next ?	LNH2389A01 LNH2389A02 LNH2389A03 LNH2389A04 LNH2389A05 LNH2389A06 LNH2389A07 LNH2389A08	Continue looking on this site or try again later Contact OVC by telephone Contact OVC using AskOVC online question tool Contact OVC Training or Resource center via email Contact OVC via regular mail Try another website or other resource Nothing, although I did not find what I was looking for Other	Z	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Do Next
LNH2390	Z	Please describe what you will do next:				Text area, no char limit		N	Skip Logic Group*	OE_Do Next
LNH2391		How would you describe your navigation experience on this site today? (Please select all that apply)	LNH2391A01 LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	E F	Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation
LNH2392	E	Please describe which links were broken or had error messages:				Text area, no char limit		N	Skip Logic Group*	OE_Nav Link
LNH2393	F	Please briefly describe your additional navigation difficulty:				Text area, no char limit		N	Skip Logic Group*	OE_Navigate
LNH2394		Did you use any search features on this site today?	LNH2394A01 LNH2394A02 LNH2395A01	Yes No Search results were helpful	G	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Usage
LNH2395	G	Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2395A02 LNH2395A03 LNH2395A04 LNH2395A05 LNH2395A06 LNH2395A07 LNH2395A08	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue (please explain):	H I I	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Experience
LNH2396	H	What search term(s) did you use?				Text area, no char limit		N	Skip Logic Group*	OE_Search Terms
LNH2397	I	Please describe the issues and/or errors you experienced with the search feature:				Text area, no char limit		N	Skip Logic Group*	OE_Search Issue

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LNH2398		If you could make one change/improvement to this website, what would it be?				Text area, no char limit		N		Improvements
LNH2399		Have you ever shared information found on OVC with others?	LNH2399A01 LNH2399A02	Yes No		Radio button, one-up vertical	Single	Y		Share Information
LNH2400		How did you learn about the OVC website ?	LNH2400A01 LNH2400A02 LNH2400A03 LNH2400A04 LNH2400A05 LNH2400A06 LNH2400A07 LNH2400A08 LNH2400A09 LNH2400A10 LNH2400A11	Search engine (Google, Bing, etc.) Prior visit (or had bookmarked/saved as favorite) Referred by another Dept. of Justice or OJP site Referred by different website, other than DOJ or OJP sites Social media (Twitter, Facebook, etc.) News source (magazine/newspaper/radio/television) Referred by a professional or academic acquaintance As a victim, was referred by legal or law enforcement professional As a victim, was referred by doctor, nurse, therapist, counselor, etc. Referred by a friend or family member Other		Radio button, one-up vertical	Single	Y	Skip Logic Group*	How Found
LNH2401	D	Please specify how you learned about this website:				Text area, no char limit		N	Skip Logic Group*	OE-Found
LNH2402		Do you subscribe to any email updates or RSS feeds from OVC?	LNH2402A01 LNH2402A02 LNH2402A03 LNH2402A04 LNH2402A05	I subscribe to both email updates and RSS feeds from OVC I subscribe only to email updates I subscribe only to RSS feeds No, I am not interested at this time No, but I intend to use at least one of them in the future		Radio button, one-up vertical	Single	Y		Subscribe
LNH2403		Do you ever access the internet using a mobile phone or tablet?	LNH2403A01 LNH2403A02	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Access Mobile Internet
LNH2404	A	Which of the following devices do you have?	LNH2404A01 LNH2404A02 LNH2404A03	A-SmartPhone A-tablet None of these	W X	Check-box, one-up vertical	Multi	Y	Skip Logic Group	Phone or Tablet
LNH2405	W	Specifically, which type of mobile phone do you have?	LNH2405A01 LNH2405A02 LNH2405A03 LNH2405A04	iPhone Android Blackberry Another phone		Radio button, one-up vertical	Single	Y	Skip Logic Group	Phone Type
LNH2406	X	Specifically, which type of tablet do you have?	LNH2406A01 LNH2406A02 LNH2406A03 LNH2406A04 LNH2406A05	iPad Kindle Android Blackberry Another tablet		Radio button, one-up vertical	Single	Y	Skip Logic Group	Tablet Type
LNH2407	B	Have you ever accessed ANY federal website using a mobile phone or tablet?	LNH2407A01 LNH2407A02 LNH2407A03 LNH2407A04	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Federal Mobile Site Usage
LNH2408	C	Have you ever accessed the OVC site using a mobile phone or tablet?	LNH2408A01 LNH2408A02 LNH2408A03 LNH2408A04	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	Y, Z Z Z	Radio button, one-up vertical	Single	Y	Skip Logic Group	Mobile Site Usage
LNH2409	Y	What was the main reason you last visited OVC using a mobile phone or tablet?				Text area, no char limit	Single	N	Skip Logic Group	Primary Mobile Reason
LNH2410	Z	What resources/additional resources might you want to access from OVC using a mobile phone or tablet?				Text area, no char limit	Single	N	Skip Logic Group	Desired Resources

bharati.hulbanni:
 Hide (DO NOT DELETE) this column before sending to a client.