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

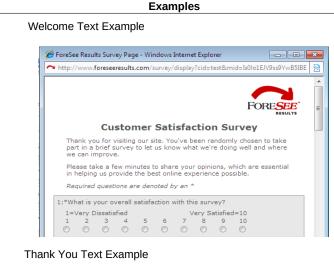
Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

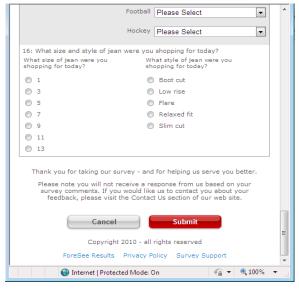
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

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.





Model Instance Name: NRCS Satisfaction Survey v2

MID: BcdYExRBBY1wJc4wV41Y1A==

Date: 3/16/2012



	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
Content -	Please rate the accuracy of information on this site.	Satisfaction -	What is your overall satisfaction with this site?	Return	How likely are you to return to this site?
Accuracy	ricase rate the assuracy of information on this site.	Overall	(1=Very Dissatisfied, 10=Very Satisfied)	ricium	now likely are you to retain to and site.
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)		Recommend (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? (1=Not Very Close, 10=Very Close)	Recommend	How likely are you to recommend this site to someone else
	Look and Feel (1=Poor, 10=Excellent)				Primary Resource (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.			Primary Resource	How likely are you to use this site as your primary resource obtaining information about this agency?
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.				
	Functionality (1=Poor, 10=Excellent, Don't Know)				
Usefulness	Please rate the usefulness of the website tools provided on this site.				
Convenient	Please rate the convenient placement of the website tools on this site.				
Functionality - Variety	Please rate the variety of website tools on this site.				
Disir I susuana	Plain Language (1=Poor, 10=Excellent, Don't Know)				
Clear	Please rate the clarity of the wording on this site.				
Plain Language - Understandable	Please rate how well you understand the wording on this site.				
Plain Language - Concise	Please rate this site on its use of short, clear sentences.				
	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.				
	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.				
	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.				
	Please rate the ability to load pages without getting error messages on this site.				

Model Instance Name:

NRCS Satisfaction Survey v2

red & strike-through: DELETE
underlined & italicized: RE-ORDER

BcdYExRBBY1wJc4wV41Y1A==

pink: ADDITION

MID:

Date: 3/16/2012

blue + -->: REWORDING

NRCS Satisfaction Survey v2 CUSTOM QUESTION LIST

		Skip Logic		Answer Choices			Single or	Required	
	QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	
Ī	MMW2053		How frequently do you visit this site?	First time		Radio button, one-up vertical	S	Υ	



Model Instance Name:

NRCS Satisfaction Survey v2

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BcdYExRBBY1wJc4wV41Y1A==

pink: ADDITION

MID:

Date: 3/16/2012

blue + -->: REWORDING

NRCS Satisfaction Survey v2 CUSTOM QUESTION LIST

		Skip Logic		Answer Choices			Single or	Required	
	QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	
Ī	MMW2053		How frequently do you visit this site?	First time		Radio button, one-up vertical	S	Υ	



Model Instance Name:

NRCS Satisfaction Survey v2

red & strike-through: DELETE
underlined & italicized: RE-ORDER

BcdYExRBBY1wJc4wV41Y1A==

pink: ADDITION

MID:

Date: 3/16/2012

blue + -->: REWORDING

NRCS Satisfaction Survey v2 CUSTOM QUESTION LIST

		Skip Logic		Answer Choices			Single or	Required	
	QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	
Ī	MMW2053		How frequently do you visit this site?	First time		Radio button, one-up vertical	S	Υ	



Model Instance Name: NRCS Content + Search

MID: 52uJGoPKT1zRKrPDUPQDHw==

Date: 8/22/2011



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

Model Instance Name:

NRCS Content + Search

MID: 52uJGoPKT1zRKrPDUPQDHw==

Date: 8/22/2011

NRCS Content + Search CUSTOM QUESTION LIST

NRCS Content + Search CUSTOM QUESTION LIST

First time

Answer Choices

(limited to 50 characters)

Skip to

Type (select from list)

Radio button, two-up vertical

Skip

Logic Label

Question Text

How frequently do you visit this site?

QID

3361

Single or Multi Required Y/N

S

