Welcome and Thank You Text

Welcome Text

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

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

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting the Federal Railroad Administration. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the Federal Railroad Administration. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

FORESEE by Answers

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.

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel   Submit

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ForeSee   ForeSee Privacy Policy   Survey Support

Model Name	**Federal Railroad Administration v2**
Model ID	**(MID)**
Partitioned	**Yes**
Date	**5/13/2015**

	Label	Element Questions
		Look and Feel (1=Poor, 10=Excellent, Don't Know)
1	**Look and Feel - Appeal**	Please rate the **visual appeal** of this site.
2	**Look and Feel**	Please rate the **balance of graphics and text** on this site.
3	**Look and Feel - Readability**	Please rate the **readability of the pages** 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.
5	**Site Performance - Consistency**	Please rate the **consistency of speed from page to page** on this site.
6	**Site Performance**	Please rate how **completely the page content loads** on this site.
		Navigation (1=Poor, 10=Excellent, Don't Know)
7	**Navigation - Organized**	Please rate **how well the site is organized**.
8	**Navigation - Options**	Please rate the **options available for navigating** this site.
9	**Navigation - Layout**	Please rate **how well the site layout helps you find what you need.**
		Information Browsing (1=Poor, 10=Excellent, Don't Know)
10	**Information Browsing - Sort**	Please rate the ability to **sort information by criteria that are important to you** on this site.
11	**Information Browsing - Narrow**	Please rate the **ability to narrow choices to find the information you are looking for** on this site.
12	**Information Browsing - Features**	Please rate how well the **features** on the site **help you find the information you need.**
		Site Information (1=Poor, 10=Excellent, Don't Know)
13	**Site Information - Thoroughness**	Please rate the **thoroughness of information** provided on this site.
14	**Site Information - Understandable**	Please rate how **understandable** this site's **information** is.
15	**Site Information - Answers**	Please rate how well the site's **information provides answers to your questions**.

	Label	Satisfaction Questions
		Satisfaction
19	**Satisfaction - Overall**	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*
20	**Satisfaction -**	How well does this site **meet your expectations**?
21	**Satisfaction - Ideal**	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*

	Label	Future Behaviors
22	**Return**	**Return (1=Very Unlikely, 10=Very Likely)** How likely are you to **return to this site**?
23	**Recommend**	**Recommend (1=Very Unlikely, 10=Very Likely)** How likely are you to **recommend this site to someone else**?
24	**Primary Resource**	**Primary Resource (1=Very Unlikely, 10=Very Likely)** How likely are you to use this site as your **primary resource for obtaining information about railroads**?

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword

FORESEE
by Answers

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		How frequently do you visit this site?	This is my first visit		Y	Radio button, one-up vertical		Visit Frequency
			Every few months or less often					
			Monthly					
			Weekly					
			Several times a week					
			Daily/more than once a day					
		Which of the following best describes your role in visiting the site today?	General Public/Citizen	A,B	Y	Radio button, one-up vertical	Skip Logic Group*	Role
			Civic or community organization				Randomize	
			Federal Railroad Administration Employee					
			Job seeker					
			Journalist/Reporter					
			State DOT Employee					
			Railroad industry employee					
			Employee of a federal agency					
			Member of a labor union					
			Advocacy/Non-profit group					
			Rail Industry Analyst or Consultant					
			Transportation Industry (manufacturer, supplier)					
			Educator/Student					
			Researcher					
			Other, please specify	AA			Anchor Answer Choice	
	AA	Please describe your role in visiting the site today:			N	Text field, <100 char	Skip Logic Group*	OE_Role
	A	What was your primary reason for visiting the site today?	Learn about a recent accident or event		Y	Radio button, one-up vertical	Skip Logic Group*	
			Learn about crude oil/hazardous material transport					
			Learn about Amtrak				Randomize	
			Learn about rules and regulations					
			Learn about high speed rail					
			Learn about train horns/quiet zones					
			File a complaint					
			Find safety data					
			Other, please specify	AB			Anchor Answer Choice	
	AB	Please specify your primary reason for visiting the site today:			N	Text area, no char limit		
	B	Did you feel that any of the information on the site was too technical?	Yes	C	Y	Radio button, one-up vertical	Skip Logic Group*	Public Technical
			No					
	C	Please share what specific information you thought was too technical:			N	Text area, no char limit	Skip Logic Group*	OE_Technical
		What sections of the site did you visit today?	About FRA		Y	Checkbox, one-up vertical	OPS Group*	Section
			Railroad Safety				Randomize	
			Rail Network Development (Passenger Rail, Freight Rail)					
			Research & Development					
			Legislation & Regulations					
			Grants & Loans					
			Communications & Government Affairs					
			FRA eLibrary					
			Other	F			Anchor Answer Choice	
	F	What other section of the site did you visit today?			N	Text area, no char limit	OPS Group*	OE_Section
		What kind of information were you looking for today?	Information on doing business with the Federal Railroad Administration		Y	Checkbox, one-up vertical	OPS Group*	Information
			Information about specific Federal Railroad Administration offices or branches				Randomize	
			General information about the Federal Railroad Administration (contacts, phone, mailing address, etc.)					
			Rules, regulations or policy information (ex. train noise, crude oil transport)					
			Crossing information					
			Track conditions					
			Railroad safety information					
			Freight railroad information					
			Passenger railroad information (ex. Amtrak, high speed rail)					
			Railroad policy or legislation					
			Research reports					
			Safety reports					
			Railroad maps					
			Career or job opportunities					
			News or current events					
			Grant information					
			I wasn't looking for anything specific (just browsing)				Mutually Exclusive	
			I was looking for something else, not listed above (please specify)	B			Anchor Answer Choice	
	B	Please specify what kind information you were seeking on the site today:			N	Text field, <100 char	OPS Group*	OE_Information
		How did you primarily look for information on the site today?	Sitewide search feature	L,Z	Y	Radio button, one-up vertical	Skip Logic Group	Look for Info
			Top navigation tabs/menus	Z			Randomize	
			Quick links in the center of the page	Z				

	Code	Question	Options	Skip	Req	Response Type	Group	Variable
			Links in the footer/on the bottom of the page	Z				
			eLibrary	L,Z				
			Other	G,Z				
	L	Did you try using the site's navigational links before using the search feature/eLibrary today?	Yes, I navigated first		Y	Radio button, one-up vertical	Skip Logic Group	Look_Nav First
			No, I went straight to the search feature/eLibrary					
			Don't recall					
	G	What other way did you primarily look for information?			N	Text area, no char limit	Skip Logic Group	Other Look for Info
	Z	How could we make this feature more useful to you?			N	Text area, no char limit	Skip Logic Group	OE_Feature , Improve
		Did you find the information you were looking for today?	Yes		Y	Radio button, one-up vertical	OPS Group*	Find Info
			No	D				
	D	Specifically what were you looking for, or what question were you trying to answer?			N	Text area, no char limit	OPS Group*	OE_Info
		Please tell us about your navigation experience on the website today. (Please select all that apply.)	I navigated this website easily.		Y	Check box, one-up	Skip Logic Group*	Navigation
			Links often didn't take me where I expected.	O				
			I had difficulty finding relevant information.					
			Links/labels are difficult to understand.	P				
			Too many links/navigational options to choose from					
			I had technical difficulties (error messages, broken links, etc.).	O				
			I couldn't navigate back to previous information.					
			I had a navigation experience not listed above:	M				
	M	Please describe your navigation experience			N	Text area, no char limit	Skip Logic Group*	OE_Navigation
	O	What links or paths didn't take you where they should have?			N	Text area, no char limit	Skip Logic Group*	OE_Nav Path
	P	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group*	OE_Nav Labels
		Which of the following website tools did you use during your visit today? (Please select all that apply.)	Search	D,E,F,G	Y	Check box, one-up	Skip Logic Group	Features
			eLibrary	X				
			Print					
			RSS feed					
			Forms					
			Other	A				
			I did not use any website tools on the site today.				Mutually Exclusive	
	D	Please rate the **relevance of the search results** from the search tools.			Y	Radio button, scale, no don't know	Skip Logic Group*	Search_Relevance
			1 = Poor					
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10 = Excellent					
	E	Please rate the **organization of the search results** from the search tools.			Y	Radio button, scale, no don't know	Skip Logic Group*	Search_Organization
			1 = Poor					
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10 = Excellent					
	F	Please rate how well the search tools **help you to narrow the results** to find what you want.			Y	Radio button, scale, no don't know	Skip Logic Group*	Search_NarrowResults
			1 = Poor					
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10 = Excellent					
	G	How could we make the **search tools more useful** to you?			N	Text area, no char limit	Skip Logic Group*	OE_Search Improvement
	X	Do you have any comments about the eLibrary tool you would like to share?			N	Text area, no char limit	Skip Logic Group	OE_Features
	A	What other feature(s) did you use?			N	Text area, no char limit	Skip Logic Group	OE_Features
		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			N	Text field, <100 char		SV - Other Social Network
		If you particularly enjoyed a section or feature of the website, please tell us about it here:			N	Text area, no char limit		OE_Favorite
		If you could change or improve one thing about this website, what would it be?			N	Text area, no char limit		OE_Improvement

Mutually exclusive