

Measure Name	NIJ v3
Custom Qualifier Page	Yes
Custom Invitation Text	
Custom Tracker Text	

(Remove this tab for non-international surveys)



MID	Language	Target Country	Target Audience	Website URL	Notes

**CQ/MQ changes:**  
 - Provide all fields  
  
**Dataloads:**  
 - All fields except MID  
  
**Target Audience:**  
 Providing information on the typical demographic or customer that will take the survey helps our vendors better word and phrase translations.

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting [Company/Site/Agency]. 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 [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

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

Model Name NIJ v3  
 Model ID YUIJtdwZh590dI9NjKjYVIQ4C  
 Partitioned 2MQ  
 Date 9/1/2015

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1	Look and Feel - Appeal Please rate the <b>visual appeal</b> of this site.	16	Satisfaction - Overall What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	Return How likely are you to <b>return to this site</b> ?
2	Look and Feel - Balance Please rate the <b>balance of graphics and text</b> on this site.	17	Satisfaction - Expectations How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3	Look and Feel - Readability Please rate the <b>readability of the pages</b> on this site.	18	Satisfaction - Ideal How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20	Recommend Agency How likely are you to <b>recommend this agency to someone else</b> ?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
4	Site Performance - Loading Please rate how <b>quickly pages load</b> on this site.			21	Trust - Best Interests I can count on this agency to <b>act in my best interests</b> .
5	Site Performance - Consistency Please rate the <b>consistency of speed from page to page</b> on this site.			22	Trust - Trustworthy I consider this agency to be <b>trustworthy</b> .
6	Site Performance - Completeness Please rate how <b>completely the page content loads</b> on this site.			23	Trust - Do Right This agency can be trusted to <b>do what is right</b> .
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
7	Navigation - Organized Please rate how <b>well this site is organized</b> .				
8	Navigation - Options Please rate the <b>options available for navigating</b> this site.				
9	Navigation - Layout Please rate how <b>well the site layout helps you find what you need</b> .				
	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>				
10	Information Browsing - Sort Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.				
11	Information Browsing - Narrow Please rate the ability to <b>narrow choices to find the information you are looking for</b> on this site.				
12	Information Browsing - Features Please rate how well the <b>features on the site help you find the information you need</b> .				
	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>				
13	Site Information - Thoroughness Please rate the <b>thoroughness of information</b> provided on this site.				
14	Site Information - Understandable Please rate how <b>understandable</b> this site's information is.				
15	Site Information - Answers Please rate how well the site's <b>information provides answers to your questions</b> .				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
KMJ6161Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less		Y	Drop down, select one		Visit Frequency
KMJ6161Q002			What is your role in visiting the site today?	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Author/Journalist Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Elected/appointed official, or a member of their staffs Student General Public Other	B A	Y	Drop down, select one	Skip Logic Group*	Role
KMJ6161Q003		A	What else best describes your role?			N	Text area, no char limit	Skip Logic Group*	OE_Role
KMJ6161Q004		B	Which profession or professions do you hope to pursue? (Select all that apply)	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Author/Journalist Elected/appointed official, or a member of their staffs Non-justice related field A profession that is not listed here		Y	Checkbox, one-up vertical	Skip Logic Group*	Profession
KMJ6161Q005			What is your primary reason for visiting NIJ.gov today?	Guidance on a policy/practice decision or change Guidance on developing/changing a practice or intervention program Guidance on using or buying technology/equipment Information for a technology development project Apply for/find information on available funding Find or take training Materials for a course I'm teaching Materials for a course I'm taking Information for a research project Background information on a topic List of resources on a topic Other	A	Y	Radio button, one-up vertical	Skip Logic Group*	MainReason
KMJ6161Q006		A	What was the other primary reason for your visit to NIJ.gov today?			N	Text area, no char limit	Skip Logic Group*	OE_MainReason
KMJ6161Q007			What prompted you to visit the NIJ site?	Search engine Another website/link Email A colleague or instructor Social media post Prior use of the site Other I don't remember	B C	Y	Radio button, one-up vertical	Skip Logic Group*	PromptedYou
KMJ6161Q008		B	Which website/link prompted you to visit?	Another DOJ site Another government site An association site A university or college site A commercial site Other	D	Y	Radio button, one-up vertical	Skip Logic Group*	Website/Link
KMJ6161Q009		D	Which other website/link prompted you to visit the NIJ Site?			N	Text area, no char limit	Skip Logic Group*	OE_Other Website/Link
KMJ6161Q010		C	Where was the email sent from?	From a colleague From NIJ From another email service Other		Y	Radio button, one-up vertical	Skip Logic Group*	Email Origin

KMJ6161Q011	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes	B	Y	Drop down, select one	Skip Logic Group*	Accomplish
				No	A				
KMJ6161Q012	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today:			N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
KMJ6161Q013		B	Will you be able to use the information you found on the site today?	Yes		Y	Drop down, select one	Skip Logic Group*	Able to use
				No	C, D				
KMJ6161Q014		C	Why will you be unable to use the information you found on the site today?	It is HARD TO UNDERSTAND		Y	Drop down, select one	Skip Logic Group*	Why unable to use
				It is TOO MUCH INFORMATION to be useful					
				It is NOT ENOUGH INFORMATION to be useful					
KMJ6161Q015		D	Were you looking for something that was general or specific in nature?	General		Y	Drop down, select one	Skip Logic Group*	Info type
				Specific					
KMJ6161Q016			How did you look for information on the site today?	I used the search box on this website	A	Y	Radio button, one-up vertical	Skip Logic Group*	How info found
				I browsed the content on this website	A				
				I browsed the content and used the search box on this website					
				I used a bookmark or link to go there directly					
				I used a web search engine, like Google or Bing					
				Other					
KMJ6161Q017		A	Were the search results helpful?	Yes		Y	Drop down, select one	Skip Logic Group*	Search results
				No	C				
KMJ6161Q018		C	Why were the search results <b>not helpful</b> ? (Choose your primary reason)	It returned no useful results		Y	Radio button, one-up vertical	Skip Logic Group*	Search Difficulties
				It returned too many results					
				Results links were broken					
				Results were not relevant to my search terms or needs					
				Results showed old versions of pages/documents					
				Search required too many attempts					
				Results were too similar/redundant					
				I was not sure what words to use in my search					
				Search speed was too slow					
				Other	D				
KMJ6161Q019		D	Please describe the search difficulties you experienced:			N	Text area, no char limit	Skip Logic Group*	OE_Search Difficulties
KMJ6161Q020			Do you use a mobile device to access the internet?	Yes	A	Y	Drop down, select one	Skip Logic Group*	Use Mobile
				No					
KMJ6161Q021		A	Have you used a mobile device to access the National Institute of Justice site in the past?	Yes	B, C, D	Y	Drop down, select one	Skip Logic Group*	NIJ Mobile
				No					
KMJ6161Q022		B	What type of information did you access on the NIJ site via a mobile device? (Select all that apply)	Guidance on a policy/practice decision or change		Y	Checkbox, one-up vertical	Skip Logic Group*	Mobile Info
				Guidance on developing/changing a practice or intervention program					
				Guidance on using or buying technology/equipment					
				Information for a technology development project					
				Apply for/find information on available funding					
				Find or take training					
				Materials for a course I'm teaching					
				Materials for a course I'm taking					
				Information for a research project					
				Background information on a topic					
				List of resources on a topic					
				Other					
KMJ6161Q023		C	Are there pieces of information that are currently not on the website that you would access on a mobile device?	Yes	E	Y	Drop down, select one	Skip Logic Group*	Other Mobile Info
				No					
KMJ6161Q024		E	What information would you access on a mobile device that is currently not available on the website?			N	Text area, no char limit	Skip Logic Group*	OE_Other Mobile info
KMJ6161Q025		D	How would you prefer to interact with NIJ on a mobile device?	A mobile application		Y	Radio button, one-up vertical	Skip Logic Group*	Interaction Pref
				A mobile site					
				Either mobile application or site					
				I prefer to interact with NIJ on a desktop or laptop					
KMJ6161Q026			How likely are you to discourage someone from interacting with this agency?	1=Very Unlikely		Y	Radio button, scale, no don't know		WordofMouthIndex
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Likely=10					

KMJ6161Q027	Demographics: Gender		What is your gender?	Male Female Prefer not to respond		Y	Radio button, one-up vertical		Gender
KMJ6161Q028	Demographics: Age		Which category includes your age?	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to respond		Y	Radio button, one-up vertical		Age
KMJ6161Q029	OE_Improve Experience		If you could <b>improve one thing about this website</b> , what would it be?			N	Text area, no char limit		OE_Improvement