Model Instance Name: OVC (OJP Program)

MID: gURAEh0hUhhE5F1F808MZQ==

Date: 11/25/2012



Welcome and Thank You Text

Directions:

CLIENT WOULD LIKE TO USE THE ALTERNATE WEB Thank You Text. They would also like to include the hyperlink to their contact page--Can this be done? Or Can we just show the URL as regular text? Client will also want to use their Logo on the Welcome Text Page.

Welcome Text

Thank you for visiting the Office for Victims of Crime (OVC) 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.

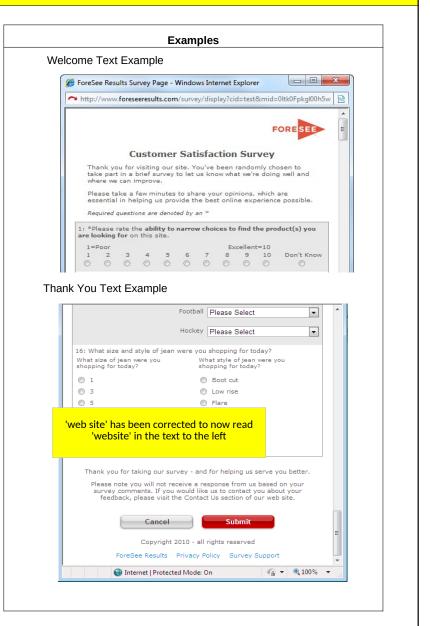
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

ALTERNATE WEB Thank You Text

DEFAULT Thank You Text

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website at: http://www.ovc.gov/contacts.html



Model Instance Name: OVC (OJP Program) MID: gUI

gURAEh0hUhhE5F1F808MZQ==

Partitioned = Y
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be
rotated as a default unless otherwise specified and approved by Research.
Date: 11/25/2012



			C (OJP Program)		
	Model question	s utilize the ACS	I methodology to determine scores and imp	acts	
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
MQ Label	Content (1=Poor, 10=Excellent, Don't Know)	MQ Label	Satisfaction	MQ Label	Primary Resource (1=Very Unlikely, 10=Very Likely)
Content - Accuracy	Please rate your perception of the accuracy of information on this site.	17 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)		How likely are you to use this site as your primary resource for obtaining information about programs and services to support victims of crime?
2 Content - Quality	Please rate the quality of information on this site.		How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
Content - Freshness	Please rate the freshness of content on this site.	19 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	21 Recommend	How likely are you to recommend this site to someone el
	Functionality (1=Poor, 10=Excellent, Don't Know)				Return (1=Very Unlikely, 10=Very Likely)
4Functionality - Usefulness	Please rate the usefulness of the features provided on this site.			22 Return	How likely are you to return to this site ?
Functionality - Convenient	Please rate the convenient placement of the features on this site.				
Functionality - Variety	Please rate the variety of features on this site.				
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
7 Look and Feel - Appeal	Please rate the visual appeal of this site.				
BLook and Feel - Balance	Please rate the balance of graphics and text on this site.				
Look and Feel - Readability	Please rate the readability of the pages on this site.				
	Navigation (1=Poor, 10=Excellent, Don't Know)				
0 Navigation - Organized	Please rate how well the site is organized.				
1 Navigation - Options	Please rate the options available for navigating this site.				
2 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
3 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
4 Site Performance - Loading	Please rate how quickly pages load on this site.				
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

				OVC (OJP Program) CUSTOM QUESTION LIST						
	Skip Logic		AnswerlDs	bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client. Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(DOT)	(limited to 50 characters)	Skip to		Multi	Y/N	Instructions	CQ Label
LNH2380		How frequently do you visit this site?	LNH2380A01	This is my first visit		Radio button, one-up vertical	Single	Υ		Visit Frequency
		LNH2380A02 LNH2380A03	Daily/more than once a day At least once a week							
			LNH2380A04	At least once a month						
			LNH2380A05	Every few months						
NH2381	H2381 Which category best describes you?	LNH2380A06 LNH2381A01	Once every six months or less often Victim of crime		Dadia button, and un vertical	Cinala	V	Ckin Logio Crount	Role	
NH2301		Which category best describes you?	LNH2381A02	Friend or family member of crime victim		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Role
			LNH2381A03	Victim services provider/professional						
			LNH2381A04	Law enforcement officer or official						
			LNH2381A05	Educator or academic administration Student						
		LNH2381A06 LNH2381A07	Medical/Nursing/Health service professional							
			LNH2381A08	Mental health professional						
			LNH2381A09	Social worker/counselor						
			LNH2381A10	Attorney/Legal Services professional						
			LNH2381A12 LNH2381A15	Corrections/Probation/Parole officer or official General public						
			LNH2381A16	Other	A					
NH2382	Α	Please briefly describe your other role category:				Text field, <100 char		N	Skip Logic Group*	Other role
NH2383		What is your primary reason for visiting this site today?	LNH2383A01	Find a victim services/assistance program		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Primary Reason
			LNH2383A02 LNH2383A03	Obtain information on program grants or funding Learn about crime victim rights or legal remedies						
			LNH2383A04	Find training/technical assistance for victim service providers						
			LNH2383A05	Learn about program information or best practices						
			LNH2383A06	Access OVC publications, videos, or other reference material.						
			LNH2383A07 LNH2383A08	Find events, forums or conferences Conduct research or find statistics on a topic or issue						
			LNH2383A013	Find an evaluation about the victim assistance field						
			LNH2383A11	Just browsing						
NH2384	-	Discrete in the description of the state of	LNH2383A12	Other	В	Tankfald (100 above		NI.	Chin I ania Consunt	O#1
D003933	B T	Please briefly describe your primary reason for today's site visit:	MAD0039339A0		U.V.X.	Text field, <100 char Radio button, one-up vertical	Single	N Y	Skip Logic Group* Skip Logic Group*	Other reason Directory Usage
	•	Did you search the OVC's online Directory of Crime Victim Services?	01	Yes	Y,Z	, , , , , , , , , , , , , , , , , , ,				
			MAD0039339A0							
			02 MAD0039339A0	No						
			03	Not sure						
D0039340	U		MAD0039340A0			Radio button, one-up vertical	Single	Υ	Skip Logic Group*	Directory Frequenc
		How often do you use the online Directory?	01	This was my first time						
			MAD0039340A0 02	Monthly or more often						
			MAD0039340A0							
			03	Every few months						
			MAD0039340A0							
D0039401	V	No. 14 12 13 14 15 15 15 15 15 15 15 15 15 15 15 15 15	MAD0039403A0	Twice a year or less often	w	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory First Step
D0039401	•	What (geographical) search combination did you use today in the online Directory?	01	I searched by State only	"	radio button, one-up vertical	Sirigie	'	Skip Logic Group	Directory 1 iist Step
		, and the second	MAD0039403A0	, , , , , , , , , , , , , , , , , , , ,	w					
			02	I searched by State and also checked National						
			MAD0039403A0	I searched by National only	W					
			MAD0039403A0							
			04	I searched by Country						
			MAD0039403A0							
D002040	10/		05	Not sure or not appplicable		Dadia button, and un vortical	Cinala	V	Ckin Logio Cressat	Directory Cooper Co
AD0039404	W	Did you also enter a city name, zip code, or agency name in the optional step two of the search?	MAD0039404A0 01	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Second Ste
			MAD0039404A0							
			02	No						

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					gram) CUSTOM QUESTION LIST						
				bharati.hulbanni: Hide (DO NOT							
				DELETE) this column before sending to a							
	Skip			client.							
QID	Logic Label	Question Text	AnswerIDs (DOT)		nswer Choices ed to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		•	MAD0039404A0		·						
VAD003940	Х	How did you select categories (Victimization, Service, Agency Type) in step	MAD0039405A0	Not sure			Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Directory Third Step
		three? You may pick more than one:	01 MAD0039405A0		type (Victimization, Service, Agency type)						
			02		not "All") for all categories I selected						
			MAD0039405A0 03	I selected "All" for one or two cate	pagries, but not all three						
			MAD0039405A0								
			04 MAD0039405A0	I picked multiple individual option	s in at least one category						
			06	I picked a single option for one or	two of the categories.						
			MAD0039405A0 07	I quit searching at this step							
			MAD0039405A0								
VAD003941	Y		MAD0039412A0	Not sure or not appplicable			Radio button, one-up vertical	Single	Y	Skip Logic Group*	Directory Experience
		Please describe your experience using the Directory:	01 MAD0039412A0	I found the directory to be very ea	sy to use						
			02	I found the directory to be somew	hat easy to use						
			MAD0039412A0 03	My experience using the directory	y was fair						
			MAD0039412A0								
			MAD0039412A0	I found the directory to be somew	nat difficult to use						
LAULOGOE		Address in the continuous and the decrease of the continuous and the least information and the continuous an	05	I found the directory to be very dif			Dadia button and unustical	Cinala	V	Chin I ania Chaunk	Made at a file at in a
LNH2385		What is the primary method you used to locate information on this site?	LNH2385A01		eadings near the top of the home page		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Method of Looking
			LNH2385A02	I opened the Topics A-Z tab first, side of the page	then used the Browse by Topic links on the left						
			LNH2385A03		ome page (News & Features/Tools/Current						
			LNH2385A04 LNH2385A05	I used the Site Search box at the	top right of the screen the site (Publication search, Frequent questions,						
			LINEZSOSAUS	etc.)	the Site (Publication Search, Frequent questions,						
			LNH2385A06 LNH2385A07	I used a Web search engine, such I used the Site Map	n as Google or Bing						
			LNH2385A08	Already knew area to land on or h	nad specific page bookmarked						
			LNH2385A09 LNH2385A10	Not sure Other		С					
LNH2386	С	What other method did you use to look for the information you wanted / needed?					Text area, no char limit		N	Skip Logic Group*	Other Method
LNH2387		Were you able to find what you were looking for on the OVC website today?	LNH2387A01	Yes			Radio button, one-up vertical	Single	Y	Skip Logic Group*	Able to Accomplish
				No		X, Y					
			LNH2387A03 LNH2387A04	Partially I wasn't looking for anything in pa	rticular	X, Y					
LNH2388	Х	Please tell us specifically what were you unable to find or accomplish:					Text area, no char limit		N	Skip Logic Group*	Unable to Accomplish
LNH2389	Υ	What will you do next?	LNH2389A01	Continue looking on this site or try	y again later		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Do Next
			LNH2389A02 LNH2389A03	Contact OVC by telephone Contact OVC using AskOVC onlin	ne question tool						
			LNH2389A04 LNH2389A05	Contact OVC Training or Resource Contact OVC via regular mail	ce center via email						
			LNH2389A06	Try another website or other reso							
			LNH2389A07 LNH2389A08	Nothing, although I did not find who other	nat I was looking for	z					
LNH2390	Z	Please describe what you will do next:				_	Text area, no char limit		N	Skip Logic Group*	OE_Do Next
LNH2391		How would you describe your navigation experience on this site today? (Please select all that apply)	LNH2391A01	I had no difficulty navigating/brov	vsing on this site		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation

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				OVC (OJP Program) CUSTOM QUESTION LIST						
OID	Skip Logic		AnswerIDs	bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client. Answer Choices (limited to 50 characters)	Chin An	Torre (release from the p	Single or Multi	Required Y/N	Special	001-1-1
QID	Label	Question Text	(DOT) LNH2391A02	Links often did not take me where I expected	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
			LNH2391A02	Had difficulty finding relevant information	_					
			LNH2391A04	Links/labels are difficult to understand						
			LNH2391A05	Too many links/navigational options to choose from						
			LNH2391A06	Had technical difficulties (error messages, broken links, etc.)	E					
			LNH2391A07	Could not navigate back to previous information						
			LNH2391A08	I had a navigation difficulty not listed above:	F				01:1:0 +	05 N 11 I
LNH2392 LNH2393		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty:				Text area, no char limit Text area, no char limit		N N	Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate
LNH2393 LNH2394		Did you use any search features on this site today?	LNH2394A01	Yes	G	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Usage
14112334		John you also arry search reacures on this site today?	LNH2394A01	No No	_ ~	radio button, one-up vertical	Single	'	Ship Logic Group	Scarcii Osaye
LNH2395		Please tell us about your experience with the site's search features today. (Please select the best description)		Search results were helpful		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Search Experience
			LNH2395A02	Results were not relevant/not what I wanted						
			LNH2395A03	Too many results/I needed to refine my search						
			LNH2395A04	Not enough results						
			LNH2395A05	Returned NO results	H					
			LNH2395A06	Received error message(s)	_ '					
			LNH2395A07 LNH2395A08	Search speed was too slow I experienced a different search issue (please explain):	⊢ .					
NH2396	н	What search term(s) did you use?	LINIIZSSSAUG	r experienceu a dinerent search issue (piease explain).	-	Text area, no char limit		N	Skip Logic Group*	OE Search Terms
LNH2397	- I	Please describe the issues and/or errors you experienced with the search feature:				Text area, no char limit		N	Skip Logic Group*	OE_Search Issue
LNH2398		If you could make one change/improvement to this website, what would it be?				Text area, no char limit		N		Improvements
NH2399		Have you ever shared information found on OVC with others?	LNH2399A01	Yes		Radio button, one-up vertical	Single	Υ		Share Information
			LNH2399A02	No						
.NH2400		How did you learn about the OVC website?	LNH2400A01	Search engine (Google, Bing, etc.)	_	Radio button, one-up vertical	Single	Y	Skip Logic Group*	How Found
			LNH2400A02 LNH2400A03	Prior visit (or had bookmarked/saved as favorite) Referred by another Dept. of Justice or OJP site						
			LNH2400A03	Referred by different website, other than DOJ or OJP sites						
			LNH2400A05	Social media (Twitter, Facebook, etc.)						
			LNH2400A06	News source (magazine/newspaper/radio/television)						
			LNH2400A07	Referred by a professional or academic acquaintance						
			LNH2400A08	As a victim, was referred by legal or law enforcement professional						
			LNH2400A09 LNH2400A10	As a victim, was referred by doctor, nurse, therapist, counselor, etc. Referred by a friend or family member						
			LNH2400A10 LNH2400A11	Other	D					
NH2401	D	Please specify how you learned about this website:	2			Text area, no char limit		N	Skip Logic Group*	OE-Found
LNH2402		Do you subscribe to any email updates or RSS feeds from OVC?	LNH2402A01	I subscribe to both email updates and RSS feeds from OVC		Radio button, one-up vertical	Single	Υ		Subscribe
			LNH2402A02	I subscribe only to email updates	_					
			LNH2402A03	I subscribe only to RSS feeds	_					
			LNH2402A04	No, I am not interested at this time No, but I intend to use at least one of them in the future	\dashv					
			LNH2402A05	pro, but i intend to use at least one of them in the future			+	-		
					7					

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				OVC (OJP Program) CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	AnswerlDs (DOT)	bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client. Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2380		How frequently do you visit this site?	LNH2380A01 LNH2380A02	This is my first visit Daily/more than once a day		Radio button, one-up vertical	Single	Y		Visit Frequency
			LNH2380A03	At least once a week						
			LNH2380A04 LNH2380A05	At least once a month Every few months						
	Which are a least described as a sile		LNH2380A06	Once every six months or less often						
LNH2381	Which category best describes you?	LNH2381A01 LNH2381A02	Victim of crime Friend or family member of crime victim	-	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Role	
			LNH2381A03	Victim services provider/advocate/professional	-					
			LNH2381A04	Law enforcement officer or official						
			LNH2381A05 LNH2381A06	Educator or academic administration Student	-					
			LNH2381A06 LNH2381A07	Medical/Nursing/Health service professional	+					
			LNH2381A08	Mental health professional						
			LNH2381A09	Social worker/counselor	4					
			LNH2381A10 LNH2381A11	Attorney/Legal Services professional Courts/judicial system officel	+					
			LNH2381A12	Corrections/Probation/Parole officer or official						
			LNH2381A13	Community or faith-based organization associate						
			LNH2381A14 LNH2381A15	U.S. Dept. of Justice employee General public	-					
			LNH2381A16	Other	Α					
LNH2382					Text field, <100 char		N	Skip Logic Group*	Other role	
LNH2383		What is your primary reason for visiting this site today?	LNH2383A01 LNH2383A02	Find a victim services/assistance program Obtain information on program grants or funding	T	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Primary Reason
			LNH2383A03	Learn about crime victim rights or legal remedies						
			LNH2383A04	Find training/technical assistance for victim service providers						
			LNH2383A05 LNH2383A06	Learn about program information or best practices Access OVC publications, videos, or other reference material.	_					
			LNH2383A06 LNH2383A07	Find events, forums or conferences	+					
			LNH2383A08	Conduct research or find statistics on a topic or issue						
			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Find an evaluation about the victim assistance field	4					
			LNH2383A09 LNH2383A10	Check on latest OVC news/announcements Find information on careers/employment or fellowships	-					
			LNH2383A11	Just browsing						
1.00004			LNH2383A12	Other						
LNH2384	В		LINIZOOSAIZ	Other	В	Tarak Fallal ad 00 alian			Object and a Occupati	044
	T	Please briefly describe your primary reason for today's site visit:	LINESSOAIZ	Omer	U. V. X.	Text field, <100 char Radio button, one-up vertical	Single	N Y	Skip Logic Group*	Other reason Directory Usage
	Т	Did you search the OVC's online Directory of Crime Victim Services?	LINEZSOSAIZ	Ves	U, V, X, Y,Z	Text field, <100 char Radio button, one-up vertical	Single	N Y		Other reason Directory Usage
	, T		LINESOSAIZ	Ves No Not true	U, V, X,		Single	N Y		
	U		LIVIIZSOSAIZ	Yes No Not sure This was my first time	U, V, X,		Single Single	N Y	Skip Logic Group*	Directory Usage
	U	Did you search the OVC's online Directory of Crime Victim Services?	LIVIIZSOSAIZ	Yes No Not sure This was my first time Monthly or more often	U, V, X,	Radio button, one-up vertical		N Y		
	U	Did you search the OVC's online Directory of Crime Victim Services?	LINEZOGALZ	Yes No Not sure This was my first time Monthly or more often Every few months Stripe a very rev less often	U, V, X,	Radio button, one-up vertical		N Y	Skip Logic Group*	Directory Usage
	U	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory?	LINIZ303A12	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X,	Radio button, one-up vertical		Y	Skip Logic Group*	Directory Usage
	U	Did you search the OVC's online Directory of Crime Victim Services?	LINIZ303A12	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often I searched by State only	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency
	U	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online	LINIZ303A12	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency
	U V	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online	LWT2303A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency
	U	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single	N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step
	V	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency
	V	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory?	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step
	v	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single Single Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step
	v w	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional step two of the search? How did you select categories (Victimization, Service, Agency Type) in step	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often I searched by State only I searched by State and also checked National I searched by National only Not sure or not appplicable Yes No Not sure	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single	N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step
	v	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional step two of the search?	LIVITZ303A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single Single Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step Directory Second Step
	v	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional step two of the search? How did you select categories (Victimization, Service, Agency Type) in step	LIVITZ303A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often I searched by State only I searched by State and also checked National I searched by National only Not sure or not appplicable Yes No Not sure	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single Single Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step Directory Second Step
	v	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional step two of the search? How did you select categories (Victimization, Service, Agency Type) in step	LIVITZ305A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often I searched by State only I searched by State and also checked National I searched by National only Not sure or not appplicable Yes No Not sure	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single Single Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step Directory Second Step
	v	Did you search the OVC's online Directory of Crime Victim Services? How often do you use the online Directory? What (geographical) search combination did you use today in the online Directory? Did you also enter a city name, zip code, or agency name in the optional step two of the search? How did you select categories (Victimization, Service, Agency Type) in step	LIVITZ303A1Z	Yes No Not sure This was my first time Monthly or more often Every few months Twice a year or less often I searched by State only I searched by State and also checked National I searched by National only Not sure or not appplicable Yes No Not sure	U, V, X, Y,Z	Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical Radio button, one-up vertical	Single Single Single	Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	Directory Usage Directory Frequency Directory First Step Directory Second Step

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

blue + -->: REWORDING

				OVC (OJP Program) CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client. Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	Υ	Please describe your experience using the Directory:		I found the directory to be very easy to use		Radio button, one-up vertical	Single	Υ	Skip Logic Group*	Directory Experience
				I found the directory to be somewhat easy to use						
				My experience using the directory was fair						
				I found the directory to be somewhat difficult to use						
LNH2385	What is the primary method you used to site?		LNH2385A01	I used the main navigation tabs/headings near the top of the home page		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Method of Looking
			LNH2385A02	I opened the Topics A-Z tab first, then used the Browse by Topic links on the left side of the page						
			LNH2385A03	I used links in the center of the home page (News & Features/Tools/Current Resources, etc.)						
			LNH2385A04	I used the Site Search box at the top right of the screen						
			LNH2385A05	I used another search feature on the site (Publication search, Frequent questions, etc.)						
			LNH2385A06 LNH2385A07	I used a Web search engine, such as Google or Bing I used the Site Map						
			LNH2385A07	Already knew area to land on or had specific page bookmarked						
			LNH2385A09	Not sure						
			LNH2385A10	Other	С					
LNH2386	С	What other method did you use to look for the information you wanted / needed?				Text area, no char limit		N	Skip Logic Group*	Other Method
LNH2387	Were you able to find what you were looking for on the OVC website today?	LNH2387A01	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Able to Accomplish	
			LNH2387A02 LNH2387A03	No Partially	X, Y X, Y					
			LNH2387A03	I wasn't looking for anything in particular	Λ, 1					
LNH2388	х	Please tell us specifically what were you unable to find or accomplish:	ETH IESSTY IS T	- Neon Floring of Aryung III particular		Text area, no char limit		N	Skip Logic Group*	Unable to Accomplish
LNH2389	Υ	What will you do next?	LNH2389A01 LNH2389A02	Continue looking on this site or try again later Contact OVC by telephone		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Do Next
			LNH2389A03	Contact OVC using AskOVC online question tool						
			LNH2389A04	Contact OVC Training or Resource center via email						
			LNH2389A05	Contact OVC via regular mail						
			LNH2389A06	Try another website or other resource						
			LNH2389A07 LNH2389A08	Nothing, although I did not find what I was looking for Other	7			1		
LNH2390	Z	Please describe what you will do next:	LINEZSOSAUG	Other		Text area, no char limit		N	Skip Logic Group*	OE Do Next
LNH2391			LNH2391A01	I had no difficulty navigating/browsing on this site						Navigation Navigation
	today? (Please select all that apply)	today? (Please select all that apply)				Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation
		today? (Please select all that apply)	LNH2391A02	Links often did not take me where I expected		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation
		today? (Please select all that apply)	LNH2391A02 LNH2391A03	Links often did not take me where I expected Had difficulty finding relevant information		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigation
		today? (Please select all that apply)	LNH2391A02 LNH2391A03 LNH2391A04	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	ivavigalion
		today? (Please select all that apply)	LNH2391A02 LNH2391A03	Links often did not take me where I expected Had difficulty finding relevant information	E	Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigaliori
		today? (Please select all that apply)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information	E	Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Navigauori
			LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.)	E		Multi			
LNH2392	E	Please describe which links were broken or had error messages:	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information	E	Text area, no char limit	Multi	N	Skip Logic Group*	OE_Nav Link
LNH2393	E F	Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty:	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	F	Text area, no char limit Text area, no char limit			Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate
	E F	Please describe which links were broken or had error messages:	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information	E F	Text area, no char limit	Multi	N N	Skip Logic Group*	OE_Nav Link
LNH2393	E F	Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty:	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2394A01 LNH2394A02 LNH2395A01	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful	F	Text area, no char limit Text area, no char limit		N N	Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate
LNH2393 LNH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2394A01 LNH2394A02 LNH2395A01	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted	F	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
LNH2393 LNH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2394A01 LNH2394A01 LNH2394A01 LNH2394A02 LNH2395A01 LNH2395A02 LNH2395A02	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search	F	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
LNH2393 LNH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2394A01 LNH2395A01 LNH2395A02 LNH2395A02 LNH2395A03	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results	G G	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
LNH2393 LNH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2395A01 LNH2395A01 LNH2395A02 LNH2395A03 LNH2395A03 LNH2395A03	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/maygational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results	F	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
LNH2393 LNH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2394A01 LNH2395A01 LNH2395A02 LNH2395A02 LNH2395A03	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results	G G	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
NH2393 NH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A06 LNH2391A08 LNH2391A08 LNH2394A01 LNH2394A01 LNH2395A01 LNH2395A02 LNH2395A04 LNH2395A04 LNH2395A05 LNH2395A05 LNH2395A06	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s)	G G	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage
NH2393 NH2394		Please describe which links were broken or had error messages: Please briefly describe your additional navigation difficulty: Did you use any search features on this site today? Please tell us about your experience with the site's search features today. (Please select the best description)	LNH2391A02 LNH2391A03 LNH2391A04 LNH2391A05 LNH2391A06 LNH2391A07 LNH2391A08 LNH2391A08 LNH2394A01 LNH2395A01 LNH2395A02 LNH2395A04 LNH2395A05 LNH2395A05 LNH2395A05 LNH2395A06	Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: Yes No Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow	G G	Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single	N N Y	Skip Logic Group* Skip Logic Group* Skip Logic Group*	OE_Nav Link OE_Navigate Search Usage

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

oink: ADDITION blue + -->: REWORDING

				OVC (OJP Program) CUSTOM QUESTION LIST						
	Skip			bharati.hulbanni: Hide (DO NOT DELETE) this column before sending to a client.						
	Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
QID	Labei	If you could make one change/improvement to this website, what	(501)	(illilited to 50 characters)	Skip to	Type (select from list)	Multi	17/19	IIISUUCIOIIS	CQ Label
NH2398		would it be?				Text area, no char limit		N		Improvements
NH2399		Have you ever shared information found on OVC with others?	LNH2399A01	Yes		Radio button, one-up vertical	Single	Y		Share Information
			LNH2399A02	No						
IH2400	How did you learn about the OVC website?	LNH2400A01 LNH2400A02	Search engine (Google, Bing, etc.) Prior visit (or had bookmarked/saved as favorite)		Radio button, one-up vertical	Single	Y	Skip Logic Group*	How Found	
			LNH2400A02	Referred by another Dept. of Justice or OJP site						
1			LNH2400A03	Referred by different website, other than DOJ or OJP sites						
1			LNH2400A05	Social media (Twitter, Facebook, etc.)						
1			LNH2400A06	News source (magazine/newspaper/radio/television)						
1			LNH2400A07	Referred by a professional or academic acquaintance						
1			LNH2400A08	As a victim, was referred by legal or law enforcement professional						
1			LNH2400A09	As a victim, was referred by doctor, nurse, therapist, counselor, etc.						
1			LNH2400A10	Referred by a friend or family member						
JH2401	D	Disease appeals how you learned about this wakeits.	LNH2400A11	Other	D	Text area, no char limit		N	Chin Logie Crount	OE-Found
H2401	ע	Please specify how you learned about this website: Do you subscribe to any email updates or RSS feeds from OVC?	LNH2402A01	I subscribe to both email updates and RSS feeds from OVC		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Subscribe
IH2402		be you cancer to any eman apacies of Nee feeds from eve.	LNH2402A02	I subscribe only to email updates		rtadio battori, one ap vertical	Single			Subscribe
			LNH2402A03	I subscribe only to RSS feeds						
			LNH2402A04	No, I am not interested at this time						
			LNH2402A05	No, but I intend to use at least one of them in the future						
IH2403		Do you ever access the Internet using a mobile phone or tablet?	LNH2403A01		A, B	Radio button, one-up vertical				
			LNH2403A02	Yes			Single	¥	Skip Logic Group	Access Mobile Intere
VH2404	-	Missish of the fellowing devices devices	LNH2403A02 LNH2404A01	Ne A SmartPhone		Observation I	Multi		Chin Logia Croup	Phone or Tablet
11124U4	A	Which of the following devices do you have?	LNH2404A01	A sharirione A tablet	₩ ¥	Check-box, one-up vertical	Muiti	¥	Skip Logic Group	Phone or rables
- 1			LNH2404A02	None of these						
1H2405	₩	Specifically, which type of mobile phone do you have?	LNH2405A01	iPhone		Radio button, one-up vertical	Single	¥	Skip Logic Group	Phone Type
- 11			LNH2405A02	Android		, , , , , , , ,			' ' '	
			LNH2405A03	Blackberry						
			LNH2405A04	Another phone						
1H2406	×	Specifically, which type of tablet do you have?	LNH2406A01	iPad		Radio-button, one-up-vertical	Single	¥	Skip Logic Group	Tablet Type
- 1/			LNH2406A02 LNH2406A03	Kindle Android						
- 1/			LNH2406A03	Anaroia Blackberry						
			LNH2406A05	Another tablet						
1H2407	В	Have you ever accessed ANY federal website using a mobile phone or tablet?	LNH2407A01	Yes	e	Radio button, one-up vertical				Federal Mobile Sit
1112401		tablet?	ENTIL TOTAL		- I	readio batton, one up vertical	Single	¥	Skip Logic Group	Usage
			LNH2407A02	No, but I plan to do so						
- 1			LNH2407A03	No, but I might in the future						
			LNH2407A04	No, and I don't plan to do so						
IH2408	e	Have you ever accessed the OVC site using a mobile phone or tablet?	LNH2408A01	Yes	Y, Z	Radio button, one-up vertical	Cinala	¥	Chin Logio Croup	Mobile Site Usage
- 1			LNH2408A02	No, but I plan to do so	Z Z		Single	+	Skip Logic Group	Widdlie Site Usage
			LNH2408A03	No, but I might in the future	£					
- 1			LNH2408A04	No, and I don't plan to do so						
H2409	¥	What was the main reason you last visited OVC using a mobile phone or tablet?				Text area, no char limit	Single	N	Skip Logic Group	Primary Mobile Rea
12410 Z	What resources/additional resources might you want to access from OVC using a mobile phone or tablet?				Text area, no char limit	Single	H	Skip Logic Group	Desired Resource	
IH2410						romaica, no charinnit			Chap Edgic Group	
IH2410										
IH2410										
IH2410										