FBI V3 MID: F4Bth9IFkdNJVJ90Y5VZUg==

Date: 8/25/2011

	<u> </u>	
Model questio ELEMENTS (drivers of satisfaction)	ns utilize the ACSI methodology to determine scores and CUSTOMER SATISFACTION	Impacts FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	17 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20 How likely are you to return to this site?
2 Please rate the quality of information on this site.	18 How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	21 Likelihood to Contact (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	19 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	How likely are you to call or email the FBI regarding the information you we looking for online today?
Functionality (1=Poor, 10=Excellent, Don't Know)		1
Please rate the usefulness of the features provided on this site.		
5 Please rate the convenience of the features on this site.		
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.		
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.		
2 Please rate how well the site layout helps you find what you are looking for.		
3 Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
4 Please rate how quickly pages load on this site.		
5 Please rate the consistency of speed from page to page on this site.		

FBI V3 MID: F4Bth9IFkdNJVJ90Y5VZUg== Date: 12/14/2012

			FBI V3 CUSTOM QUESTION LIST					
QID (Group ID)	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
SAC3764		How frequently do you visit the FBI.gov site?	This is my first visit Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y	
SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Crime Victim Other, please specify:	Α	Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766 SAC3767	A Z	Please specify your role in visiting the site: What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Criminal history summary checks (Background checks) Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information Other, please specify:		Text field, <100 char Radio button, one-up vertical	Single Single	Y	Skip Logic Skip Logic
SAC3768	В	Other information you were looking for			Text field, <100 char	Single	N	Skip Logic

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			FBI V3 CUSTOM QUESTION LIST					
	1			1	1		Ì	
QID (Group ID)	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
SAC3764		How frequently do you visit the FBI.gov site?	This is my first visit	0.00 10	Radio button, one-up vertical	Single	Y	
0,100,04			Every few months or less often Monthly Weekly Several times a week Daily/more than once a day	A, B, C A, B, C A, B, C A, B, C A, B, C		Chilgie		
CAS0029916	A	The FBI recently changed the site homepage. Please select the statement which best describes your experience with the new homepage:-	The new homepage makes it easier to look for information The new homepage makes it more difficult to look for information My experience is no different with the new homepage Don't Know	-	Radio button, one-up-vertical	Single	¥	
CAS0029917	B	Please rate the visual appeal of the new homepage:-	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, no don't know	Single	¥	
CAS0029918	e	Please provide us with any additional feedback you have about the new homepage:-			Text area, no char limit	Single	¥	
SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Crime Victim Other, please specify:	A	Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766	Α	Please specify your role in visiting the site:			Text field, <100 char	Single	N	Skip Logic
SAC3767	Z	What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Criminal history summary checks (Background checks) Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI	С, D	Radio button, one-up vertical	Single	Y	Skip Logic

Model Instance Name:red & strike through: DELETEFBI V3underlined & italicized: RE-ORDERMID: F4Bth9IFkdNJVJ90Y5VZUg==pink: ADDITIONDate:12/14/2012blue +>: REWORDING								
			FBI V3 CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information Other, please specify:	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC3768	В	Other information you were looking for			Text field, <100 char	Single	N	Skip Logic

FBI V3 MID: F4Bth9IFkdNJVJ90Y5VZUg== Date: 12/14/2012

			FBI V3 CUSTOM QUESTION LIST					
QID	Skip Logic		Answer Choices			Single or	Required	Special
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
SAC3764		How frequently do you visit the FBI.gov site?	This is my first visit Every few months or less often Monthly Weekly Several times a week Daily/more than once a day	A, B, C A, B, C A, B, C A, B, C A, B, C	Radio button, one-up vertical	Single	Y	
	A	The FBI recently changed the site homepage. Please select the statement which best describes your experience with the new homepage:	The new homepage makes it easier to look for information. The new homepage makes it more difficult to look for information. My experience is no different with the new homepage. Don't Know	-	Radio button, one-up vertical	Single	Y	
	B	Please rate the visual appeal of the new homepage:	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, no don't know	Single	Y	
	С	Please provide us with any additional feedback you have about the new homepage:			Tout even and show limit	Single	Y	
SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Crime Victim Other, please specify:	A	Text area, no char limit Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766	Α	Please specify your role in visiting the site:			Text field, <100 char	Single	N	Skip Logic
SAC3767	Z	What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Criminal history summary checks (Background checks) Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI	С, D	Radio button, one-up vertical	Single	Y	Skip Logic

Model Instance Name:red & strike through: DELETEFBI V3underlined & italicized: RE-ORDERMID: F4Bth9IFkdNJVJ90Y5VZUg==pink: ADDITIONDate:12/14/2012blue +>: REWORDING								
			FBI V3 CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information Other, please specify:	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC3768	В	Other information you were looking for			Text field, <100 char	Single	N	Skip Logic

FBI V3 MID: F4Bth9IFkdNJVJ90Y5VZUg== Date: 12/14/2012

AC3764 How frequently do you visit the FBI.gov site? This is my first visit Radio button, one-up vertical Single Y AC3764 Weekly Several times a week Daily/more than once a day Radio button, one-up vertical Single Y AC3765 Which of the following best describes you? News media Image: Community Several times a week Single Y Skip Logic AC3765 Which of the following best describes you? News media Image: Community Single Y Skip Logic Government Business Community Government Government Student Student Student News Action Action time Victim Actin Actin Skip				FBI V3 CUSTOM QUESTION LIST					
AC3764 How frequently do you visit the FBI.gov site? This is my first visit Radio button, one-up vertical Single Y AC3765 Which of the following best describes you? News media Radio button, one-up vertical Single Y AC3765 Which of the following best describes you? News media Radio button, one-up vertical Single Y AC3765 Which of the following best describes you? News media Radio button, one-up vertical Single Y Skip Logic AC3766 A Please specify your role in visiting the site: AC3767 A Text field, <100 char Single N Skip Logic AC3767 Z What were you primarily looking for on the FBI site today? Action on the FBI site today? Radio button, one-up vertical Single Y Skip Logic AC3767 Z What were you primarily looking for on the FBI site today? Radio button, one-up vertical Single Y Skip Logic Carser or job opportunities Carser or job opportunities Carser or job opportunities Radio button, one-up vertical Single Y Skip Logic Carser or job opportunities Carser or job opportunities Cars		Logic	Ouestion Text		Skip to	Type (select from list)			Special Instructions
AC3766 A Please specify your role in visiting the site: A AC3767 Z What were you primarily looking for on the FBI site today? Wanted fugitives or missing persons Background checks Career or job opportunities Conteme/fraud Conteme/fraud Skip Logic Crime Victim Career or job opportunities Conteme/fraud Skip Logic AC3767 Z What were you primarily looking for on the FBI site today? Manted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/fraud Single Y Skip Logic FBI news General information on investigative programs Rotio button, one-up vertical Single Y Skip Logic FBI news General information on investigative programs Rotio button, one-up vertical Single Y Skip Logic FBI news General information on investigative programs Rotio button, one-up vertical Single Y Skip Logic FBI news General information on investigative programs Rotio button, one-up vertical Single Y Skip Logic FBI news General information on investigative programs Rotio button, on	SAC3764		How frequently do you visit the FBI.gov site?	This is my first visit Every few months or less often Monthly Weekly Several times a week			Single	Y	
AC3766 A Please specify your role in visiting the site: Text field, <100 char Single N Skip Logic AC3767 Z What were you primarily looking for on the FBI site today? Wanted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information C, D Radio button, one-up vertical Single Y Skip Logic	SAC3765		Which of the following best describes you?	Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Crime Victim		Radio button, one-up vertical	Single	Y	Skip Logic
AC3767 Z What were you primarily looking for on the FBI site today? Wanted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/Fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information	SAC3766	Α	Please specify your role in visiting the site:			Text field. <100 char	Single	N	Skip Logic
Other, please specify: B	SAC3767			Background checks Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information					Skip Logic
	SAC3768			Other, please specify:	В				Skip Logic

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			FBI V3 CUSTOM QUESTION LIST					
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SAC3764			This is my first visit Every few months or less often Monthly Weekly Several times a week Daily/more than once a day		Radio button, one-up vertical	Single	Y	
SAC3765			News media Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Other, please specify:	A	Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766 SAC3767		Please specify your role in visiting the site: What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information Other, please specify:	C, D	Text field, <100 char Radio button, one-up vertical	Single Single	N Y	Skip Logic Skip Logic
SAC3768	В	Other information you were looking for	Utilei, piease specily.	D	Text field, <100 char	Single	N	Skip Logic

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SAC3768	В	Other information you were looking for			Text field, <100 char	Single	N	Skip Logic

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SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public/Citizen Researcher/academic Job Seeker Student Other, please specify:	Α	Radio button, one-up vertical	Single	Y	Skip Logic
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SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public Researcher/academic Job Seeker Student Other, please specify:	A	Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766 SAC3767	A Z	Please specify your role in visiting the site: What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information	С, D	Text field, <100 char Radio button, one-up vertical	Single Single	Y	Skip Logic Skip Logic
SAC3768	В	Other information you were looking for	Other, please specify:	В	Text field, <100 char	Single	N	Skip Logic

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FBI V3 CUSTOM QUESTION LIST								
QID (Group ID) SAC3764	Skip Logic Label	Question Text How frequently do you visit the FBI.gov site?	Answer Choices (limited to 50 characters) This is my first visit	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions
			Every few months or less often Monthly Weekly Several times a week Daily/more than once a day	-				
SAC3765		Which of the following best describes you?	News media Law Enforcement Business Community Government General Public Researcher/academic Job Seeker Student Other, please specify:	Α	Radio button, one-up vertical	Single	Y	Skip Logic
SAC3766 SAC3767	A Z	Please specify your role in visiting the site: What were you primarily looking for on the FBI site today?	Wanted fugitives or missing persons Background checks Career or job opportunities Contact information Report a crime/fraud Crime/Fraud prevention Crime statistics FBI news General information on the FBI Information on investigative programs Nothing specific, just browsing Sex offender registry Terrorism information		Text field, <100 char Radio button, one-up vertical	Single Single	Y	Skip Logic Skip Logic
SAC3768	В	Other information you were looking for	Other, please specify:	В	Text field, <100 char	Single	N	Skip Logic