Welcome

Thanks for visiting our site. You have been randomly selected to take part in this Customer Satisfaction survey to let us know what we're doing well and where we need to do better. To ensure accuracy, we've asked ForeSee, an objective independent vendor, to help us gather this feedback. Please take a minute or two to give us your opinion. The feedback you provide will help us serve you better in the future. All results are strictly confidential.

Thank You

Thank you for your time in completing this survey. Your input is very valuable to us and will be evaluated and used to serve you better in the future. If you click on the links below you will be leaving the Department of Labor's website. The Department of Labor does not endorse, takes no responsibility for, and exercises no control over the organization or its views, or contents, nor does it vouch for the accuracy of the information contained on the destination server.

	el Instance Name: Union Reports V2					
MID:		4Jo1VNRAZpccspok4UkkFg==				FORESEE
Parti	tioned (Y/N)?	No				
Date	:	9/14/2012				
		Model auestions u	DOL Union Reports V2 tilize the ACSI methodology to det	ermine scores and impacts		
	MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
		Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)
	Content - Accuracy	Please rate your perception of the accuracy of information on this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	How likely are you to recommend this site to someone else?
	Content - Quality	Please rate the quality of information on this site.	Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
	Content - Freshness	Please rate the freshness of content on this site.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	Return	How likely are you to return to this site?
		Navigation (1=Poor, 10=Excellent, Don't Know)				
	Navigation - Organized	Please rate how well the site is organized.				
	Navigation - Options	Please rate the options available for navigating this site.				
	Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Navigation - Clicks	Please rate the number of clicks to get where you want on this site.				
		Look and Feel (1=Poor, 10=Excellent, Don't Know)				
	Look and Feel - Appeal	Please rate the visual appeal of this site.				
	Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
	Look and Feel - Readability	Please rate the readability of the pages on this site.				
		Site Performance (1=Poor, 10=Excellent, Don't Know)				
	Site Performance - Loading	Please rate how quickly pages load on this site.				
	Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
	Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				

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blue + -->: REWORDING

			Answer Choices			Single or	Required		
CQID	Skip To	Question Text	(limited to 50 characters)	Skip From	ype (select from list	Multi	Y/N	Special Instructions	CQ Label
CJI4176		How frequently do you visit this website?	First time		Radio button, one-	Single	N		Visit Frequency
			Every day		up vertical				
			About once a week						
			About once a month						
			Every few months or less often						
CJI4177		Which of the following best describes your role in visiting our website today?	Union member		Radio button, one- up vertical	Single	N	Skip Logic Group*	Role
			Union officer						
			General public						
			Academic						
			Member of Media						
			Government Employee						
			Member of Public Interest Group						
			Other	A					
CJI4178	А	Please briefly describe your role.			Text area, no char limit		N	Skip Logic Group*	Other Role
CJI4179		Which of the following best describes your primary reason for visiting our website today?	Enforcement and Other Data		Radio button, one- up vertical	Single	N	Skip Logic Group*	Reason
			Compliance Assistance/Publication						
			Obtain a Form/Instructions						
			News or press release						
			File a report						
			View a Collective Bargaining Agreement						
			View a financial report						
			Other	В					
CJI4180	В	Please briefly explain your primary reason for visiting our website today.			Text area, no char limit		N	Skip Logic Group*	Other Reason
CJ14181		Were you able to accomplish your goal in visiting our website today?	Yes		Radio button, one- up vertical	Single	N	Skip Logic Group*	Accomplish Goa
			No	С					
			Not yet						
CJI4182	С	What were you unable to accomplish?			Text field, <100 char		N	Skip Logic Group*	Unable
CJI4183		What method did you primarily use to look for information on our website today?	Top navigation bar		Radio button, one- up vertical	Single	N	Skip Logic Group*	Method
			Left navigation bar						
			Links in the center of the page						
			Site search feature (box in the upper-right corner of the page)						
			External search engine (such as Google)						
			Other	D					
CJI4184	D	Please briefly explain your primary method to look for information.			Text area, no char limit		N	Skip Logic Group*	Other Method
CJI4185		Do you have any other comments or suggestions to improve			Text area, no char		N		Comments
		this website?	1		limit				1

Model Instance Name: DOL Union Reports V2 MID: 4Jo1VNRAZpccspok4UkkFg== Date: 9/14/2012

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DOL Union Reports V2 CUSTOM QUESTION LIST

COID	Skip To	Ouestion Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip From	ype (select from lis	Single or Multi	Required Y/N	Special Instruction
CJI4176	0	How frequently do you visit this website?	CJI4176A01	First time	0.0001100	Radio button, one-	Single	N	
			CJI4176A02	Every day		up vertical			
			CJI4176A03	About once a week		1.			
			CJI4176A04	About once a month					
			CJI4176A05	Every few months or less often					
JI4177		Which of the following best describes your role in visiting our website today?	CJI4177A01	Union member		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4177A02	Union officer					
			CJI4177A03	General public					
			CJI4177A04	Academic					
			CJI4177A05	Member of Media					
			CJI4177A06	Government Employee					
			CJI4177A07	Member of Public Interest Group					
			CJI4177A08	Other	Α				
JI4178	Α	Please briefly describe your role.				Text area, no char limit		N	Skip Logic Group*
CJI4179		Which of the following best describes your primary reason for visiting our website today?	CJI4179A01	Enforcement and Other Data		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4179A02	Compliance Assistance/Publication					
			CJI4179A03	Obtain a Form/Instructions					
			CJI4179A04	News or press release					
			CJI4179A05	File a report					
			CJI4179A06	View a Collective Bargaining Agreement					
			CJI4179A07	View a financial report					
			CJI4179A08	Other	В				
:JI4180	В	Please briefly explain your primary reason for visiting our website today.				Text area, no char limit		N	Skip Logic Group*
CJI4181		Were you able to accomplish your goal in visiting our website today?	CJI4181A01	Yes		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4181A02	No	С				
			NEW	Not yet					
JI4182	С	What were you unable to accomplish?				Text field, <100 char		N	Skip Logic Group*
:JI4183		What method did you primarily use to look for information on our website today?	CJI4183A01	Top navigation bar		Radio button, one- up vertical	Single	N	Skip Logic Group*
			CJI4183A02	Left navigation bar					
			CJI4183A03	Links in the center of the page					
			CJI4183A04	Site search feature (box in the upper-right corner of the page)					
			CJI4183A05	External search engine (such as Google)					
			CJI4183A06	Other	D				
JI4184	D	Please briefly explain your primary method to look for information.				Text area, no char limit		N	Skip Logic Group*
JI4185		Do you have any other comments or suggestions to improve this website?				Text area, no char limit		N	



		Question Setup HE CQ LABELS AS THEY ARE LABELED B	red & strike-through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING							
			CUSTOM QUESTION LIST							
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N			
Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010		Do you expect to spend more or less online during the 2010 holiday season compared to 2009?	A lot more Single Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer choice order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in BLUE							
Spend intention with this retailer		Do you expect to spend more or less online during the 2010 holiday season with <i>retailer.com</i> compared to 2009?	A little more I expect to spend about the same amount as last year A little less A lot less Not sure	R S S			Y			
	R	Why do you expect to spend more online with <i>retailer.com</i> this holiday season? (please select all that apply)	Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify):	Z	Checkbox, one-up vertical	Multi	Y			



Special Instructions	
Skip Logic Group	
Skip Logic Group	

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T KEEP	P TH	E CQ LABELS AS THEY AR	E LABELED BEI	I pink: ADDITION blue +>: REWORDING							
				DEPT							_
				CUSTOM QUES	TION LIST						
Skin											
Logic	c	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	Application Note:
	D	Do you expect to spend more or less onlin holiday season compared to 2010?	ne during the 2011	A lot more		Drop down, select one	Single	Y		H2011-Spend general	Benchmarking question should be a part of all b
				A little more							questions
				I expect to spend about the same amount as last year A little less							
				A lot less Not sure	_						
		Do you expect to spend more or less onlin holiday season with retailer.com compared	ne during the 2011 d to 2010?	I didn't purchase anything from retailer.com last year		Drop down, select one	Single	l ř	Skip Logic Group	H2011-Spend retailer	Added in 2009, relates d the retailer and should be the holiday batter
				A lot more	Â						the holiday batte
				A little more I expect to spend about the same amount as last year	=						
				A nue less A lot less	B						
A	K	Why do you expect to spend more online w holiday season? (please select all that apply	vith retailer.com this	Promotions (\$ or % off offers)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	H2011-Spend more	
				Quality of merchandise Merchandise selection					Randomize		
				Good return policy Online product prices							
				Shipping costs Availability of merchandise							
				Better personal economic circumstances this year Other (please specify):	с				Anchor Answer Choice		
B	-	Other reason to spend more online: Why do you expect to spend less online v holiday season? (please select all that an	with retailer.com this	Promotions were not appealing (\$ or % off offers)		Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group	H2011-Spend more other H2011-Spend less	_
	- ľ	ionday season? (piease select all that ap	ppiy)								
				Quality of merchandise Poor merchandise selection					Randomize		
				Return policy I'm trying to save more and spend less	_						
				Online product prices Shipping costs	_						
				Poor availability of merchandise Worse personal economic circumstances this year					testes tesus Obsiss		
сс	c	Other reason to spend less online: Please tell us what you did on retailer.com		Other (please specify): I made a purchase for myself today	u	Text area, no char limit Radio button, one-up vertical	Single	N	Skip Logic Group	H2011-Spend less other H2011-task accomp	Only ask if you do no
				I hought a gift for someone else today	_						not replace what you har lose trending.
A	v	What else did you do on retailer.com loday?	2	bought a gift for someone else today was browsing today to purchase online later was browsing today to purchase at one of the store locations was browsing boday to see what you have Other (please specify):	A	Text area, no char limit		N	Randomize Anchor Answer Choice Skip Logic Group	H2011-task accomp other	not replace what you ha lose trending.
A				I was browsing today to purchase online later I was browsing today to purchase at one of the store locations I was browsing today to see what you have	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Anchor Answer Choice	H2011-task accomp other H2011-access mobile	Should be used if retai
	0	Did you access (insert retailer's name or mobile shopping app while holiday s	here) mobile website, shopping this year?	I was browing dody to purchase and on of the store locations was browing dody to purchase at our of the store locations was browing dody to see what you have Other (please specify). Yes	A	Radio button, one-up vertical		Y	Anchor Answer Choice Skip Logic Group Skip Logic Group		_
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	0	Did you access (insert retailer's name or mobile shopping app while holiday s	here) mobile website, shopping this year?	and bronding body to parthase of other later sub bronding body to parthase of other later body sub bronding body to parthase of other later body other (preset specific) Ver No No No No No No No No No No	A A	Radio button, one-up vertical		Y	Anchor Answer Choice Skip Logic Group Skip Logic Group		Should be used if retai
A	v	Did you access (insert retailer's name or mobile shopping app while holiday s Why did you do so? (please select all 8	there) mobile website, shopping this year? that apply)	vanis toronicaj bodzy to purchase or offere ister vanis toronicaj bodzy purchases at offere of the store locations unas toronicaj bodzy to see what you have bodze (pieste specify) Yes Compare different products to bodze processioned as product To bodze proceduce specifications to bodze processioned as product To bodze proceduce specifications	A A B	Radio button, one-up vertical		Y	Anchor Answer Choice Skip Logic Group Skip Logic Group Randomize Anchor Answer Choice	H2011-why access mobile H2011-access other	Should be used if retai
	v	Did you access (insert retailer's name or mobile shopping app while holiday s	there) mobile website, shopping this year? that apply)	Jean Shoorang baday to purchase of refer later and Novaria baday burchase at one of the store locations and Novaria baday to see what you have barry (leaves specify) Ves To compare different products To compare different products To boda up product Specifications To bada a purchase To make a purchase To make a purchase To make a purchase	A A B	Radio button, one-up vertical Checkbox, one-up vertical Text area, no char limit	Multi-select	Y	Anchor Answer Choice Skip Logic Group Skip Logic Group	H2011-why access mobile H2011-access other H2011-why access other	Should be used if retai
A	v	Did you access (insert retailer's name or mobile shopping app while holiday s Why did you do so? (please select all 8	there) mobile website, shopping this year? that apply)	Jean Shoorang baday to purchase of refer later and Novaria baday burchase at one of the store locations and Novaria baday to see what you have barry (leaves specify) Ves To compare different products To compare different products To boda up product Specifications To bada a purchase To make a purchase To make a purchase To make a purchase	A A	Radio button, one-up vertical		Y	Anchor Answer Choice Skip Logic Group Skip Logic Group Randomize Anchor Answer Choice	H2011-why access mobile H2011-access other	Should be used if reta mobile app
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