Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Examples

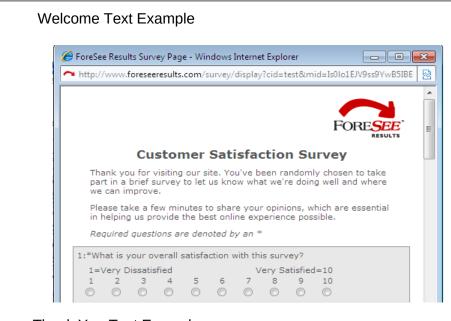Welcome Text Example

Welcome Text

Thank you for visiting the Federal Railroad Administration website. You've been randomly selected to take part in a brief survey to let us know what we're doing well and where we can improve.

Please spend a few minutes to share your opinions and let us know how we can improve our website to help you find accurate information quickly. Our goal is to make your experience the best it can be!

Thank You Text Example
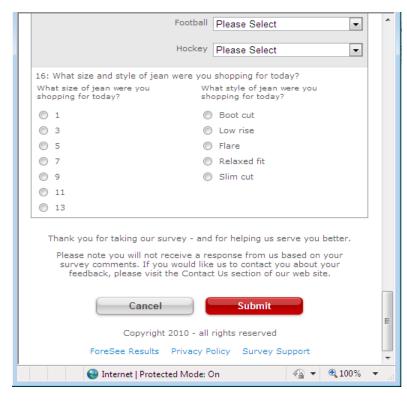

Thank You Text

Thank you for investing your time to enable us to improve the Federal Railroad Administration website. Your input will provide useful feedback so that we can serve you better.

Please note that the survey responses you provided will be used to help us make improvements to the website; however, you will not receive a response from us. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

FORE*SEE*™
RESULTS

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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**	**Return (1=Very Unlikely, 10=Very Likely)**
Please rate your perception of the **accuracy of information** on this site.	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	How likely are you to **return to this site**?
Please rate the **quality of information** on this site.	How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*	**Recommend (1=Very Unlikely, 10=Very Likely)**
Please rate the **freshness of content** on this site.	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	How likely are you to **recommend this site to someone else**?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the **visual appeal** of this site.		
Please rate the **balance of graphics and text** on this site.		
Please rate the **readability of the pages** on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate **how well the site is organized**.		
Please rate the **options available for navigating** this site.		
Please rate **how well the site layout helps you find what you are looking for.**		
Please rate the **number of clicks to get where you want** on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how **quickly pages load** on this site.		
Please rate the **consistency of speed from page to page** on this site.		
Please rate the **ability to load pages without getting error messages** on this site.		
Functionality (1=Poor, 10=Excellent, Don't Know)		
Please rate the **usefulness of the website tools** (search, print, RSS feed, forms, etc.) provided on this site.		
Please rate the **convenient placement of the website tools** (search, print, RSS feed, forms, etc.) on this site.		
Please rate the **variety of website tools** (search, print, RSS feed, forms, etc.) on this site.		

Federal Railroad Administration 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	Special Instructions

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		Model Instance Name:	red & strike-through: DELETE
		Federal Railroad Administration	underlined & italicized: RE-ORDER
		MID: 9FtVIQgMwBIw4x1p18J1Vw==	pink: ADDITION
		Date: 4.4.14	blue + -->: REWORDING

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Railroad Administration CUSTOM QUESTION

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC2600		Is this your first time visiting the Federal Railroad Administration's website?	Yes		Radio button, one-up vertical	Single	N	