Questionnaire Management Guidelines

Goals:
- **One consolidated document to track all model and CQ changes throughout the life of the project**
- **Questionnaire always matches the live survey**
- **Easy and error-free way to submit CQ changes**
- **All changes tracked and reflected in one document (DOT will help)**

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** have to be submitted using this document

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab
2) implements change(s)
3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes
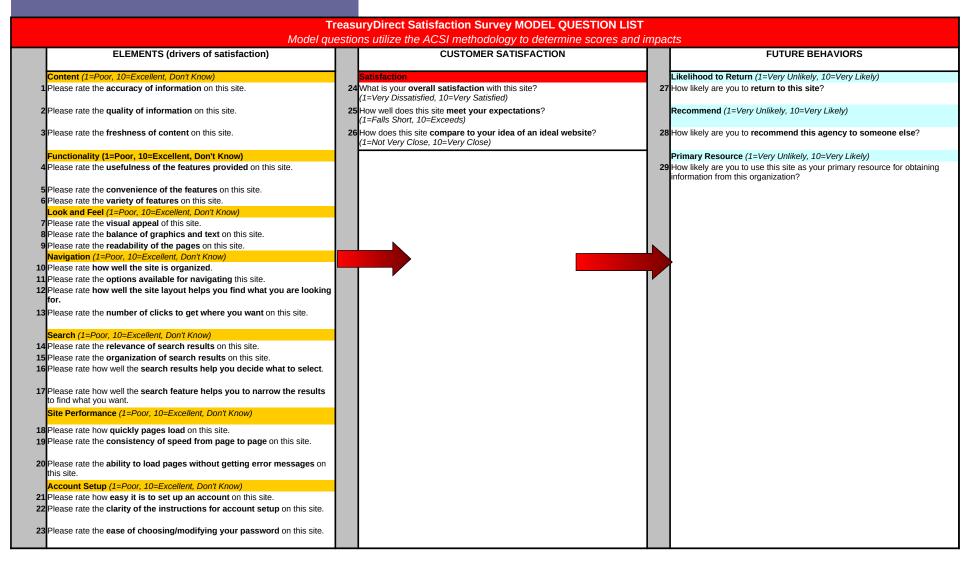
4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

TreasuryDirect Satisfaction Survey MODEL QUESTION LIST
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

ELEMENTS (drivers of satisfaction)

Content *(1=Poor, 10=Excellent, Don't Know)*
1 Please rate the **accuracy of information** on this site.

2 Please rate the **quality of information** on this site.

3 Please rate the **freshness of content** on this site.

Functionality (1=Poor, 10=Excellent, Don't Know)
4 Please rate the **usefulness of the features provided** on this site.

5 Please rate the **convenience of the features** on this site.
6 Please rate the **variety of features** on this site.

Look and Feel *(1=Poor, 10=Excellent, Don't Know)*
7 Please rate the **visual appeal** of this site.
8 Please rate the **balance of graphics and text** on this site.
9 Please rate the **readability of the pages** on this site.

Navigation *(1=Poor, 10=Excellent, Don't Know)*
10 Please rate **how well the site is organized**.
11 Please rate the **options available for navigating** this site.
12 Please rate **how well the site layout helps you find what you are looking for.**

13 Please rate the **number of clicks to get where you want** on this site.

Search *(1=Poor, 10=Excellent, Don't Know)*
14 Please rate the **relevance of search results** on this site.
15 Please rate the **organization of search results** on this site.
16 Please rate how well the **search results help you decide what to select**.

17 Please rate how well the **search feature helps you to narrow the results** to find what you want.

Site Performance *(1=Poor, 10=Excellent, Don't Know)*
18 Please rate how **quickly pages load** on this site.
19 Please rate the **consistency of speed from page to page** on this site.

20 Please rate the **ability to load pages without getting error messages** on this site.

Account Setup *(1=Poor, 10=Excellent, Don't Know)*
21 Please rate how **easy it is to set up an account** on this site.
22 Please rate the **clarity of the instructions for account setup** on this site.

23 Please rate the **ease of choosing/modifying your password** on this site.

CUSTOMER SATISFACTION

Satisfaction
24 What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*

25 How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*

26 How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*

FUTURE BEHAVIORS

Likelihood to Return *(1=Very Unlikely, 10=Very Likely)*
27 How likely are you to **return to this site**?

Recommend *(1=Very Unlikely, 10=Very Likely)*

28 How likely are you to **recommend this agency to someone else**?

Primary Resource *(1=Very Unlikely, 10=Very Likely)*
29 How likely are you to use this site as your primary resource for obtaining information from this organization?

TreasuryDirect Satisfaction Survey MODEL QUESTION LIST
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content *(1=Poor, 10=Excellent, Don't Know)*	**Satisfaction**	**Likelihood to Return** *(1=Very Unlikely, 10=Very Likely)*
1 Please rate the **accuracy of information** on this site.	24 What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	27 How likely are you to **return to this site**?
2 Please rate the **quality of information** on this site.	25 How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*	**Recommend** *(1=Very Unlikely, 10=Very Likely)*
3 Please rate the **freshness of content** on this site.	26 How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	28 How likely are you to **recommend this site to someone else**?
Functionality (1=Poor, 10=Excellent, Don't Know)		**Primary Resource** *(1=Very Unlikely, 10=Very Likely)*
4 Please rate the **usefulness of the features provided** on this site.		29 How likely are you to use this site as your primary resource for obtaining information from this organization?
5 Please rate the **convenience of the features** on this site.		
6 Please rate the **variety of features** on this site.		
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CUSTOMER SATISFACTION

Satisfaction

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Primary Resource *(1=Very Unlikely, 10=Very Likely)*
29 How likely are you to use this site as your primary resource for obtaining information from this organization?

Due to WoMI requirements, i had to change the recommend question from "this site" to "this agency". client approved. Rhonda said this does not need model restart, it just needs to be recategorized in benchmarks.

Model Instance Name:			
TreasuryDirect Satisfaction Survey			
MID: NBZsgUZJohJxkpd1gRZQtA==			
Date: 6/17/2013			

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
235		How frequently do you visit this site?	First time	
			More than once a day	
			Daily	
			About once a week	
			About once a month	
			Every 6 months or less	
6405		What best describes your role in visiting this site?	Individual saver/investor	
			Bank or credit union representative	
			Member of the press	
			Financial planner	
			Pension fund manager	
			Hedge fund manager	
			Broker	
			Primary dealer	
			Research analyst	
			Other	
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	**B**
			Purchase a Treasury security	
			Open a TreasuryDirect account for myself	**D,E**
			Assist someone else in opening a TreasuryDirect account	
			Access my TreasuryDirect account	**D,E**
			Find info on exchanging paper savings bonds for electronic securities	
			Browsing the site	
			Other	**A**
7471	**A**	If you answered "Other" above, please specify other reason for visiting the site.		
6407	**B**	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals	
			Learn about Treasury securities	
			Check rates	
			Learn about TreasuryDirect	
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	
			Learn how to exchange paper savings bonds for electronic securities	
			Other	**C**
7472	**C**	If you answered "Other" above, please specify other topic researched on the site.		
7473	**D**	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful	
			Somewhat useful	
			Not very useful	
			Not at all useful	
			Don't know	
7474	**E**	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy	
			Somewhat easy	
			Somewhat difficult	
			Very difficult	

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TreasuryDirect Satisfaction Survey
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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	
			No	A
			Partially	
7822	A	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	X
			Site Map	X
			Search feature	Y,Z
			Categories on the top navigation bar	X
			Categories on the left navigation bar	X
			Quick Links	X
			All of the above	X,Y,Z
			Other	
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful	A
			Descriptions of results were not helpful	
			Returned too many results	
			Returned not enough results	
			Returned results that were too similar/redundant	
			I was not sure what words to use in my search	
			Search required too many refinements to get to what I wanted	B
			Results were not relevant to my search terms/needs	A
			Search speed was too slow	
			Other	
KFB02170	A	What **specific search term(s) did you use** in your search today to find the information you are looking for?		
KFB02171	B	If you had to **refine your initial search results**, **how many times did you have to refine** them to get the information you were looking for?	1 to 2 times	
			3 to 4 times	
			5 or more times	
			Can't recall	
KFB02172	Z	Please rate **how satisfied** you are with the **keyword search function** of this website.	1=Not very satisfied	
			2	
			3	
			4	
			5	
			6	
			7	

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8	
			9	
			10=Very satisfied	
			Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation	
			Could not determine the best link on most pages	
			Could not navigate back to previous information	
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			Too many links or navigational choices	
			Links did not take me where I expected	
			Could not get started or did not know where to begin	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	B
			Other	A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.		
ACQLiv0010377		Please rate the **clarity of the wording** on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010379		Please rate **how well you understand the wording** on this site.	1=Poor	
			2	

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010380		Please rate this site on its **use of short, clear sentences**.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010381		How likely are you to **discourage others** from doing business with this agency?	1=Very unlikely	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very Likely	
ACQhar0017592		Do you **ever access the Internet using a mobile phone or tablet**?	Yes	A, B
			No	
ACQhar0017593	A	Which of the following **devices** do you have?	A SmartPhone	W
			A tablet	X
			None of these	
ACQhar0017595	W	Specifically, which **type of mobile phone** do you have?	iPhone	
			Android	
			Blackberry	
			Another phone	
ACQhar0017616	X	Specifically, which **type of tablet** do you have?	iPad	
			Kindle	
			Android	
			Blackberry	
			Another tablet	
ACQhar0017594	B	Have you **ever accessed ANY federal website using a mobile phone or tablet**?	Yes	C
			No, but I plan to do so	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No, but I might in the future	
			No, and I don't plan to do so	
ACQhar0017617	C	Have you **ever accessed TreasuryDirect's site using a mobile phone or tablet**?	Yes	Y, Z
			No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
ACQhar0017618	Y	What was the **main reason** you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What **resources/additional resources** might you want to access from TreasuryDirect using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to **connect to the Internet**?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school	
			High school graduate or GED	
			Some college/vocational school	
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Drop down, select one	single	N		
Text area, no char limit		N		
Drop down, select one	single	**Y**		
Radio button, scale, has don't know	single	Y		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile Internet
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Y		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
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<tr><td>6405</td><td></td><td>What best describes your role in visiting this site?</td><td>Individual saver/investor</td><td></td></tr>
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<tr><td></td><td></td><td></td><td>Member of the press</td><td></td></tr>
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<tr><td></td><td></td><td></td><td>Primary dealer</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Research analyst</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Other</td><td></td></tr>
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<tr><td></td><td></td><td></td><td>Purchase a Treasury security</td><td></td></tr>
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<tr><td></td><td></td><td></td><td>View the auction calendar</td><td></td></tr>
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<tr><td></td><td></td><td></td><td>Other</td><td>C</td></tr>
<tr><td>7472</td><td>C</td><td>If you answered "Other" above, please specify other topic researched on the site.</td><td></td><td></td></tr>
<tr><td>7473</td><td>D</td><td>If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.</td><td>Very useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Not very useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Not at all useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Don't know</td><td></td></tr>
<tr><td>7474</td><td>E</td><td>If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?</td><td>Very easy</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat easy</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat difficult</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Very difficult</td><td></td></tr>
</table>

Model Instance Name:
TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 6/17/2013

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	A
			No	
			Partially	
7822	A	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	X
			Site Map	X
			Search feature	Y,Z
			Categories on the top navigation bar	X
			Categories on the left navigation bar	X
			Quick Links	X
			All of the above	X,Y,Z
			Other	
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful	A
			Descriptions of results were not helpful	
			Returned too many results	
			Returned not enough results	
			Returned results that were too similar/redundant	
			I was not sure what words to use in my search	
			Search required too many refinements to get to what I wanted	B
			Results were not relevant to my search terms/needs	A
			Search speed was too slow	
			Other	
KFB02170	A	What **specific search term(s) did you use** in your search today to find the information you are looking for?		
KFB02171	B	If you had to **refine your initial search results**, **how many times did you have to refine** them to get the information you were looking for?	1 to 2 times	
			3 to 4 times	
			5 or more times	
			Can't recall	
KFB02172	Z	Please rate **how satisfied** you are with the **keyword search function** of this website.	1=Not very satisfied	
			2	
			3	
			4	
			5	
			6	
			7	

Model Instance Name:
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MID: NBZsgUZJohJxkpd1gRZQtA==
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8	
			9	
			10=Very satisfied	
			Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation	
			Could not determine the best link on most pages	
			Could not navigate back to previous information	
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			Too many links or navigational choices	
			Links did not take me where I expected	
			Could not get started or did not know where to begin	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	B
			Other	A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.		
ACQLiv0010377		Please rate the **clarity of the wording** on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010379		Please rate **how well you understand the wording** on this site.	1=Poor	
			2	

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010380		Please rate this site on its **use of short, clear sentences**.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010381		How likely are you to **discourage others** from doing business with this agency?	1=Very unlikely	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very Likely	
ACQhar0017592		Do you **ever access the Internet using a mobile phone or tablet**?	Yes	A, B
			No	
ACQhar0017593	A	Which of the following **devices** do you have?	A SmartPhone	W
			A tablet	X
			None of these	
ACQhar0017595	W	Specifically, which **type of mobile phone** do you have?	iPhone	
			Android	
			Blackberry	
			Another phone	
ACQhar0017616	X	Specifically, which **type of tablet** do you have?	iPad	
			Kindle	
			Android	
			Blackberry	
			Another tablet	
ACQhar0017594	B	Have you **ever accessed ANY federal website using a mobile phone or tablet**?	Yes	C
			No, but I plan to do so	

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No, but I might in the future	
			No, and I don't plan to do so	
ACQhar0017617	C	Have you **ever accessed TreasuryDirect's site using a mobile phone or tablet**?	Yes	Y, Z
			No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
ACQhar0017618	Y	What was the **main reason** you last visited TreasuryDirect using a mobile phone or tablet?		
ACQhar0017619	Z	What **resources/additional resources** might you want to access from TreasuryDirect using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to **connect to the Internet**?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school	
			High school graduate or GED	
			Some college/vocational school	
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Text area, no char limit		N		
Drop down, select one	single	Y	Skip Logic Group	
Drop down, select one	single	N		
Text area, no char limit		N		
Drop down, select one	single	Y		
Radio button, scale, has don't know	single	Y		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile Internet
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Y		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site Usage

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Model Instance Name:			red & strike-through: DELETE	
TreasuryDirect Satisfaction Survey			*underlined & italicized*: RE-ORDER	
MID: NBZsgUZJohJxkpd1gRZQtA==			pink: ADDITION	
Date: 10/26/12			blue + -->: REWORDING	

<table>
<tr><th colspan="5" style="background:red;color:white">TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST</th></tr>
<tr><th>QID</th><th>Skip Logic Label</th><th>Question Text</th><th>Answer Choices
(limited to 50 characters)</th><th>Skip to</th></tr>
<tr><td>235</td><td></td><td>How frequently do you visit this site?</td><td>First time</td><td></td></tr>
<tr><td></td><td></td><td></td><td>More than once a day</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Daily</td><td></td></tr>
<tr><td></td><td></td><td></td><td>About once a week</td><td></td></tr>
<tr><td></td><td></td><td></td><td>About once a month</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Every 6 months or less</td><td></td></tr>
<tr><td>6405</td><td></td><td>What best describes your role in visiting this site?</td><td>Individual saver/investor</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Bank or credit union representative</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Member of the press</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Financial planner</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Pension fund manager</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Hedge fund manager</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Broker</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Primary dealer</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Research analyst</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Other</td><td></td></tr>
<tr><td>6406</td><td></td><td>What is your primary reason for visiting the site today?</td><td>Perform research (i.e., gather information)</td><td>B</td></tr>
<tr><td></td><td></td><td></td><td>Purchase a Treasury security</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Open a TreasuryDirect account for myself</td><td>D,E</td></tr>
<tr><td></td><td></td><td></td><td>Assist someone else in opening a TreasuryDirect account</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Access my TreasuryDirect account</td><td>D,E</td></tr>
<tr><td></td><td></td><td></td><td>Find info on exchanging paper savings bonds for electronic securities</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Browsing the site</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Other</td><td>A</td></tr>
<tr><td>7471</td><td>A</td><td>If you answered "Other" above, please specify other reason for visiting the site.</td><td></td><td></td></tr>
<tr><td>6407</td><td>B</td><td>If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?</td><td>Find ways to save for college or other goals</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Learn about Treasury securities</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Check rates</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Learn about TreasuryDirect</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Learn about T-bills, notes or TIPS</td><td></td></tr>
<tr><td></td><td></td><td></td><td>View the auction calendar</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Learn about savings bonds</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Calculate the current value of savings bonds owned</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Learn how to exchange paper savings bonds for electronic securities</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Other</td><td>C</td></tr>
<tr><td>7472</td><td>C</td><td>If you answered "Other" above, please specify other topic researched on the site.</td><td></td><td></td></tr>
<tr><td>7473</td><td>D</td><td>If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.</td><td>Very useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Not very useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Not at all useful</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Don't know</td><td></td></tr>
<tr><td>7474</td><td>E</td><td>If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?</td><td>Very easy</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat easy</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Somewhat difficult</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Very difficult</td><td></td></tr>
</table>

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	
			No	A
			Partially	
7822	A	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	X
			Site Map	X
			Search feature	Y,Z
			Categories on the top navigation bar	X
			Categories on the left navigation bar	X
			Quick Links	X
			All of the above	X,Y,Z
			Other	
7211	Y	If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful	A
			Descriptions of results were not helpful	
			Returned too many results	
			Returned not enough results	
			Returned results that were too similar/redundant	
			I was not sure what words to use in my search	
			Search required too many refinements to get to what I wanted	B
			Results were not relevant to my search terms/needs	A
			Search speed was too slow	
			Other	
KFB02170	A	What **specific search term(s) did you use** in your search today to find the information you are looking for?		
KFB02171	B	If you had to **refine your initial search results, how many times did you have to refine** them to get the information you were looking for?	1 to 2 times	
			3 to 4 times	
			5 or more times	
			Can't recall	
KFB02172	Z	Please rate **how satisfied** you are with the **keyword search function** of this website.	1=Not very satisfied	
			2	
			3	
			4	
			5	
			6	
			7	

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Date: 10/26/12

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			8	
			9	
			10=Very satisfied	
			Don't know	
7476	X	What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation	
			Could not determine the best link on most pages	
			Could not navigate back to previous information	
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			Too many links or navigational choices	
			Links did not take me where I expected	
			Could not get started or did not know where to begin	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	B
			Other	A
6413	A	If you answered "Other" above, please specify other information.		
7829	B	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.		
ACQLiv0010377		Please rate the **clarity of the wording** on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010379		Please rate **how well you understand the wording** on this site.	1=Poor	
			2	

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010380		Please rate this site on its **use of short, clear sentences**.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
ACQLiv0010381		How likely are you to **discourage others** from doing business with this agency?	1=Very unlikely	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very Likely	
		Do you **ever access the Internet using a mobile phone or tablet**?	Yes	A, B
			No	
	A	Which of the following **devices** do you have?	A SmartPhone	W
			A tablet	X
			None of these	
	W	Specifically, which **type of mobile phone** do you have?	iPhone	
			Android	
			Blackberry	
			Another phone	
	X	Specifically, which **type of tablet** do you have?	iPad	
			Kindle	
			Android	
			Blackberry	
			Another tablet	
	B	Have you **ever accessed ANY federal website using a mobile phone or tablet**?	Yes	C
			No, but I plan to do so	

	Model Instance Name:			
	TreasuryDirect Satisfaction Survey			
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			No, but I might in the future	
			No, and I don't plan to do so	
	C	Have you **ever accessed (agency/department)'s** site using **a mobile phone or tablet**?	Yes	Y, Z
			No, but I plan to do so	Z
			No, but I might in the future	Z
			No, and I don't plan to do so	
	Y	What was the **main reason** you last visited (agency/department name) using a mobile phone or tablet?		
	Z	What **resources/additional resources** might you want to access from (agency/department) using a mobile phone or tablet?		
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to **connect to the Internet**?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school	
			High school graduate or GED	
			Some college/vocational school	
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Drop down, select one	single	N		
Text area, no char limit		N		
Drop down, select one	single	**Y**		
Radio button, scale, has don't know	single	Y		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	N		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Radio button, one-up vertical	Single	Y		Access Mobile
Radio button, one-up vertical	Multi	Y		Phone or Tablet
Radio button, one-up vertical	Single	Y		Phone Type
Radio button, one-up vertical	Single	Y		Tablet Type
Radio button, one-up vertical	Single	Y		Federal Mobile Site

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	Single	Y		Mobile Site Usage
Text area, no char limit		N		Primary Reason
Text area, no char limit		N		Desired Resources
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Model Instance Name:	
TreasuryDirect Satisfaction Survey	red & strike-through: DELETE
MID: NBZsgUZJohJxkpd1gRZQtA==	*underlined & italicized*: RE-ORDER
Date: 1/6/12	pink: ADDITION
	blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
235		How frequently do you visit this site?	First time	
			More than once a day	
			Daily	
			About once a week	
			About once a month	
			Every 6 months or less	
6405		What best describes your role in visiting this site?	Individual saver/investor	
			Bank or credit union representative	
			Member of the press	
			Financial planner	
			Pension fund manager	
			Hedge fund manager	
			Broker	
			Primary dealer	
			Research analyst	
			Other	
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	B
			Purchase a Treasury security	
			Open a TreasuryDirect account for myself	D,E
			Assist someone else in opening a TreasuryDirect account	
			Access my TreasuryDirect account	D,E
			Find info on exchanging paper savings bonds for electronic securities	
			Browsing the site	
			Other	A
7471	A	If you answered "Other" above, please specify other reason for visiting the site.		
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals	
			Learn about Treasury securities	
			Check rates	
			Learn about TreasuryDirect	
			Learn about T-bills, notes or TIPS	
			View the auction calendar	
			Learn about savings bonds	
			Calculate the current value of savings bonds owned	
			Learn how to exchange paper savings bonds for electronic securities	
			Other	C
7472	C	If you answered "Other" above, please specify other topic researched on the site.		
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful	
			Somewhat useful	
			Not very useful	
			Not at all useful	
			Don't know	
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy	
			Somewhat easy	
			Somewhat difficult	
			Very difficult	

Model Instance Name:		
TreasuryDirect Satisfaction Survey		
MID: NBZsgUZJohJxkpd1gRZQtA==		
Date: 1/6/12		

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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			Don't know	
6408		What source brought you to our site?	Search engine	
			Another website/link	
			Media/news story	
			Other government site	
			Site bookmarked	
			Referral from a friend/family/colleague/banker	
			Brochure, flyer, poster, or other printed material	
			Other	A
7475	A	If you answered "Other" above, please specify other source.		
6409		Did you find what you were looking for?	Yes	
			No	A
			Partially	
7822	A	If you didn't find what you were looking for, please specify the information wanted.		
6410		What method are you using to locate the information?	Navigating through the Web pages	X
			Site Map	X
			Search feature	Y,Z
			Categories on the top navigation bar	X
			Categories on the left navigation bar	X
			Quick Links	X
			All of the above	X,Y,Z
			Other	
7211	*Y*	*If you used the site's search feature today, which of the following describes your experience with the search feature?*	*Descriptions of results were helpful*	
			Descriptions of results were not helpful	
			Returned too many results	
			Returned not enough results	
			Returned results that were too similar/redundant	
			I was not sure what words to use in my search	
			Search required too many refinements to get to what I wanted	*B*
			Results were not relevant to my search terms/needs	*A*
			Search speed was too slow	
			Other	
KFB02170	*A*	*What **specific search term(s) did you use** in your search today to find the information you are looking for?*		
KFB02171	*B*	*If you had to **refine your initial search results**, **how many times did you have to refine** them to get the information you were looking for?*	*1 to 2 times*	
			3 to 4 times	
			5 or more times	
			Can't recall	
KFB02172	*Z*	*Please rate **how satisfied** you are with the **keyword search function** of this website.*	*1=Not very satisfied*	
			2	
			3	
			4	
			5	
			6	
			7	
			8	

<table>
<tr><td colspan="2">Model Instance Name:
TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 1/6/12</td><td><s>red & strike-through</s>: DELETE
<u>underlined & italicized</u>: RE-ORDER
pink: ADDITION
blue + -->: REWORDING</td></tr>
</table>

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			9	
			10=Very satisfied	
			Don't know	
7476	*X*	*What type of difficulty, if any, did you encounter with the navigation process?*	*Encountered no difficulties with the navigation*	
			Could not determine the best link on most pages	
			Could not navigate back to previous information	
			Would often feel lost, not know where I was	
			Had difficulty finding related information	
			Too many links or navigational choices	
			Links did not take me where I expected	
			Could not get started or did not know where to begin	
			Had difficulty finding detailed information	
			Had technical difficulties (e.g. broken links, error messages)	
			Navigation did not support what I was trying to accomplish	
			Navigated to the general area but could not find the specific information I needed	
			Other	
6411		Which method is most helpful to you?	Navigating through the Web pages	
			Site Map	
			Search feature	
			Categories on the top navigation bar	
			Categories on the left navigation bar	
			Quick Links	
			Other	
6412		What other information would you like to see on our site?	More information on Treasury securities	
			More information on TreasuryDirect	
			Better instructions on using TreasuryDirect	**B**
			Other	**A**
6413	A	If you answered "Other" above, please specify other information.		
7829	B	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.		
		Please rate the **clarity of the wording** on this site.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
		Please rate **how well you understand the wording** on this site.	1=Poor	
			2	
			3	
			4	

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
		Please rate this site on its **use of short, clear sentences**.	1=Poor	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Excellent	
			Don't know	
		How likely are you to **discourage others** from doing business with this agency?	1=Very unlikely	
			2	
			3	
			4	
			5	
			6	
			7	
			8	
			9	
			10=Very Likely	
6414		If you could make one improvement to this site, what would it be?		
AED08473		Which of the following do you use to **connect to the Internet**?	Dial-up service	
			DSL or cable modem	
			T-1 or T-3 (High Speed local area network)	
6415		What is your gender?	Female	
			Male	
6416		Which range best describes your age?	Under 18	
			18-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			85 or older	
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school	
			High school graduate or GED	
			Some college/vocational school	

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underlined & italicized: RE-ORDER
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TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
			College graduate	
			Some postgraduate school	
			Graduate/professional degree	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	single	Y		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Radio button, one-up vertical	single	N		
Text area, no char limit		N		
Drop down, select one	single	N		
Drop down, select one	single	N		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Text area, no char limit		N		
Drop down, select one	single	Y	**Skip Logic Group**	
Drop down, select one	*single*	*N*		
Text area, no char limit		*N*		
Drop down, select one	*single*	*Y*		
Radio button, scale, has don't know	*single*	*Y*		

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Drop down, select one	*single*	*N*		
Drop down, select one	single	Y		
Radio button, one-up vertical	single	Y		
Text area, no char limit		N		
Text area, no char limit		N		
Radio button, scale, has don't know	single	Y		Clarity of wording
Radio button, scale, has don't know	single	Y		Understand wording

Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Radio button, scale, has don't know	single	Y		Clear sentences
Radio button, scale, no don't know	single	Y		Word of mouth
Text area, no char limit		N		
Drop down, select one	single	**N**		
Drop down, select one	single	N		
Drop down, select one	single	N		
Drop down, select one	single	N		

	Single or Multi	Required Y/N	Special Instructions	CQ Label
Type (select from list)				

Model Instance Name:	red & strike-through: DELETE
TreasuryDirect Satisfaction Survey	*underlined & italicized*: RE-ORDER
MID: NBZsgUZJohJxkpd1gRZQtA==	pink: ADDITION
Date: 9/29/2009	blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
235		How frequently do you visit this site?	First time		Drop down, select one	single	Y
			More than once a day				
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
6405		What best describes your role in visiting this site?	Individual saver/investor		Drop down, select one	single	Y
			Bank or credit union representative				
			Member of the press				
			Financial planner				
			Pension fund manager				
			Hedge fund manager				
			Broker				
			Primary dealer				
			Research analyst				
			Other				
6406		What is your primary reason for visiting the site today?	Perform research (i.e., gather information)	B	Radio button, one-up vertical	single	Y
			Purchase a Treasury security				
			Open a TreasuryDirect account for myself	D,E			
			Assist someone else in opening a TreasuryDirect account				
			Access my TreasuryDirect account	D,E			
			Find info on exchanging paper savings bonds for electronic securities				
			Browsing the site				
			Other	A			
7471	A	If you answered "Other" above, please specify other reason for visiting the site.			Text area, no char limit		N
6407	B	If you answered "Perform research (i.e., gather information)" above, which of the following best describes the topic that you are researching on our site today?	Find ways to save for college or other goals		Radio button, one-up vertical	single	N
			Learn about Treasury securities				
			Check rates				
			Learn about TreasuryDirect				
			Learn about T-bills, notes or TIPS				
			View the auction calendar				
			Learn about savings bonds				
			Calculate the current value of savings bonds owned				
			Learn how to exchange paper savings bonds for electronic securities				
			Other	C			
7472	C	If you answered "Other" above, please specify other topic researched on the site.			Text area, no char limit		N
7473	D	If you indicated "access my TreasuryDirect account" or "Open a TreasuryDirect account" as your primary reason for visiting the site today, please tell us how useful are the user instructions within this application.	Very useful		Drop down, select one	single	N
			Somewhat useful				
			Not very useful				
			Not at all useful				
			Don't know				
7474	E	If you "accessed your TreasuryDirect account" or "opened a TreasuryDirect account" today, how easy was it to utilize the account features and navigate through the steps?	Very easy		Drop down, select one	single	N
			Somewhat easy				
			Somewhat difficult				
			Very difficult				
			Don't know				
6408		What source brought you to our site?	Search engine		Radio button, one-up vertical	single	Y
			Another website/link				
			Media/news story				
			Other government site				
			Site bookmarked				
			Referral from a friend/family/colleague/banker				
			Brochure, flyer, poster, or other printed material				

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underlined & italicized: RE-ORDER
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blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Other	A			
7475	A	If you answered "Other" above, please specify other source.			Text area, no char limit		N
6409		Did you find what you were looking for?	Yes		Drop down, select one	single	Y
			No				
			Partially				
7822		If you didn't find what you were looking for, please specify the information wanted.			Text area, no char limit		N
6410		What method are you using to locate the information?	Navigating through the Web pages		Drop down, select one	single	Y
			Site Map				
			Search feature				
			Categories on the top navigation bar				
			Categories on the left navigation bar				
			Quick Links				
			All of the above				
			Other				
6411		Which method is most helpful to you?	Navigating through the Web pages		Drop down, select one	single	Y
			Site Map				
			Search feature				
			Categories on the top navigation bar				
			Categories on the left navigation bar				
			Quick Links				
			Other				
7211		If you used the site's search feature today, which of the following describes your experience with the search feature?	Descriptions of results were helpful		Drop down, select one	single	N
			Descriptions of results were not helpful	A			
			Returned too many results				
			Returned not enough results				
			Returned results that were too similar/redundant				
			I was not sure what words to use in my search				
			Search required too many refinements to get to what I wanted	B			
			Results were not relevant to my search terms/needs	A			
			Search speed was too slow				
			Other				
KFB02170	A	What **specific search term(s) did you use** in your search today to find the information you are looking for?			Text area, no char limit		N
KFB02171	B	If you had to **refine your initial search results**, **how many times did you have to refine** them to get the information you were looking for?	1 to 2 times		Drop down, select one	single	N
			3 to 4 times				
			5 or more times				
			Can't recall				
KFB02172		Please rate **how satisfied** you are with the **keyword search function** of this website.	1=Not very satisfied		Radio button, scale, has don't know	single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Very satisfied				
			Don't know				
7476		What type of difficulty, if any, did you encounter with the navigation process?	Encountered no difficulties with the navigation		Drop down, select one	single	N
			Could not determine the best link on most pages				
			Could not navigate back to previous information				
			Would often feel lost, not know where I was				
			Had difficulty finding related information				
			Too many links or navigational choices				

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TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 9/29/2009

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pink: ADDITION
blue + -->: REWORDING

			TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Links did not take me where I expected				
			Could not get started or did not know where to begin				
			Had difficulty finding detailed information				
			Had technical difficulties (e.g. broken links, error messages)				
			Navigation did not support what I was trying to accomplish				
			Navigated to the general area but could not find the specific information I needed				
			Other				
6412		What other information would you like to see on our site?	More information on Treasury securities		Radio button, one-up vertical	single	Y
			More information on TreasuryDirect				
			Better instructions on using TreasuryDirect	B			
			Other	A			
6413	A	If you answered "Other" above, please specify other information.			Text area, no char limit		N
7829	B	If you answered "better instructions on using TreasuryDirect" above, please provide some specifics of how can we improve the instructions to make it easier for you to use the TreasuryDirect site.			Text area, no char limit		N
6414		If you could make one improvement to this site, what would it be?			Text area, no char limit		N
AED08473		Which of the following do you use to **connect to the Internet**?	Dial-up service		Drop down, select one	single	Y
			DSL or cable modem				
			T-1 or T-3 (High Speed local area network)				
6415		What is your gender?	Female		Drop down, select one	single	N
			Male				
6416		Which range best describes your age?	Under 18		Drop down, select one	single	N
			18-24				
			25-34				
			35-44				
			45-54				
			55-64				
			65-74				
			75-84				
			85 or older				
6417		Which of the following indicates the highest level of education you have completed?	Grade school or some high school		Drop down, select one	single	N
			High school graduate or GED				
			Some college/vocational school				
			College graduate				
			Some postgraduate school				
			Graduate/professional degree				
AED07604		Please rate how **thoroughly** this website **discloses information** about what this agency is doing.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07605		Please rate how **quickly agency information is made available** on this website.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				

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			TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST				

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07606		Please rate how well information about what this agency is doing **can be accessed by the public** on this website.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07607		Please rate how well this website **provides opportunities for you to participate** in policymaking.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07608		Please rate how well this website **encourages you to share your ideas and knowledge** with this agency.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07609		Please rate how well this website **solicits public input on important issues** this agency addresses.	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
AED07610		Based on information you have seen on this website, please rate **how well this agency collaborates** with other parts of the **government.**	1=Poor		Radio button, scale, has don't know	Single	Y
			2				
			3				
			4				
			5				
			6				

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			TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST					
QID	**Skip Logic Label**	**Question Text**	**Answer Choices (limited to 50 characters)**	**Skip to**	**Type (select from list)**	**Single or Multi**	**Required Y/N**	

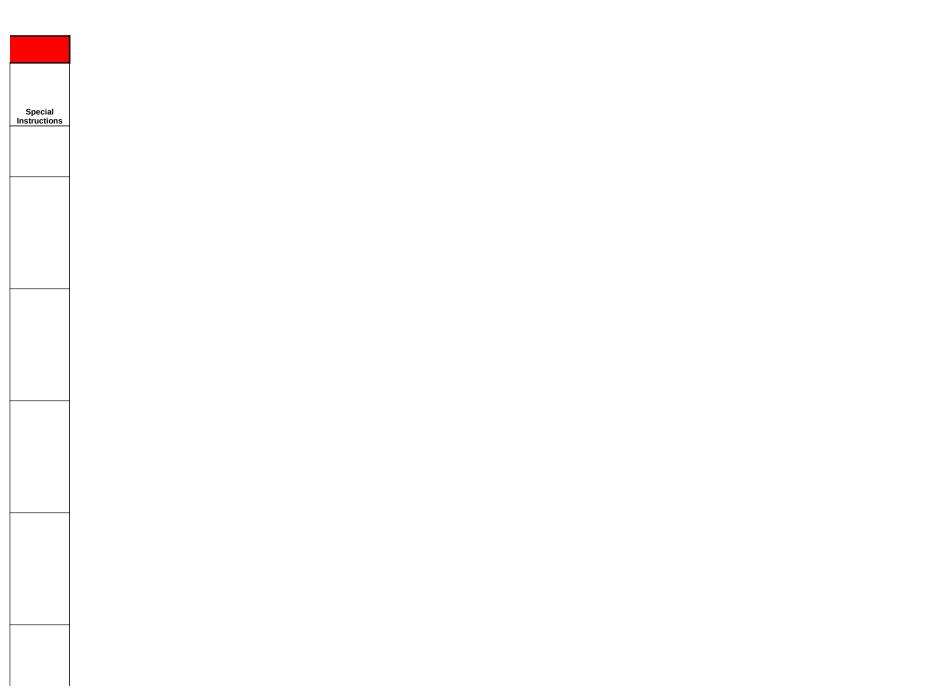| QID	Skip Logic Label	Question Text	Answer Choices	Skip to	Type	Single or Multi	Required Y/N
			~~7~~				
			~~8~~				
			~~9~~				
			~~10=Excellent~~				
			~~Don't know~~				
~~AED07611~~		~~Based on information you have seen on this website, please rate **how well this agency collaborates** with the **private sector.**~~	~~1=Poor~~		~~Radio button, scale, has don't know~~	~~Single~~	~~Y~~
			~~2~~				
			~~3~~				
			~~4~~				
			~~5~~				
			~~6~~				
			~~7~~				
			~~8~~				
			~~9~~				
			~~10=Excellent~~				
			~~Don't know~~				
~~AED07612~~		~~Please rate how well this website provides **tools that facilitate interactive discussions** with the public.~~	~~1=Poor~~		~~Radio button, scale, has don't know~~	~~Single~~	~~Y~~
			~~2~~				
			~~3~~				
			~~4~~				
			~~5~~				
			~~6~~				
			~~7~~				
			~~8~~				
			~~9~~				
			~~10=Excellent~~				
			~~Don't know~~				
~~AED07613~~		~~Please rate your **level of trust in this agency**.~~	~~1 =Not at all Trustworthy~~		~~Radio button, scale, no don't know~~	~~Single~~	~~Y~~
			~~2~~				
			~~3~~				
			~~4~~				
			~~5~~				
			~~6~~				
			~~7~~				
			~~8~~				
			~~9~~				
			~~10=Very Trustworthy~~				
~~AED07614~~		~~Please rate your likelihood to **express your thoughts or ideas to this agency** in the next 90 days.~~	~~1=Very Unlikely~~		~~Radio button, scale, no don't know~~	~~Single~~	~~Y~~
			~~2~~				
			~~3~~				
			~~4~~				
			~~5~~				
			~~6~~				
			~~7~~				
			~~8~~				
			~~9~~				
			~~10=Very Likely~~				
~~AED07615~~		~~Please rate your likelihood to **participate in a discussion** with this agency online using **chat, wikis, discussion boards, or blogs** in the next 90 days.~~	~~1=Very Unlikely~~		~~Radio button, scale, no don't know~~	~~Single~~	~~Y~~
			~~2~~				
			~~3~~				
			~~4~~				
			~~5~~				
			~~6~~				
			~~7~~				
			~~8~~				

Model Instance Name:
TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 9/29/2009

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			9				
			10=Very Likely				

Special Instructions

Special Instructions

Special Instructions
Internet connection

Special Instructions

Special Instructions

Special Instructions	

Model Instance Name:
TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 3/1/2008

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How **frequently** do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004444		Are you a **registered user** on this site?	I am registered		Radio button, one-up vertical	Single
			I am not registered, and do not intend to	A		
			I am not registered, but intend to register during my visit today			
CQ0004444	A	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004444		What best describes your **primary reason** for visiting the site today?	Researching products for possible inclusion in a design	B	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	C		
			Other (please specify)	A		
CQ0004444	A	Other primary reason			Text area, no char limit	Single
CQ0004444	B	What type of information were you looking for when researching products for the **possible inclusion in a design**?	Spec		Checkbox, one-up vertical	Multi
			3D models			
			Product application			
			Green information			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004444	C	What type of information were you looking for when researching products for the **possible inclusion in a design**?	CAD		Checkbox, one-up vertical	Multi
			Spec			
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			

Model Instance Name:
TreasuryDirect Satisfaction Survey
MID: NBZsgUZJohJxkpd1gRZQtA==
Date: 3/1/2008

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

	TreasuryDirect Satisfaction Survey CUSTOM QUESTION LIST					

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other			
CQ0004444		How were you primarily **seeking information** on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature			
			Other (please specify)	A		
CQ0004444	A	Other reason seeking information			Text field, <100 char	Single
CQ0004444		Were you able to **find what you were looking for** today?	Yes		Radio button, one-up vertical	Single
			No	B		
			Not sure	C,D		
CQ0004444	A	Why were you **not able to find** what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
CQ0004444	B	Since you could not find what you were looking for, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	E		
			Other			
CQ0004444	C	Why were you **not sure**?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
CQ0004444	D	Since you were not sure, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004444	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004444	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004444		What **other sources** do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
			Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize
N	
Y	
N	
Y	
Y	

Required Y/N	Special Instructions
Y	
N	
Y	
Y	
Y	
Y	
Y	
N	
N	
Y	