

## Welcome and Thank You Text

### Welcome Text

Thanks for visiting the Citizenship Resource Center 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 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 web site.

### Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. 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.~~



### 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.  
We appreciate your input!

Cancel

Submit

Copyright 2015 - all rights reserved

[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name	CRC v2	<b>Red &amp; Strike-Through:</b> Delete <b>Underlined &amp; Italicized:</b> Re-order <b>Pink:</b> Addition <b>Blue:</b> Reword	
Model ID	Yes 2MQ		
Partitioned	9/1/2015		
Date			

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of the Citizenship Resource Center.	Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with the Citizenship Resource Center? (1=Very Dissatisfied, 10=Very Satisfied)	Return	<b>Return (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>return</b> to the Citizenship Resource Center?
Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on the Citizenship Resource Center.	Satisfaction - Expectations	How well does the Citizenship Resource Center <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	Recommend Site	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend</b> the Citizenship Resource Center to someone else?
Look and Feel - Readability	Please rate the <b>readability of the pages</b> on the Citizenship Resource Center.	Satisfaction - Ideal	How does the Citizenship Resource Center <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	Primary Resource	<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b> How likely are you to use the Citizenship Resource Center as your <b>primary resource</b> for obtaining information about citizenship?
Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on the Citizenship Resource Center.				
Site Performance - Consistency	Please rate the consistency of <b>speed from page to page</b> on the Citizenship Resource Center.				
Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on the Citizenship Resource Center.				
Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how well</b> the Citizenship Resource Center is <b>organized</b> .				
Navigation - Options	Please rate the <b>options available for navigating</b> the Citizenship Resource Center.				
Navigation - Layout	Please rate <b>how well</b> the Citizenship Resource Center <b>layout helps you find what you need</b> .				
Information Browsing - Sort	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on the Citizenship Resource Center.				
Information Browsing - Narrow	Please rate the <b>ability to narrow choices to find the information you are looking for</b> on the Citizenship Resource Center.				
Information Browsing - Features	Please rate how well the <b>features</b> on the Citizenship Resource Center <b>help you find the information you need</b> .				
Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>thoroughness of information</b> provided on the Citizenship Resource Center.				
Site Information - Understandable	Please rate how <b>understandable</b> the Citizenship Resource Center's information is.				
Site Information - Answers	Please rate how well the Citizenship Resource Center's <b>information provides answers to your questions</b> .				

Model Name CRC v2  
 Model ID 0  
 Partitioned Yes 2MQ  
 Date 9/1/2015

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



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
	Visit Frequency		How <b>often</b> do you visit the Citizenship Resource Center website?	First time More than once a day Daily About once a week About once a month Every 6 months or less USCIS website		Y	Drop down, select one	
	Acquisition Source		How did you <b>hear about us</b> ? (Select all that apply)	Online ad/media Offline ad (print, radio, television) Social media Email Brochure/publication Public event USCIS official Word-of-mouth Family/Friends Community organization Citizenship class Other, please specify:	A	Y	Checkbox, one-up vertical	Skip Logic Group*
	Role	A	Other source What <b>best describes your role</b> when coming to the Citizenship Resource Center website?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
	Role	A	Other role What is the <b>reason</b> for your visit today to the Citizenship Resource Center website?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	N	Text field, <100 char	Skip Logic Group*
	Primary Reason: Federal Government or Informational Non-Profit		What is the <b>reason</b> for your visit today to the Citizenship Resource Center website?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
		A	If you were <b>looking for specific information</b> , please tell us what you were trying to find.			N	Text area, no char limit	Skip Logic Group*
	Accomplish		Were you <b>able to find</b> what you were looking for today?	Yes Partially No	A,B	Y	Drop down, select one	Skip Logic Group*
	OE_Accomplish	A	What <b>prevented</b> you from finding the information?			N	Text area, no char limit	Skip Logic Group*
	Do Next	B	What do you <b>plan to do next</b> ?	Come back to the site later Keep searching the Internet Call the 1-800 numbers/contact customer service Find legal assistance Find a citizenship preparation class Download Form N-400 Download test study materials Other		Y	Checkbox, one-up vertical	Skip Logic Group*
			What is your <b>preferred language</b> ?			N	Text field, <100 char	
	OE_Improve Experience		If you could make <b>one improvement</b> to the Citizenship Resource Center website, what would it be?			N	Text area, no char limit	
			<b>Do you use social media</b> to learn about citizenship-related matters or to share information about citizenship-related matters?	Yes No	A	Y	Drop down, select one	Skip Logic Group*
		A	If so, <b>which platforms</b> do you use?	Facebook Twitter Google Plus Instagram Pinterest YouTube Flickr		Y	Drop down, select one	Skip Logic Group*

			Tumblr					
			Blog					
			Other, please specify					
		<b>B</b>	Other platform used		<b>B</b>			
			If you plan to return to the Citizenship Resource Center website, <b>what resource</b> would you return to find?			N N	Text field, <100 char Text area, no char limit	Skip Logic Group*



CQ Label
Frequency
Source
Other source
Role
Other role
Reason
Other reason
Find info
Info not found
Do next
Language
Improvement
Use social media
Platforms

Other platform
Resource