Date: 1/7/2011

MID: AJQIkixwAltIFZh95sd5MQ==



| | Welcome and Thank You Text |
|---|--|
| rections: nis welcome text is shown at the top of the questionnaire window and the thank y nis is a good place to mention the site/company/agency name so the visitor know king the survey for. Feel free to modify the standard Welcome text shown in the standard W | Evamples |
| Welcome Text nank you for visiting GSA Auctions. You've been randomly chosen to take part in a nat we're doing well and where we can improve. ease take a few minutes to share your opinions, which are essential in helping us pr perience possible. | Image: 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 7 8 9 10 |
| Thank You Text Thank you for participating in the GSA Auctions Customer Satisfaction Survey. W careful consideration of each question. Please note you will not receive a response from us based on your survey comment contact you about your feedback, please visit the Contact Us section of the contact Us secontact Us secontact Us section of the contact Us secont | 3 Low rise |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 1/7/2011



| | GSA Auctions Survey | | | | | | |
|---|--|--|--|--|--|--|--|
| Model questions utilize the ACSI methodology to determine scores and impacts | | | | | | | |
| ELEMENTS (drivers of satisfaction) | | FUTURE BEHAVIORS | | | | | |
| Look and Feel (1=Poor, 10=Excellent, Don't Know) | Satisfaction | Return (1=Very Unlikely, 10=Very Likely) | | | | | |
| 1 Please rate the visual appeal of this site. | 18 What is your overall satisfaction with this site? | 21 How likely are you to return to this site? | | | | | |
| I Please fate the visual appeal of this site. | (1=Very Dissatisfied, 10=Very Satisfied) | | | | | | |
| 2 Please rate the balance of graphics and text on this site. | 19 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds) | Recommend (1=Very Unlikely, 10=Very Likely) | | | | | |
| 3 Please rate the readability of the pages on this site. | 20 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close) | 22 How likely are you to recommend this site to someone else? | | | | | |
| Navigation (1=Poor, 10=Excellent, Don't Know) | | Purchase Online (1=Very Unlikely, 10=Very Likely) | | | | | |
| 4 Please rate how well the site is organized. | | 23 How likely are you to make an online purchase from this site in the future? | | | | | |
| 5 Please rate the options available for navigating this site. | | Primary Resource (1=Not Very Likely, 10=Very Likely) | | | | | |
| 6Please rate how well the site layout helps you find what you are looking for. | | 24 How likely are you to use this site as your primary resource for browsing property or products for sale by the government? | | | | | |
| 7Please rate the number of clicks to get where you want on this site. | | | | | | | |
| Product Descriptions (1=Poor, 10=Excellent, Don't Know) | | | | | | | |
| 8 Please rate the thoroughness of product descriptions on this | | | | | | | |
| 9 Please rate how understandable the product descriptions are on this site. | | | | | | | |
| 10 Please rate how well the product descriptions provide answers to your questions. | | | | | | | |
| Search (1=Poor, 10=Excellent, Don't Know) | | | | | | | |
| 11 Please rate the relevance of search results on this site. | | | | | | | |
| 12 Please rate the organization of search results on this site. | | | | | | | |
| 13 Please rate how well the search results help you decide what to select. | | | | | | | |
| 14 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) | | | | | | | |
| 15 Please rate how quickly pages load on this site. | | | | | | | |
| 16 Please rate the consistency of speed from page to page on this site. | | | | | | | |
| 17 Please rate the ability to load pages without getting error messages on this site. | | | | | | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== 11/3/2014 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | Quantizer Tract | Answer Choices | Oldin to | Turne (a chant fearm line) |
|-----------|---------------|---|--|----------|-------------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| C0884 | | How frequently do you visit this site? | First time | - | Drop down, select one |
| | | Daily | - | | |
| | | | About once a week | - | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| C0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | Α | |
| C0886 | Α | Other role | | | Text field, <100 char |
| AS0033582 | | Which of the following categories contains your age? | Under 18 | | Radio button, one-up vertical |
| | | | 18-24 | | |
| | | | 25-34 | 1 | |
| | | | 35-44 | | |
| | | | 45-54 | - | |
| | | | 55-64 | - | |
| | | | 65 or older | - | |
| | | | Prefer not to answer | - | |
| AS0033583 | | Which of the following best describes the highest level of education you have attained? | | | Radio button, one-up vertical |
| | | education you have attained? | Have not graduated high school | - | |
| | | | High school graduate | - | |
| | | | Some college, trade, technical or vocational training | - | |
| | | | College graduate | - | |
| | | | Post graduate degree | _ | |
| | | | Prefer not to answer | | |
| AC0887 | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Industrial Machinery | | |

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| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|---|---|---------|---------------------------|
| | | | Jewelry & Exotic Collectibles | e.up to | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | Α | |
| SAC0888 | Α | Other reason | | | Text area, no char limit |
| SAC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | |
| | | | No | A | |
| | | | I was just browsing the site | | |
| SAC0890 | Α | Please specify what were you trying to find. | | | Text area, no char limit |
| SAC0891 | | What method do you use to find your information? | Site's search feature | Α | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | С | |
| | | | Browse by location | С | |
| | | | Quick links | С | |
| | | | Just navigating through the pages | С | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | A | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | | |
| | | | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | В | |
| SAC0894 | В | Other search difficulty | | | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | _ | |
| | | | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | _ | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | Had difficulty finding detailed information on your web pages | | |

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| | Skip Logic | Outstien Tout | Answer Choices | Skin to | Type (coloct from list) |
|---------------------|---------------|--|--|----------|--|
| QID | Label | Question Text | (limited to 50 characters) Had difficulty finding related information on your web pages | Skip to | Type (select from list) |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | - | |
| | | | | | |
| | | | Other, please specify: | D | |
| AC0896 | D | Other navigational difficulty | | | Text area, no char limit |
| AC0890 AR0070132 | | Have you tried the distance based search feature (that is, | Vac | Z | Drop down, select one |
| IAR0070132 | | Distance Search)? | No | ∠ | Drop down, select one |
| | | | | | |
| 14 5 00 7 04 00 | | | I was not aware of the distanced based search feature | X | |
| IAR0070133 | Z | Howsatisfied are you with the distance based search feature? | 1 = least satisfied | _ | Radio button, scale, has don'i know |
| | | | 2 | 4 | |
| | | | 3 | | |
| | | | 4 | | |
| | | | 5 | | |
| | | | 6 | | |
| | | | 7 | | |
| | | | 8 | | |
| | | | 9 | 1 | |
| | | | 10 = most satisfied | 1 | |
| | | | Don't Know | 1 | |
| IAR0070134 | | Distance Search is currently located at the bottom of the left navigation bar of the homepage. Is there location on the homepage that would be easier for you to find? | | | Text area,no char limit |
| AC0897 | | Have you ever bid on an item or product on the GSA | Yes | A,B, D | Drop down, select one |
| | | Auctions site? | No | E | Drop down, select one |
| | | | Don't remember | | |
| AC0898 | Α | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | - | |
| | | | Somewhat difficult to understand | - | |
| | | | Very difficult to understand | - | |
| AC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| AC0033 | D | auction to prevent sniping? | No | с | Drop down, Select one |
| | | Don't know | | | |
| AC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| AC0900 | C | in no, please tell us why? | | | Text died, 110 chai limit |
| ACOWro00203 | D | What type of item did you bid on? | | | Text area, no char limit |
| ACQW1000203 | | Why didn't you bid on an item? | I could not find the specific item that I was looking for. | | Radio button, one-up vertica |
| | - | why diant you blu on an item? | | - | Radio button, one-up vertica |
| | | | I could not find any items in my location. | - | |
| | | | I was just browsing the site. | - | |
| | | | I do not like to purchase items online. | _ | |
| | | | Other, please specify: | F | |
| AR0070137 | F | Please specify what other reason you did not bid on an item. | | | Text area, no char limit |

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| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|------------|------------------------|--|--|---------|---------------------------|
| HAR0070138 | Laber | Have you ever bid on an auction site other than GSA | Yes | Z | Drop down, select one |
| | | Auctions before? | No | | , |
| | | | Don't remember | 1 | |
| HAR0070150 | Z | Which other auction sites (other than GSA Auctions) have you bid on before? | | | Text area, no char limit |
| SAC0901 | | | Location | | Checkbox, one-up vertical |
| | | most important to you when deciding to bid on a particular item belonging to that commodity? | Condition | | |
| | | | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | Α | |
| SAC0902 | A | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | | No | A | |
| | | | Not sure | | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | Α | Drop down, select one |
| | | | No | | |
| | | | Don't know | | |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area, no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area,no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| | N | | Other role |
| Single | Ν | | Age |
| Single | Ν | | Education |
| S | Y | Skip Logic Group | Primary reason |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|--------------------------|
| Multi | T/IN | Special Instructions | CQ Label |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | | | |
| | | | |
| S | N Y | | Info not found Method |
| 5 | | Skip Logic Group | |
| | N | | Other method |
| м | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |

| S Y Skip Logic Group Distance Search S Y Skip Logic Group Distance Search S N Skip Logic Group Distance Search S N Skip Logic Group D Search Location S Y Skip Logic Group Bid S N Skip Logic Group Bid S N Bidding process S N Inactivity feature N Inactivity feature Item bid on S N Why no bid | | | | |
|--|--------------------|-----------------|----------------------|-----------------------|
| Multi Y/N Special Instructions CQ Label N N Other navigation S Y Skip Logic Group Distance Search S N Skip Logic Group D Search Location S N Skip Logic Group Bid S N Skip Logic Group Bid S N Skip Logic Group Bid S N Inactivity feature Inactivity feature N Inactivity feature N Item bid on S N Item bid on Why no bid | | | | |
| S Y Skip Logic Group Distance Search S Y Skip Logic Group Distance Search S Y Skip Logic Group Distance Search S N Skip Logic Group D Search Location S Y Skip Logic Group Bid S Y Skip Logic Group Bid S N Skip Logic Group Bid S N Inactivity feature S N Inactivity feature N Inactivity feature Item bid on S N Why no bid | Single or Multi | Required Y/N | Special Instructions | CQ Label |
| S Y Skip Logic Group Distance Search S Y Skip Logic Group Distance Search S Y Skip Logic Group Distance Search S N Skip Logic Group D Search Location S Y Skip Logic Group Bid S Y Skip Logic Group Bid S N Skip Logic Group Bid S N Inactivity feature Stature N Inactivity feature Item bid on S S N Why no bid Why no bid | | | | |
| S Y Skip Logic Group Distance Search S S Y Skip Logic Group Distance Search S S N Skip Logic Group D Search Location S Y Skip Logic Group Bid S Y Skip Logic Group Bid S N Skip Logic Group Bid S N Inactivity feature S N Inactivity feature N Inactivity feature Item bid on S N Why no bid | | N | | Other navigation diff |
| S N Skip Logic Group D Search Location S Y Skip Logic Group Bid S Y Skip Logic Group Bid S N Inactivity feature S N Don't like inactivity feature N Inactivity feature Item bid on S N Why no bid | S | Y | Skip Logic Group | Distance Search? |
| S Y Skip Logic Group Bid S N Bidding process S N Inactivity feature S N Don't like inactivity feature N Item bid on S N Why no bid | S | Y | Skip Logic Group | Distance Search Sat |
| S N Bidding process S N Inactivity feature S N Don't like inactivity feature N Don't like inactivity feature N Item bid on S N | S | N | Skip Logic Group | D Search Location |
| S N Inactivity feature N Don't like inactivity feature N Don't like inactivity feature N Item bid on S N S N | S | Y | Skip Logic Group | Bid |
| N Don't like inactivitie N Don't like inactivitie N Item bid on S N S N | S | N | | Bidding process |
| N Item bid on S N Why no bid | S | N | | Inactivity feature |
| S N Why no bid | | N | | |
| | | | | |
| | S | N | | Why no bid |
| OE_NO DId | | | | OE_No bid |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| S | Y | Skip Logic Group | Other Sites |
| | N | Skip Logic Group | OE_Other Sites |
| Μ | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

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| | Skip Logic | Quantizer Tract | Answer Choices | Oldin to | Turne (a chant fearm line) |
|-----------|---------------|---|--|----------|-------------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| C0884 | | How frequently do you visit this site? | First time | - | Drop down, select one |
| | | Daily | - | | |
| | | | About once a week | - | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| C0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | Α | |
| C0886 | Α | Other role | | | Text field, <100 char |
| AS0033582 | | Which of the following categories contains your age? | Under 18 | | Radio button, one-up vertical |
| | | | 18-24 | | |
| | | | 25-34 | 1 | |
| | | | 35-44 | | |
| | | | 45-54 | - | |
| | | | 55-64 | - | |
| | | | 65 or older | - | |
| | | | Prefer not to answer | - | |
| AS0033583 | | Which of the following best describes the highest level of education you have attained? | | | Radio button, one-up vertical |
| | | education you have attained? | Have not graduated high school | - | |
| | | | High school graduate | - | |
| | | | Some college, trade, technical or vocational training | - | |
| | | | College graduate | - | |
| | | | Post graduate degree | _ | |
| | | | Prefer not to answer | | |
| AC0887 | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Industrial Machinery | | |

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| QID | Skip Logic Label | Ouestion Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|---|---|---------|---------------------------|
| QID. | Luber | Question Text | Jewelry & Exotic Collectibles | Skip to | Type (select nom list) |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | A | |
| SAC0888 | Α | Other reason | | | Text area, no char limit |
| SAC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | |
| | | | No | A | |
| | | | I was just browsing the site | | |
| SAC0890 | A | Please specify what were you trying to find. | | | Text area, no char limit |
| SAC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | c | |
| | | | Browse by location | c | |
| | | | Quick links | c | |
| | | | Just navigating through the pages | c | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | A | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | 1 | |
| | | | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | 1 | |
| | | | Returned too many results | 1 | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | в | |
| SAC0894 | В | Other search difficulty | | | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | | |
| | | | Too many links or navigational choices | 1 | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | Had difficulty finding detailed information on your web pages | | |

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GSA Auctions Survey CUSTOM QUESTION LIST

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|-------------|------------------------|--|---|---------|-------------------------------|
| | | | Had difficulty finding related information on your web pages | | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | | |
| | | | Other, please specify: | D | |
| SAC0896 | D | Other navigational difficulty | | | Text area, no char limit |
| | | Have you tried the distance based search feature (that is | Yes | Z | Drop down, select one |
| | | Distance Search)? | No | | |
| | | | I was not aware of the distanced based search feature | Х | |
| | Z | Howsatisfied are you with the distance based search | 1 = least satisfied | | Radio button, one-up vertical |
| | | feature? | 2 | | |
| | | | 3 | | |
| | | | 4 | | |
| | | | 5 | | |
| | | | 6 | | |
| | | | 7 | | |
| | | | 8 | | |
| | | | 9 | | |
| | | | 10 = most satisfied | | |
| | | | Don't Know | | |
| | x | Distance Search is currently located at the bottom of the left navigation bar of the homepage. Is there location on the homepage that would be easier for you to find? | | | Text area, no char limit |
| SAC0897 | | Have you ever bid on an item or product on the GSA | Yes | A,B, D | Drop down, select one |
| 5/(0003/ | | Auctions site? | No | E | Brop down, select one |
| | | | Don't remember | | |
| SAC0898 | Α | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | ······································ | Somewhat easy to understand | | , |
| | | | Somewhat difficult to understand | - | |
| | | | Very difficult to understand | - | |
| SAC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| | | auction to prevent sniping? | No | с | |
| | | | Don't know | | |
| SAC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| ACQWro00203 | D | What type of item did you bid on? | | | Text area, no char limit |
| ACQWro00203 | E | Why didn't you bid on an item? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | I could not find the specific item that I was looking for. | | Radio button, one-up vertical |
| | | | I could not find any items in my location. | | |
| | | | I was just browsing the site. | | |
| | | | I do not like to purchase items online. | | |
| | | | Other, please specify: | F | |
| | F | Please specify what other reason you did not bid on an item. | | | Text area, no char limit |
| | | Have you ever bid on an auction site other than GSA | Yes | Z | Drop down, select one |

ForeSee Results - Confidential and Proprietary

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== 11/3/2014 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|---|--|---------|---------------------------|
| | | Auctions before? | No | | |
| | | | Don't remember | | |
| | Z | Which other auction sites (other than GSA Auctions) have you bid on before? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is | Location | | Checkbox, one-up vertical |
| | | most important to you when deciding to bid on a | Condition | | |
| | | particular item belonging to that commodity? | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | A | |
| SAC0902 | A | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | Α | |
| | | | Not sure | | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | A | Drop down, select one |
| | | | No | 1 | |
| | | | Don't know | 1 | |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area,no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area,no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| | N | | Other role |
| Single | Ν | | Age |
| Single | Ν | | Education |
| S | Y | Skip Logic Group | Primary reason |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|--------------------------|
| Multi | T/IN | Special instructions | CQ Label |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | | | |
| | | | |
| S | N Y | | Info not found Method |
| 5 | | Skip Logic Group | |
| | N | | Other method |
| М | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| M | Y | Skip Logic Group | Navigation Difficulty |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | | | |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Distance Search? |
| S | Y | Skip Logic Group | Distance Search Sat |
| S | N | Skip Logic Group | D Search Location |
| S | Y | Skip Logic Group | Bid |
| S | N | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |
| | N | | Item bid on |
| | ₽ | | Why no bid |
| S | Ν | | Why no bid |
| | | | OE_No bid |
| S | Y | Skip Logic Group | Other Sites |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | | | |
| | N | Skip Logic Group | OE_Other Sites |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== 3/5/2014 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | | Answer Choices | | |
|-----------|---------------|---|--|---------|-------------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| AC0884 | | How frequently do you visit this site? | First time | | Drop down, select one |
| | | | Daily | | |
| | | | About once a week | | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| AC0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | 1 | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | Α | |
| AC0886 | Α | Other role | | | Text field, <100 char |
| AS0033582 | | Which of the following categories contains your age? | Under 18 | | Radio button, one-up vertical |
| 100000002 | | | 18-24 | 1 | |
| | | | 25-34 | - | |
| | | | | - | |
| | | | 35-44 | - | |
| | | | 45-54 | - | |
| | | | 55-64 | 4 | |
| | | | 65 or older | - | |
| | | | Prefer not to answer | | |
| AS0033583 | | Which of the following best describes the highest level of education you have attained? | Have not graduated high school | | Radio button, one-up vertical |
| | | | High school graduate | 1 | |
| | | | Some college, trade, technical or vocational training | 1 | |
| | | | College graduate | 1 | |
| | | | Post graduate degree | - | |
| | | | Prefer not to answer | - | |
| AC0887 | | What is your primary reason for visiting the site today? | | | Drop down, select one |
| | | What is your primary reason for visiting the site today: | Looking for real estate (houses, buildings, land, farms) | | Drop down; select one |
| | | | | - | |
| | | | Vehicles and parts | - | |
| | | | Agricultural Equipment and Supplies | - | |
| | | | Aircraft and Aircraft Parts | - | |
| | | | Boats and Marine Equipment | - | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== 3/5/2014 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| OID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|---|---|---------|---------------------------|
| QID | Laber | Question Text | Jewelry & Exotic Collectibles | Зкір іо | Type (select nom list) |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | Α | |
| SAC0888 | Α | Other reason | | | Text area, no char limit |
| SAC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | |
| | | | No | A | |
| SAC0890 | A | Please specify what were you trying to find. | | | Text area, no char limit |
| SAC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | с | |
| | | | Browse by location | C | |
| | | | Quick links | C | |
| | | | Just navigating through the pages | C | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | A | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | 1 | |
| | | | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | 1 | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | В | |
| SAC0894 | В | Other search difficulty | | | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | | |
| | | | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | Had difficulty finding detailed information on your web pages | | |
| | | | Had difficulty finding related information on your web pages | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== 3/5/2014 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | | Answer Choices | | |
|----------|---------------|---|---|---------|---------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | | |
| SAC0896 | D | Other navigational difficulty | Other, please specify: | D | Text area. no char limit |
| SAC0896 | U | Have you ever bid on an item or product on the GSA | Yes | | Drop down, select one |
| SAC0697 | | Auctions site? | No | A,B, D | Drop down, select one |
| | | | Don't remember | E | |
| SAC0898 | A | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| 340090 | ^ | was the blocking process easy to understand? | Somewhat easy to understand | - | Drop down, select one |
| | | | Somewhat difficult to understand | - | |
| | | | Very difficult to understand | - | |
| SAC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| 0/100000 | | auction to prevent sniping? | No | c | Drop down, select one |
| | | | Don't know | - | |
| SAC0900 | с | If no, please tell us why? | | | Text area, no char limit |
| 0.100000 | | | | | |
| | D | What type of item did you bid on? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is | Location | | Checkbox, one-up vertical |
| | | most important to you when deciding to bid on a | Condition | | |
| | | particular item belonging to that commodity? | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | Α | |
| SAC0902 | Α | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | Α | |
| | | | Not sure | | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Vaa | | Dran down coloct cro |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | A | Drop down, select one |
| | | | No Don't know | - | |
| SAC0906 | • | If yes, please describe the difficulty with coordinating removal. | | | Taut area ina ahar limit |
| 3AC0900 | A | in yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to | | | Text area, no char limit |
| | | see added to this site? | | | |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| | N | | Other role |
| Single | Ν | | Age |
| Single | Ν | | Education |
| S | Y | Skip Logic Group | Primary reason |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | N | | Info not found |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| M | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | | | |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Bid |
| S | N | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |
| | N | | Item bid on |
| | N | | Why no bid |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | Quantizer Tract | Answer Choices | Oldin to | Turne (a chant fearm line) |
|-----------|---------------|---|--|----------|-------------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| C0884 | | How frequently do you visit this site? | First time | - | Drop down, select one |
| | | | Daily | - | |
| | | | About once a week | - | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| C0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | Α | |
| C0886 | Α | Other role | | | Text field, <100 char |
| AS0033582 | | Which of the following categories contains your age? | Under 18 | | Radio button, one-up vertical |
| | | | 18-24 | | |
| | | | 25-34 | 1 | |
| | | | 35-44 | | |
| | | | 45-54 | - | |
| | | | 55-64 | - | |
| | | | 65 or older | - | |
| | | | Prefer not to answer | - | |
| AS0033583 | | Which of the following best describes the highest level of education you have attained? | | | Radio button, one-up vertical |
| | | education you have attained? | Have not graduated high school | - | |
| | | | High school graduate | - | |
| | | | Some college, trade, technical or vocational training | - | |
| | | | College graduate | - | |
| | | | Post graduate degree | _ | |
| | | | Prefer not to answer | | |
| AC0887 | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Industrial Machinery | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|---|---|---------|---------------------------|
| | Laber | Question Text | Jewelry & Exotic Collectibles | olup to | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | Α | |
| SAC0888 | Α | Other reason | | | Text area, no char limit |
| SAC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | |
| | | | No | A | |
| SAC0890 | A | Please specify what were you trying to find. | | | Text area, no char limit |
| SAC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | с | |
| | | | Browse by location | С | |
| | | | Quick links | с | |
| | | | Just navigating through the pages | с | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | A | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | | |
| | | | Results were too similar/redundant | 1 | |
| | | | Search required too many refinements to get what I wanted | 1 | |
| | | | Returned too many results | 1 | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | 1 | |
| | | | Other, please specify: | В | |
| SAC0894 | В | Other search difficulty | | | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | | |
| | | | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | Had difficulty finding detailed information on your web pages | | |
| | | | Had difficulty finding related information on your web pages | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | | Answer Choices | | |
|---------|---------------|---|---|---------|---------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | | |
| | | | Other, please specify: | D | |
| SAC0896 | D | Other navigational difficulty | | | Text area, no char limit |
| SAC0897 | | Have you ever bid on an item or product on the GSA | Yes | A,B, D | Drop down, select one |
| | | Auctions site? | No | E | |
| | | | Don't remember | | |
| SAC0898 | A | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | | |
| | | | Somewhat difficult to understand | | |
| | | | Very difficult to understand | | |
| SAC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| | | auction to prevent sniping? | No | c | . , |
| | | | Don't know | | |
| SAC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| | | | | | , |
| | D | What type of item did you bid on? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is | Location | | Checkbox, one-up vertical |
| | | most important to you when deciding to bid on a | Condition | | |
| | | particular item belonging to that commodity? | Written Description | 1 | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | A | |
| SAC0902 | A | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | A | |
| | | | Not sure | - | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | Α | Drop down, select one |
| | | | No | | .p, |
| | | | Don't know | - | |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area, no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| | N | | Other role |
| Single | Ν | | Age |
| Single | Ν | | Education |
| S | Y | Skip Logic Group | Primary reason |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | N | | Info not found |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| M | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | | | |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Bid |
| S | Ν | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |
| | N | | Item bid on |
| | N | | Why no bid |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13 red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | | | GSA Auctions Survey CUSTOM QUESTIO | N LIST | |
|---------|------------------------|---|--|---------|-------------------------------|
| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
| SAC0884 | | How frequently do you visit this site? | First time | | Drop down, select one |
| | | | Daily | | |
| | | | About once a week | | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| AC0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | Α | |
| AC0886 | Α | Other role | | | Text field, <100 char |
| | | Which of the following categories contains your age? | Under 18 | _ | Radio button, one-up vertical |
| | | | 18-24 | | |
| | | | 25-34 | | |
| | | | 35-44 | | |
| | | | 45-54 | | |
| | | | 55-64 | | |
| | | | 65 or older | | |
| | | | Prefer not to answer | | |
| | | Which of the following best describes the highest level of education you have attained? | Have not graduated high school | | Radio button, one-up vertical |
| | | | High school graduate | _ | |
| | | | Some college, trade, technical or vocational training | _ | |
| | | | College graduate | _ | |
| | | | Post graduate degree | _ | |
| | | | Prefer not to answer | | |
| AC0887 | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | _ | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Logic | | Answer Choices | | |
|---------|-------|---|---|----------|---------------------------|
| | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| | | | Jewelry & Exotic Collectibles | | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | Α | |
| SAC0888 | Α | Other reason | | | Text area, no char limit |
| SAC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | |
| | | | No | Α | |
| SAC0890 | | Please specify what were you trying to find. | | | Text area, no char limit |
| SAC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | C | |
| | | | Browse by location | C | |
| | | | Quick links | C C | |
| | | | Just navigating through the pages | C C | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | Α | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | 1 | |
| | | | Results were too similar/redundant | 1 | |
| | | | Search required too many refinements to get what I wanted | 1 | |
| | | | Returned too many results | 1 | |
| | | | Returned no enough or no results | 1 | |
| | | | I was not sure what words to use in my search | 1 | |
| | | | Search speed was too slow | - | |
| | | | Other, please specify: | в | |
| SAC0894 | В | Other search difficulty | | _ | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | 1 | |
| | | | Too many links or navigational choices | 1 | |
| | | | Links did not take me where I expected | 1 | |
| | | | Could not get started or did not know where to begin | 1 | |
| | | | Navigation did not support what I was trying to accomplish | 1 | |
| | | | Could not navigate back to previous information | 1 | |
| | | | Had difficulty finding detailed information on your web pages | 1 | |
| | | | Had difficulty finding related information on your web pages | 1 | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 7/10/13

red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| 015 | Skip Logic | Quantize Text | Answer Choices | Olin ta | Turn (aslast from 154) |
|---------|---------------|---|---|---------|---------------------------|
| QID | Label | Question Text | (limited to 50 characters) Had various technical difficulties (links didn't work, received error messages, etc.) | Skip to | Type (select from list) |
| | | | | | |
| | | | Other, please specify: | D | |
| SAC0896 | D | Other navigational difficulty | | | Text area, no char limit |
| SAC0897 | | Have you ever bid on an item or product on the GSA | Yes | A,B, D | Drop down, select one |
| | | Auctions site? | No | E | |
| | | | Don't remember | | |
| SAC0898 | A | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | | |
| | | | Somewhat difficult to understand | | |
| | | | Very difficult to understand | | |
| SAC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| | | auction to prevent sniping? | No | с | |
| | | | Don't know | | |
| SAC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| | D | What type of item did you bid on? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is | Location | | Checkbox, one-up vertical |
| | | particular item belonging to that commodity? | Condition | - | |
| | | | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | A | |
| SAC0902 | Α | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | A | |
| | | | Not sure | | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | A | Drop down, select one |
| | | | No | | |
| | | | Don't know | | |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area, no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| | N | | Other role |
| Single | Z | | Age |
| Single | Ν | | Education |
| S | Y | Skip Logic Group | Primary reason |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | N | | Info not found |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| M | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | | | |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Bid |
| S | Ν | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |
| | N | | Item bid on |
| | N | | Why no bid |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | | | GSA Auctions Survey CUSTOM QUE | ESTION LIST | |
|----------|------------------------|---|---|-------------|--------------------------|
| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
| SAC0884 | | How frequently do you visit this site? | First time | | Drop down, select one |
| | | | Daily | | |
| | | | About once a week | | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| AC0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| 1.000000 | | | Other, please specify: | A | T |
| AC0886 | Α | Other role | Toold becausing the site | | Text field, <100 char |
| AC0887 | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Fire fracks and Fire Fighting Equipment | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Jewelry & Exotic Collectibles | | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | Α | |
| AC0888 | Α | Other reason | | | Text area, no char limit |
| AC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A, B | |
| | | | No | A, B | |
| AC0890 | A | Please specify what were you trying to find. | | , | Text area, no char limit |

ForeSee Results - Confidential and Proprietary

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | | Answer Choices | | |
|---------|---------------|---|--|---------|---------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| | в | Why were you unable to find what you were looking for? | Item not available in desired location | | Drop down, select one |
| | | | tem act qualitable within degized price range | | |
| | | | Not enough information regarding item | | |
| | | | Not chough information regarding item | | |
| | | | Difficulty locating items within a certain location | | |
| | | | Difficulty locating specific item | | |
| | | | Just browsing the site | | |
| | | | Other, please specify: | - x | |
| | X | Please specify why else you were unable to find what | | | Text area, no char limit |
| | | you were looking for. | | | |
| SAC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | с | |
| | | | Browse by location | С | |
| | | | Quick links | С | |
| | | | Just navigating through the pages | С | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| SAC0892 | E | Other method | | | Text field, <100 char |
| SAC0893 | Α | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | | |
| | | | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | В | |
| SAC0894 | В | Other search difficulty | | | Text area, no char limit |
| SAC0895 | С | How would you describe your navigation experience on this site today? (Please select all that apply.) | No problems were encountered | | Checkbox, one-up vertical |
| | | uns site today? (Flease select all that apply.) | Links/ headings are not intuitive enough | | |
| | | | Too many links or navigational choices | _ | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | _ | |
| | | | Navigation did not support what I was trying to accomplish | _ | |
| | | | Could not navigate back to previous information | _ | |
| | | | Had difficulty finding detailed information on your web pages | _ | |
| | | | Had difficulty finding related information on your web pages | | |
| | | | Led verieve technical difficulties (links didn't work, received error seconds) | | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) Other, please specify: | D | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|--|--|-------------|---------------------------|
| SAC0897 | | | Yes No Don't remember | A,B, D E | Drop down, select one |
| SAC0898 | A | Was the bidding process easy to understand ? | Very easy to understand Somewhat easy to understand Somewhat difficult to understand | - | Drop down, select one |
| SAC0899 | | auction to prevent sniping? | Very difficult to understand Yes No Don't know | с | Drop down, select one |
| SAC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| | D | What type of item did you bid on? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a particular item belonging to that commodity? | Location Condition Written Description Features Attached Photo of Item Other, please specify: | - - - | Checkbox, one-up vertical |
| SAC0902 | Α | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | and removal? | Yes No Not sure | Α | Drop down, select one |
| SAC0904 | Α | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| SAC0905 | | | Yes No Don't know | A | Drop down, select one |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area, no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area,no char limit |

| Single or Multi Required YN Special Instructions CQ Label Frequency S Y OPS Group Role S Y OPS Group Role S Y Stip Logic Group Primary reason S Y Skip Logic Group Primary reason N Stip Logic Group Primary reason N Stip Logic Group Primary reason N Stip Logic Group Other role N Stip Logic Group Primary reason N Stip Logic Group Stip Logic Group N Stip Logic Group Stip Logic Group | | | | |
|--|-------|-----|----------------------|----------------|
| Multi YN Special Instructions CQ Label S Y OPS Group Role S Y OPS Group Role N Other role Other role S Y Skip Logic Group Primary reasor | | | | |
| S Y OPS Group Role N Other role S Y Skip Logic Group Primary reasor A N Other role Skip Logic Group S Y Skip Logic Group Primary reasor | Multi | Y/N | Special Instructions | |
| N Other role S Y Skip Logic Group Primary reason | 5 | | | Trequency |
| S Y Skip Logic Group Primary reasor | S | Y | OPS Group | Role |
| S Y Skip Logic Group Primary reasor Image: Solution of the state | | N | | Other role |
| N Other reason S Y Skip Logic Group | S | Ŷ | Skip Logic Group | Primary reason |
| S Y Skip Logic Group Find | | N | | Other reason |
| | S | | Skip Logic Group | |
| N Info not found | | Ν | | Info not found |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| Μ | N | Skip Logic Group | Why Unable |
| | N | Skip Logic Group | OE_Why Unable |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| Μ | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| Μ | Y | Skip Logic Group | Navigation Difficulty |
| | N | | Other navigation diff |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| S | Y | Skip Logic Group | Bid |
| S | N | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |
| | N | | Item bid on |
| | N | | Why no bid |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | | | GSA Auctions Survey CUSTOM QU | | |
|------------------|------------------------|---|--|---------|--|
| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
| SAC0884 | | How frequently do you visit this site? | First time | | Drop down, select one |
| | | | Daily | | |
| | | | About once a week | | |
| | | | About once a month | | |
| | | | Every 6 months or less | | |
| AC0885 | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| 100006 | • | Other role | Other, please specify: | A | Tout field <100 char |
| AC0886 AC0887 | Α | Other role What is your primary reason for visiting the site today? | Just browsing the site | | Text field, <100 char Drop down, select one |
| AC0667 | | what is your primary reason for visiting the site today? | Looking for real estate (houses, buildings, land, farms) | | Drop down, select one |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Jewelry & Exotic Collectibles | | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | A | |
| AC0888 | Α | Other reason | | | Text area, no char limit |
| AC0889 | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | A | p trin, tritti dilo |
| | | | No | A | |
| AC0890 | A | Please specify what were you trying to find. | | | Text area, no char limit |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12

red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| | Skip Logic | | Answer Choices | | |
|--------|---------------|---|---|---------|---------------------------|
| QID | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) |
| AC0891 | | What method do you use to find your information? | Site's search feature | A | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | С | |
| | | | Browse by location | С | |
| | | | Quick links | с | |
| | | | Just navigating through the pages | с | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| AC0892 | Е | Other method | | | Text field, <100 char |
| AC0893 | Α | Please tell us about your experience with the site's | No problems were encountered | | Checkbox, one-up vertical |
| | | search feature today. | Results were not relevant to my search terms | | |
| | | | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | в | |
| AC0894 | В | Other search difficulty | | | Text area, no char limit |
| AC0895 | С | How would you describe your navigation experience on | No problems were encountered | | Checkbox, one-up vertical |
| | | this site today? (Please select all that apply.) | Links/ headings are not intuitive enough | | |
| | | | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | _ | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | Had difficulty finding detailed information on your web pages | | |
| | | | Had difficulty finding related information on your web pages | _ | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | _ | |
| | | | Other, please specify: | D | |
| AC0896 | D | Other navigational difficulty | | | Text area, no char limit |
| AC0897 | | Have you ever bid on an item or product on the GSA | Yes | A,B, D | Drop down, select one |
| | | Auctions site? | No | E | |
| | | | Don't remember | _ | |
| AC0898 | Α | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | | . , |
| | | | Somewhat difficult to understand | | |
| | | | Very difficult to understand | | |
| AC0899 | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| , | | auction to prevent sniping? | No | c c | |
| | | | Don't know | | |
| AC0900 | С | If no, please tell us why? | | | Text area, no char limit |
| | | | | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---------|------------------------|--|--|---------|---------------------------|
| | D | What type of item did you bid on? | | | Text area, no char limit |
| | E | Why didn't you bid on an item? | | | Text area, no char limit |
| SAC0901 | | Think of a commodity that you regularly buy. What is | Location | | Checkbox, one-up vertical |
| | | most important to you when deciding to bid on a | Condition | 1 | |
| | | particular item belonging to that commodity? | Written Description | 1 | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | Α | |
| SAC0902 | A | Other most important bidding factors | | | Text area, no char limit |
| SAC0903 | | Were the terms of sale clear with regards to payment and removal? | Yes | A | Drop down, select one |
| | | | No | | |
| | | | Not sure | | |
| SAC0904 | A | If no, please tell us why the terms of sale were unclear? | | | Text area,no char limit |
| SAC0905 | | Did you encounter any difficulty in coordinating removal? | Yes | A | Drop down, select one |
| | | | No | 1 | |
| | | | Don't know | 1 | |
| SAC0906 | A | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| SAC0907 | | What other features or information would you like to see added to this site? | | | Text area, no char limit |
| SAC0908 | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi Required YN Special Instructions CQ Label Frequency S Y OPS Group Role S Y OPS Group Role S Y Stip Logic Group Primary reason S Y Skip Logic Group Primary reason N Stip Logic Group Primary reason N Stip Logic Group Primary reason N Stip Logic Group Other role N Stip Logic Group Primary reason N Stip Logic Group Stip Logic Group N Stip Logic Group Stip Logic Group | | | | |
|--|-------|-----|----------------------|----------------|
| Multi YN Special Instructions CQ Label S Y OPS Group Role S Y OPS Group Role N Other role Other role S Y Skip Logic Group Primary reasor | | | | |
| S Y OPS Group Role N Other role S Y Skip Logic Group Primary reasor A N Other role Skip Logic Group S Y Skip Logic Group Primary reasor | Multi | Y/N | Special Instructions | |
| N Other role S Y Skip Logic Group Primary reason | 5 | | | Trequency |
| S Y Skip Logic Group Primary reasor | S | Y | OPS Group | Role |
| S Y Skip Logic Group Primary reasor Image: Solution of the state | | N | | Other role |
| N Other reason S Y Skip Logic Group | S | Ŷ | Skip Logic Group | Primary reason |
| S Y Skip Logic Group Find | | N | | Other reason |
| | S | | Skip Logic Group | |
| N Info not found | | Ν | | Info not found |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| S | Y | Skip Logic Group | Method |
| | | | |
| | N | | Other method |
| Μ | Y | Skip Logic Group | Search Difficulty |
| | N Y | | Other search diff |
| Μ | | Skip Logic Group | Navigation Difficulty |
| S | N | Skip Logic Group | Other navigation diff Bid |
| | | Skip Logic Group | |
| S | N | | Bidding process |
| S | N | | Inactivity feature |
| | N | | Don't like inactivity feature |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | N | | Item bid on |
| | N | | Why no bid |
| М | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| D | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---|------------------------|---|--|---------|--------------------------|
| + | Luber | How frequently do you visit this site? | First time | | Drop down, select one |
| | | now negating as you visit this site. | Daily | - | |
| | | | About once a week | - | |
| | | | About once a month | - | |
| | | | Every 6 months or less | - | |
| | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | , | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | A | |
| t | Α | Other role | | | Text field, <100 char |
| f | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Jewelry & Exotic Collectibles | | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | A | |
| | Α | Other reason | | | Text area, no char limit |
| | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | | |
| | | | No | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| DID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|-----|------------------------|--|---|---------|---------------------------|
| 210 | A | If you were unable to find what you were looking for, please specify what were you trying to find? | (inited to be characters) | | Text area, no char limit |
| | | What method do you use to find your information? | Site's search feature | Α | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | C | |
| | | | Browse by location | C | |
| | | | Quick links | C | |
| | | | Just navigating through the pages | C | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| | E | Other method | | | Text field, <100 char |
| | Α | If you used search today to find your information, did you | | | Checkbox, one-up vertical |
| | | encounter any difficulties with the search features on the | Results were not relevant to my search terms | | |
| | | site? | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | в | |
| | В | Other search difficulty | | | Text area, no char limit |
| | C | If you used navigation today to find your information, did | No problems were encountered | | Checkbox, one-up vertical |
| | - | you encounter any difficulties with the navigation | Links/ headings are not intuitive enough | | checkbox, one-up vertical |
| | | capabilities on this site? | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | | | |
| | | | Had difficulty finding detailed information on your web pages | | |
| | | | Had difficulty finding related information on your web pages | | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | _ | |
| | | | Other, please specify: | D | |
| | D | Other navigational difficulty | | | Text area, no char limit |
| | | Have you ever bid on an item or product on the GSA Auctions site? | Yes | A,B | Drop down, select one |
| | | | No | _ | |
| | | | Don't remember | | |
| | Α | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | | |
| | | | Somewhat difficult to understand | | |
| | | | Very difficult to understand | | |
| | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| | | auction to prevent sniping? | No | С | |
| | | | Don't know | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|-----|------------------------|---|--|---------|--------------------------|
| | С | If no, please tell us why? | | - | Text area, no char limit |
| | | Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a | Location Condition | | Drop down, select one |
| | | particular item belonging to that commodity? | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | A | |
| | Α | Other most important bidding factors | | | Text area, no char limit |
| | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | A | |
| | | | Not sure | | |
| | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| | | Did you encounter any difficulty in coordinating removal? | Yes | Α | Drop down, select one |
| | | | No | | |
| | | | Don't know | | |
| | Α | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| | | What other features or information would you like to see added to this site? | | | Text area,no char limit |
| | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|------------------------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| S | N Y | Skip Logic Group | Other role Primary reason |
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | | | |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | N | | Info not found |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| Μ | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Bid |
| S | N | | Bidding process |
| S | N | | Inactivity feature |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | N | | Don't like inactivity feature |
| S | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| D | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|---|------------------------|---|--|---------|--------------------------|
| + | Luber | How frequently do you visit this site? | First time | | Drop down, select one |
| | | now negating as you visit this site. | Daily | - | |
| | | | About once a week | - | |
| | | | About once a month | - | |
| | | | Every 6 months or less | - | |
| | | What best describes you? | Citizen/General public | | Drop down, select one |
| | | | Government employee | | |
| | | | Reseller | | |
| | | | Realtor | | |
| | | | Car dealer | | |
| | | | Small business | | |
| | | | Other, please specify: | A | |
| t | Α | Other role | | | Text field, <100 char |
| f | | What is your primary reason for visiting the site today? | Just browsing the site | | Drop down, select one |
| | | | Looking for real estate (houses, buildings, land, farms) | | |
| | | | Vehicles and parts | | |
| | | | Agricultural Equipment and Supplies | | |
| | | | Aircraft and Aircraft Parts | | |
| | | | Boats and Marine Equipment | | |
| | | | Communication Equipment | | |
| | | | Computer Equipment and Accessories | | |
| | | | Construction Equipment | | |
| | | | Electrical and Electronic Equipment and Components | | |
| | | | Fire Trucks and Fire Fighting Equipment | | |
| | | | Furniture | | |
| | | | Hand Tools & Shop Equipment | | |
| | | | Household/Personal | | |
| | | | Industrial Machinery | | |
| | | | Jewelry & Exotic Collectibles | | |
| | | | Lab Equipment | | |
| | | | Medical, Dental, and Veterinary Equipment and Supplies | | |
| | | | Miscellaneous | | |
| | | | Motorcycles & Bicycles | | |
| | | | NASA Shuttle/Hubble | | |
| | | | Office Equipment and Supplies | | |
| | | | Photographic Equipment | | |
| | | | Trailers, Tractors and Manufactured Housing | | |
| | | | Other, please specify: | A | |
| | Α | Other reason | | | Text area, no char limit |
| | | Did you find what you were looking for? | Yes | | Drop down, select one |
| | | | Partially | | |
| | | | No | | |

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| DID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|-----|------------------------|--|---|---------|---------------------------|
| 210 | A | If you were unable to find what you were looking for, please specify what were you trying to find? | (inited to be characters) | | Text area, no char limit |
| | | What method do you use to find your information? | Site's search feature | Α | Drop down, select one |
| | | | Advanced search | A | |
| | | | Browse by category | C | |
| | | | Browse by location | C | |
| | | | Quick links | C | |
| | | | Just navigating through the pages | C | |
| | | | Combination of search and navigation | A,C | |
| | | | Other, please specify: | E | |
| | E | Other method | | | Text field, <100 char |
| | Α | If you used search today to find your information, did you | | | Checkbox, one-up vertical |
| | | encounter any difficulties with the search features on the | Results were not relevant to my search terms | | |
| | | site? | Results were too similar/redundant | | |
| | | | Search required too many refinements to get what I wanted | | |
| | | | Returned too many results | | |
| | | | Returned no enough or no results | | |
| | | | I was not sure what words to use in my search | | |
| | | | Search speed was too slow | | |
| | | | Other, please specify: | в | |
| | В | Other search difficulty | | | Text area, no char limit |
| | C | If you used navigation today to find your information, did | No problems were encountered | | Checkbox, one-up vertical |
| | - | you encounter any difficulties with the navigation | Links/ headings are not intuitive enough | | checkbox, one-up vertical |
| | | capabilities on this site? | Too many links or navigational choices | | |
| | | | Links did not take me where I expected | | |
| | | | Could not get started or did not know where to begin | | |
| | | | Navigation did not support what I was trying to accomplish | | |
| | | | Could not navigate back to previous information | | |
| | | | | | |
| | | | Had difficulty finding detailed information on your web pages | | |
| | | | Had difficulty finding related information on your web pages | | |
| | | | Had various technical difficulties (links didn't work, received error messages, etc.) | _ | |
| | | | Other, please specify: | D | |
| | D | Other navigational difficulty | | | Text area, no char limit |
| | | Have you ever bid on an item or product on the GSA Auctions site? | Yes | A,B | Drop down, select one |
| | | | No | _ | |
| | | | Don't remember | | |
| | Α | Was the bidding process easy to understand? | Very easy to understand | | Drop down, select one |
| | | | Somewhat easy to understand | | |
| | | | Somewhat difficult to understand | | |
| | | | Very difficult to understand | | |
| | В | Did you like the bid inactivity feature which extends an | Yes | | Drop down, select one |
| | | auction to prevent sniping? | No | С | |
| | | | Don't know | | |

GSA Auctions Survey MID: AJQIkIxwAltIFZh95sd5MQ== Date: 11/8/12 red & strike-through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

| QID | Skip Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) |
|-----|------------------------|---|--|---------|--------------------------|
| | С | If no, please tell us why? | | - | Text area, no char limit |
| | | Think of a commodity that you regularly buy. What is most important to you when deciding to bid on a | Location Condition | | Drop down, select one |
| | | particular item belonging to that commodity? | Written Description | | |
| | | | Features | | |
| | | | Attached Photo of Item | | |
| | | | Other, please specify: | A | |
| | Α | Other most important bidding factors | | | Text area, no char limit |
| | | Were the terms of sale clear with regards to payment | Yes | | Drop down, select one |
| | | and removal? | No | A | |
| | | | Not sure | | |
| | A | If no, please tell us why the terms of sale were unclear? | | | Text area, no char limit |
| | | Did you encounter any difficulty in coordinating removal? | Yes | Α | Drop down, select one |
| | | | No | | |
| | | | Don't know | | |
| | Α | If yes, please describe the difficulty with coordinating removal. | | | Text area, no char limit |
| | | What other features or information would you like to see added to this site? | | | Text area,no char limit |
| | | If you could make one improvement to the site, what would it be? | | | Text area, no char limit |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|------------------------------|
| S | Y | | Frequency |
| | | | |
| S | Y | OPS Group | Role |
| | | | |
| S | N Y | Skip Logic Group | Other role Primary reason |
| | | | |
| | N | | Other reason |
| S | Y | Skip Logic Group | Find |
| | | | |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|-----------------------|
| | N | | Info not found |
| S | Y | Skip Logic Group | Method |
| | N | | Other method |
| Μ | Y | Skip Logic Group | Search Difficulty |
| | N | | Other search diff |
| М | Y | Skip Logic Group | Navigation Difficulty |
| | N | | Other navigation diff |
| S | Y | Skip Logic Group | Bid |
| S | N | | Bidding process |
| S | N | | Inactivity feature |

| Single or Multi | Required Y/N | Special Instructions | CQ Label |
|--------------------|-----------------|----------------------|----------------------------------|
| | N | | Don't like inactivity feature |
| S | Y | Skip Logic Group | Bidding factors |
| | N | | Other bidding factor |
| S | Y | Skip Logic Group | Terms of sale |
| | N | | Unclear terms of sale |
| S | Y | Skip Logic Group | Coordinating removal |
| | N | | Removal difficulty |
| | N | | Other features/info |
| | Y | | Improvement |