

Model Instance Name:
U.S. Dept of Health and Human Services Program Support Center

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: Fill In Date



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 PSC.gov. You have been randomly selected to take part in a brief survey to let the Program Support Center 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 PSC 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

The screenshot shows a web browser window displaying a survey page. The URL is <http://www.foreseeresults.com/survey/display?cid=test&mid=Is0lo1EJV9ss9YwB5IBE>. The page features the ForeSee Results logo and the title "Customer Satisfaction Survey". The main text reads: "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 *". Below this is a question: "1: *What is your overall satisfaction with this survey?". The response options are a scale from 1 to 10, with 1 labeled "Very Dissatisfied" and 10 labeled "Very Satisfied".

Thank You Text Example

The screenshot shows a web browser window displaying a survey page. At the top, there are two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below these is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is a "Thank you" message: "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." At the bottom of the survey area are "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

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Program Support Center Web Survey

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 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 ?	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 ?	How likely are you to recommend this site to someone else ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this site.		How likely are you to use this site as your primary resource for obtaining information from this organization ?
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.		
Search (1=Poor, 10=Excellent, Don't Know)		
Please rate the relevance of search results on this site.		
Please rate the organization of search results on this site.		
Please rate how well the search results help you decide what to select .		
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)		
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.		

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pink: ADDITION

blue + -->: REWORDING

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single	Y
			To access the ITAS system to log or check my time	B			
			To download forms				
			To find specific contact information for an employee or department				
		Other (please specify)	C				
SAC0427	B	Which forms did you plan to download today?			Text area, no char limit		N
SAC0428	C	Why did you visit the Program Support Center today?			Text area, no char limit		N
SAC0429	A	On which product or service were you looking for information today?	Accounting		Checkbox, one-up	Multi	Y
			Automated External Defibrillator				
			Board for Corrections				
			Child Care Subsidy Program				
			Customer Contact Center				
			Debt Collection				
			Departmental Forms Management				
			Digital Conversion and Archiving of Documents				
			Employee Assistance Program				
			Employee Child Care Centers				
			Environmental Health				
			Facilities Operations & Management				
			Financial Reporting				
			Freedom of Information Act (FOIA)				
			GO!card® Transit Benefits				
			Grant Payments				
			Graphic Arts				
			Health Clinics				
			Indirect Cost Negotiations				
			Labor and Moving				
			Mail Delivery				
			Mail Screening				
			McKinney-Vento Act Administration				
			Medical Supply				
			Negotiated Contracts and Simplified Acquisitions				
			Organizational Development and Leadership				
			Payroll Liaison				
Personal Property Management System							
Printing							
Product Distribution							
Property Disposal							
Purchase Card Management							
Real Property Strategy							
Regional Support							

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Section 508 Compliance Testing and Remediation				
			Shredding				
			Storage				
			Travel Arrangements and Reimbursements				
			Wellness/Fitness				
			Work/Life Program				
			Other (please specify)	D			
SAC0430	D	Other services or products:			Text area, no char limit		N
SAC0431		Are you a Health & Human Services Employee?	Yes		Radio button, one-up vertical	Single	Y
			No	A			
SAC0432	A	With which federal agency are you currently employed?	Agency for International Development		Radio button, one-up vertical	Single	Y
			Department of Agriculture				
			Department of Commerce				
			Department of Defense				
			Department of Education				
			Department of Homeland Security				
			Department of Housing and Urban Development				
			Department of the Interior				
			Department of Justice				
			Department of Labor				
			Department of State				
			Department of the Interior				
			Department of the Treasury				
			Department of Transportation				
			Department of Veterans Affairs				
			Executive Office of the President				
			Federal Legislative Branch				
			General Accounting Office				
			General Services Administration				
			Independent Agencies				
			Judicial Branch				
			National Aeronautics and Space Administration				
			Office of Personnel Management				
			Peace Corps				
			Postal Service				
			Private Vendor				
			Quasi Official INTNL & Non Govt				
			Railroad Retirement Board				
			Securities and Exchange Commission				
			Other federal agency (please specify)	B			
			Do not work for a federal agency				
SAC0433	B	Other federal agency:			Text area, no char limit	Single	N
SAC0435		How often do you visit PSC.gov?	This is my first visit		Radio button, one-up vertical	Single	Y
			A few times per year				
			A few times per month				
			A few times per week				
			Everyday <-- DOT - Just removing space between Every day				
			Multiple times				

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	Yes No I did not have a specific goal in visiting PSC.gov today.	B	Radio button, one-up vertical	Single	Y
CAS0058762	B	Why could you not accomplish your goal today?			Text area, no char limit		N
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?			Text area, no char limit	Single	N



Special Instructions	CQ Label
Skip Logic Group	Visit Reason
Skip Logic Group	OE Forms
Skip Logic Group	Other Visit Reason
Skip Logic Group	Product/Service

Special Instructions	CQ Label
Skip Logic Group	Other Product/Service
Skip Logic Group	HHS?
Skip Logic Group	Federal Agency
Skip Logic Group	Other Federal Agency
	Visit Frequency



Special Instructions	CQ Label
Skip Logic Group	Accomplish Goal?
Skip Logic Group	OE_ Why not accomplish
	Suggested Changes

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
			To access the ITAS system to log or check my time	B				
			To download forms					
			To find specific contact information for an employee or department					
		Other (please specify)	C					
SAC0427	B	Which forms did you plan to download today?			Text area, no char limit		N	Skip Logic Group
SAC0428	C	Why did you visit the Program Support Center today?			Text area, no char limit		N	Skip Logic Group
SAC0429	A	On which product or service were you looking for information today?	Accounting		Checkbox, one-up	Multi	Y	Skip Logic Group
			Automated External Defibrillator					
			Board for Corrections					
			Child Care Subsidy Program					
			Customer Contact Center					
			Debt Collection					
			Departmental Forms Management					
			Digital Conversion and Archiving of Documents					
			Employee Assistance Program					
			Employee Child Care Centers					
			Environmental Health					
			Facilities Operations & Management					
			Financial Reporting					
			Freedom of Information Act (FOIA)					
			GO!card® Transit Benefits					
			Grant Payments					
			Graphic Arts					
			Health Clinics					
			Indirect Cost Negotiations					
			Labor and Moving					
			Mail Delivery					
			Mail Screening					
			McKinney-Vento Act Administration					
			Medical Supply					
			Negotiated Contracts and Simplified Acquisitions					
			Organizational Development and Leadership					
			Payroll Liaison					
Personal Property Management System								
Printing								
Product Distribution								
Property Disposal								
Purchase Card Management								
Real Property Strategy								
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QID	Emp Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Section 508 Compliance Testing and Remediation					
			Shredding					
			Storage					
			Travel Arrangements and Reimbursements					
			Wellness/Fitness					
			Work/Life Program					
			Other (please specify)	D				
SAC0430	D	Other services or products:			Text area, no char limit		N	Skip Logic Group
SAC0431		Are you a Health & Human Services Employee?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	A				
SAC0432	A	With which federal agency are you currently employed?	Agency for International Development		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Department of Agriculture					
			Department of Commerce					
			Department of Defense					
			Department of Education					
			Department of Homeland Security					
			Department of Housing and Urban Development					
			Department of the Interior					
			Department of Justice					
			Department of Labor					
			Department of State					
			Department of the Interior					
			Department of the Treasury					
			Department of Transportation					
			Department of Veterans Affairs					
			Executive Office of the President					
			Federal Legislative Branch					
			General Accounting Office					
			General Services Administration					
			Independent Agencies					
			Judicial Branch					
			National Aeronautics and Space Administration					
			Office of Personnel Management					
			Peace Corps					
			Postal Service					
			Private Vendor					
			Quasi Official INTNL & Non Govt					
			Railroad Retirement Board					
			Securities and Exchange Commission					
			Other federal agency (please specify)	B				
			Do not work for a federal agency					
SAC0433	B	Other federal agency:			Text area, no char limit	Single	N	Skip Logic Group
SAC0434		In which U.S. state are you based?	Alabama		Drop-down, select one	Single	Y	
			Alaska					
			Arkansas					
			Arizona					
			California					
			Colorado					
			Connecticut					

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			District of Columbia Delaware Florida Georgia Hawaii Idaho Illinois Indiana Kansas Kentucky Louisiana Maryland Massachusetts Maine Michigan Minnesota Missouri Mississippi Montana Nebraska New Hampshire New Jersey New Mexico Nevada New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Virginia Vermont West Virginia Washington Wisconsin Wyoming Outside the U.S.					
SAC0435		How often do you visit PSC.gov?	This is my first visit A few times per year A few times per month A few times per week Everyday <-- DOT - Just removing space between Every day Multiple times per week		Radio button, one-up vertical	Single	Y	
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	Yes No I did not have a specific goal in visiting PSC.gov today.	B	Radio button, one-up vertical	Single	Y	Skip Logic Group

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QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC0437	A	Which goal could you not accomplish on PSC.gov today?			Text area, no char limit	Single	N	Skip Logic Group
	B	Why could you not accomplish your goal today?			Text area, no char limit		N	Skip Logic Group
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?			Text area, no char limit	Single	N	
SAC0439		What do you plan to do next?	Call someone to learn more about products and services available Email someone to learn more about products and services available Call someone to order or purchase products or services available Email someone to order or purchase products or service available Download the PSC Service and Product Directory I do not plan to do any of the above		Radio button, one-up vertical	Single	Y	
SAC0440		If you could purchase products or services using this website, how likely would you be to place your order online?	Very likely Somewhat likely Somewhat unlikely Very unlikely	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group
SAC0441	A	Why would you be unlikely to order online?			Text area, no char limit		N	Skip Logic Group



CQ Label
Visit Reason

OE Forms

Other Visit Reason

Product/Service



CQ Label

Other
Product/Service

HHS?

Federal Agency

Other Federal
Agency

State



CQ Label

Visit Frequency

Accomplish Goal?

CQ Label
Goal-Not accomplished
OE_ Why not accomplish
Suggested Changes
Do-next?
Likely-to-purchase online
Why-unlikely-to purchase-online

SAC0429	A	On which product or service were you looking for information today? (Check all that apply)	SAC0429A001 Accounting Services SAC0429A002 Asset Management SAC0429A003 Automated External Defibrillator Services SAC0429A004 Background Investigations SAC0429A005 Board for Corrections SAC0429A006 Building Management SAC0429A007 Clinical Health and Wellness Services SAC0429A008 Compensation Services SAC0429A009 Conference Services SAC0429A010 Cooperative Administrative Support Units (CASUs) SAC0429A011 Cost Allocation/Indirect Cost Negotiations Child Care Subsidy Program Customer Contact Center SAC0429A012 Debt Collection SAC0429A013 Departmental Forms Management Digital Conversion and Archiving of Documents SAC0429A014 Digital Fingerprinting and Special Agency Checks SAC0429A015 Employee Assistance Program SAC0429A016 Employee Child Care Services Centers SAC0429A017 Environmental Health Services Facilities Operations & Management SAC0429A018 Financial Enterprise Systems Management SAC0429A019 Financial Reporting SAC0429A020 Freedom of Information Act (FOIA) GO!card® Transit Benefits Grant Payments SAC0429A021 General Storage SAC0429A022 Graphic Arts SAC0429A023 HHS Information Hotline- SAC0429A024 HHS Travel Services SAC0429A025 HSPD-12 (PIV) Badge Recertification SAC0429A026 HSPD-12 Services SAC0429A027 Human Resource Systems Health Clinics Indirect Cost Negotiations SAC0429A028 IT Infrastructure and Operations Services SAC0429A029 IT Security Services Labor and Moving Mail Delivery SAC0429A030 Mail Screening McKinney-Vento Act Administration Medical Supply SAC0429A031 Mail Management and Policy Branch SAC0429A032 Medical Affairs >Negotiated Contracts and Simplified Acquisitions Organizational Development and Leadership SAC0429A033 Payroll Liaison Personal Property Management System Printing SAC0429A034 ONE-DHHS Contact Center SAC0429A035 Payment Management (Grant) Services SAC0429A036 Payroll Accounting Services SAC0429A037 Payroll Services SAC0429A038 Physical Security SAC0429A039 Printing Procurement SAC0429A040 Product Distribution SAC0429A041 Project Management SAC0429A042 Property Disposal SAC0429A043 Purchase Card Management SAC0429A044 Real Property Strategy SAC0429A045 Regional Support Program	Checkbox, one-up	Multi	Y
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			SAC0429A046 SAC0429A047 SAC0429A048 SAC0429A049 SAC0429A050 SAC0429A051 SAC0429A052 SAC0429A053 SAC0429A054 SAC0429A055 SAC0429A056 SAC0429A057 SAC0429A058	Section 508 Compliance Testing and Remediation Relocation Services Shredding Storage Simplified Acquisitions- Space Acquisition Space Alterations Subsidized Mass Transit Tickets (Transhare and GO!card) Supply Service Center Telecommunications Management Telecommunications Services Vehicle Rental Services Travel Arrangements and Reimbursements Wellness/Fitness Work/Life Services Program Other (please specify)				
SAC0430	D	Other services or products:			D	Text area, no char limit	Single	N
SAC0431		Are you a Health & Human Services Employee?	SAC0431A001 SAC0431A002	Yes No		Radio button, one-up vertical	Single	Y
SAC0432	A	With which federal agency are you currently employed?	SAC0432A001 SAC0432A002 SAC0432A003 SAC0432A004 SAC0432A005 SAC0432A006 SAC0432A007 SAC0432A008 SAC0432A009 SAC0432A010 SAC0432A011 SAC0432A012 SAC0432A013 SAC0432A014 SAC0432A015 SAC0432A016 SAC0432A017 SAC0432A018 SAC0432A019 SAC0432A020 SAC0432A021 SAC0432A022 SAC0432A023 SAC0432A024 SAC0432A025 SAC0432A026 SAC0432A027 SAC0432A028 SAC0432A029 SAC0432A030	Agency for International Development Department of Agriculture Department of Commerce Department of Defense Department of Education Department of Homeland Security Department of Housing and Urban Development Department of the Interior Department of Justice Department of Labor Department of State Department of the Interior Department of the Treasury Department of Transportation Department of Veterans Affairs Executive Office of the President Federal Legislative Branch General Accounting Office General Services Administration Independent Agencies Judicial Branch National Aeronautics and Space Administration Office of Personnel Management Peace Corps Postal Service Private Vendor Quasi Official INTNL & Non Govt Railroad Retirement Board Securities and Exchange Commission Other federal agency (please specify)	A	Radio button, one-up vertical	Single	Y
SAC0433	B	Other federal agency:			B	Text area, no char limit	Single	N
SAC0434		In which U.S. state are you based?	SAC0434A001 SAC0434A002 SAC0434A003 SAC0434A004 SAC0434A005 SAC0434A006 SAC0434A007 SAC0434A008 SAC0434A009 SAC0434A010 SAC0434A011	Alabama Alaska Arkansas Arizona California Colorado Connecticut District of Columbia Delaware Florida Georgia		Drop down, select one	Single	Y

			SAC0434A012	Hawaii				
			SAC0434A013	Idaho				
			SAC0434A014	Illinois				
			SAC0434A015	Indiana				
			SAC0434A016	Kansas				
			SAC0434A017	Kentucky				
			SAC0434A018	Louisiana				
			SAC0434A019	Maryland				
			SAC0434A020	Massachusetts				
			SAC0434A021	Maine				
			SAC0434A022	Michigan				
			SAC0434A023	Minnesota				
			SAC0434A024	Missouri				
			SAC0434A025	Mississippi				
			SAC0434A026	Montana				
			SAC0434A027	Nebraska				
			SAC0434A028	New Hampshire				
			SAC0434A029	New Jersey				
			SAC0434A030	New Mexico				
			SAC0434A031	Nevada				
			SAC0434A032	New York				
			SAC0434A033	North Carolina				
			SAC0434A034	North Dakota				
			SAC0434A035	Ohio				
			SAC0434A036	Oklahoma				
			SAC0434A037	Oregon				
			SAC0434A038	Pennsylvania				
			SAC0434A039	Rhode Island				
			SAC0434A040	South Carolina				
			SAC0434A041	South Dakota				
			SAC0434A042	Tennessee				
			SAC0434A043	Texas				
			SAC0434A044	Utah				
			SAC0434A045	Virginia				
			SAC0434A046	Vermont				
			SAC0434A047	West Virginia				
			SAC0434A048	Washington				
			SAC0434A049	Wisconsin				
			SAC0434A050	Wyoming				
			SAC0434A051	Outside the U.S.				
SAC0435		How often do you visit PSC.gov?	SAC0435A001	This is my first visit		Radio button, one-up vertical	Single	Y
			SAC0435A002	A few times per year				
			SAC0435A003	A few times per month				
			SAC0435A004	A few times per week				
			SAC0435A005	Every day				
			SAC0435A006	Multiple times per day				
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	SAC0436A001	Yes		Radio button, one-up vertical	Single	Y
			SAC0436A002	No	A			
			SAC0436A003	I did not have a specific goal in visiting PSC.gov today.				
SAC0437	A	Which goal could you not accomplish on PSC.gov today?				Text area, no char limit	Single	N
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?				Text area, no char limit	Single	N
SAC0439		What do you plan to do next?	SAC0439A001	Call someone to learn more about products and services available		Radio button, one-up vertical	Single	Y
			SAC0439A002	Email someone to learn more about products and services available				
			SAC0439A003	Call someone to order or purchase products or services available				
			SAC0439A004	Email someone to order or purchase products or service available				
			SAC0439A005	Download the PSC Service and Product Directory				
			SAC0439A006	I do not plan to do any of the above				
SAC0440		If you could purchase products or services using this website, how likely would you be to place your order online?	SAC0440A001	Very likely		Radio button, one-up vertical	Single	Y
			SAC0440A002	Somewhat likely				
			SAC0440A003	Somewhat unlikely	A			

SAC0441	A	Why would you be unlikely to order online?	SAC0440A004	Very unlikely	A	Text area, no char limit	N
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Skip Logic Group	Product/Service

Skip Logic Group	Other Product/Service
Skip Logic Group	HHS?
Skip Logic Group	Federal Agency
Skip Logic Group	Other Federal Agency
	State

	Visit Frequency
Skip Logic Group	Accomplish Goal?
Skip Logic Group	Goal Not accomplished
	Suggested Changes
	Do next?
Skip Logic Group	Likely to purchase online

Skip Logic Group	Why unlikely to purchase online