

Model Instance Name:  
NRCS Satisfaction Survey v2

MID: BcdYExRBBY1wJc4wV41Y1A==

Date: 1/19/2012



## 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.

### Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

## Examples

### Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer  
http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE

**FORESEE RESULTS**

### Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an \**

1: \*What is your overall satisfaction with this survey?

1=Very Dissatisfied                      Very Satisfied=10

1   2   3   4   5   6   7   8   9   10

### Thank You Text Example

Football

Hockey

16: What size and style of jean were you shopping for today?

What size of jean were you shopping for today?      What style of jean were you shopping for today?

1                                               Boot cut

3                                               Low rise

5                                               Flare

7                                               Relaxed fit

9                                               Slim cut

11

13

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

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[ForeSee Results](#) [Privacy Policy](#) [Survey Support](#)

Internet | Protected Mode: On      100%

Model Instance Name:  
NRCS Satisfaction Survey v2

MID: BcdYExRBBY1wJc4wV41Y1A==

Date: 3/16/2012



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>		Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Content - Accuracy	Please rate the <b>accuracy of information</b> on this site.			How likely are you to <b>return to this site</b> ?
Content - Quality	Please rate the <b>quality of information</b> on this site.			<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Content - Freshness	Please rate the <b>freshness of content</b> on this site.	Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Feels Short, 10=Exceeds)	How likely are you to <b>recommend this site to someone else</b> ?
<b>Look and Feel (1=Poor, 10=Excellent)</b>		Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this site.			How likely are you to use this site as your <b>primary resource in obtaining information about this agency</b> ?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.			
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.			
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>				
Functionality - Usefulness	Please rate the <b>usefulness of the website tools provided</b> on this site.			
Functionality - Convenient	Please rate the <b>convenient placement of the website tools</b> on this site.			
Functionality - Variety	Please rate the <b>variety of website tools</b> on this site.			
<b>Plain Language (1=Poor, 10=Excellent, Don't Know)</b>				
Plain Language - Clear	Please rate the <b>clarity of the wording</b> on this site.			
Plain Language - Understandable	Please rate how <b>well you understand the wording</b> on this site.			
Plain Language - Concise	Please rate this site on its <b>use of short, clear sentences</b> .			
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
Navigation - Organized	Please rate <b>how well the site is organized</b> .			
Navigation - Options	Please rate the <b>options available for navigating</b> this site.			
Navigation - Layout	Please rate <b>how well the site layout helps you find what you are looking for</b> .			
Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> on this site.			
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				
Site Performance - Loading	Please rate how <b>quickly pages load</b> on this site.			
Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.			
Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> on this site.			

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~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

NRCS Satisfaction Survey v2 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
MMW2053		How frequently do you visit this site?	First time		Radio button, one-up vertical	S	Y



Special  
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Special  
Instructions



Model Instance Name:  
NRCS Content + Search

MID: 52uJGoPKT1zRKrPDUPQDhw==

Date: 8/22/2011



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent)</b>	<b>Satisfaction</b>	<b>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</b>
1 Please rate the <b>accuracy of information</b> on this site. 2 Please rate the <b>quality of information</b> on this site. 3 Please rate the <b>freshness of content</b> on this site.	21 What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied) 22 How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds) 23 How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	24 How likely are you to <b>return to this site</b> ?  <b>Recommend (1=Not Very Likely, 10=Very Likely)</b> 25 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent)</b>		<b>Primary Resource (1=Not Very Likely, 10=Very Likely)</b>
4 Please rate the <b>usefulness of the information provided</b> on this site. 5 Please rate the <b>convenience of the information</b> on this site. 6 Please rate the <b>ability to accomplish what you wanted to</b> on this site.		26 How likely are you to use this site as your <b>primary resource in obtaining information about this agency</b> ?
<b>Look and Feel (1=Poor, 10=Excellent)</b>		
7 Please rate the <b>ease of reading</b> this site. 8 Please rate the <b>clarity of site organization</b> . 9 Please rate the <b>clean layout of this site</b> .		
<b>Navigation (1=Poor, 10=Excellent)</b>		
10 Please rate the degree to which the <b>number of steps it took to get where you want</b> is acceptable. 11 Please rate the <b>ability to find the information you want</b> on this site. 12 Please rate the <b>clarity of site map/directory</b> . 13 Please rate the <b>ease of navigation</b> on this site.		
<b>Search (1=Poor, 10=Excellent)</b>		
14 Please rate the <b>usefulness of search results</b> on this site. 15 Please rate how this site <b>provides comprehensive search results</b> . 16 Please rate the <b>organization of search results for this site</b> . 17 Please rate how the <b>search feature helps you to narrow the results</b> to find the information you want.		
<b>Site Performance (1=Poor, 10=Excellent)</b>		
18 Please rate the <b>speed of loading the page</b> on this site. 19 Please rate the <b>consistency of speed</b> on this site. 20 Please rate the <b>reliability of site performance</b> on this site.		

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NRCS Content + Search 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
3361		How <b>frequently</b> do you visit this site?	First time		Radio button, two-up vertical	S	Y



Special  
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