

Welcome and Thank You Text

Welcome Text

Thank you for visiting The US Small Business 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 US Small Business Administration. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of The US Small Business 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.



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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Model Name SBA Learning Center Feedback
 Model ID (MID)
 Date 9/10/2015

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			Satisfaction		
		Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)		
		Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)		
		Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)		

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	Visit Frequency		How frequently do you visit this site?	First time Daily Weekly Monthly Less often		Y	Radio Button One Up Vertical		Visit Frequency
	Role		What is your role in visiting the site today?	Business owner or employee Looking to start a business Counselor or Business Development Specialist Student, Teacher, academic or researcher Resource Partner Counselor Visiting the SBA Partner Training Portal Other	A A A A B B C	Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Role
		C	Please specify your role in visiting the site.		A	N	Text field, <100 char	Skip Logic Group*	Role Other
		A	What topic were you looking to learn more about? (check all that apply)	Starting a Business Managing a Business Financing Marketing Government Contracting Other topic	D D D D D E	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Learning Center Topic
		E	What specific topic were you looking for?		D	N	Text field, <100 char	Skip Logic Group*	Learning Center Topic Other
		D	Did you find what you were looking for?	Yes No	F F	Y	Radio button, one-up vertical	Skip Logic Group*	Learning Center Find?
		F	Did you take an online course?	Yes No Maybe later	G H H	Y	Radio button, one-up vertical	Skip Logic Group*	Learning Center Online Course
		G	Did the online course meet your expectations?	Yes No	J I	Y	Radio button, one-up vertical	Skip Logic Group*	Learning Center Course Expectations
		H	What would increase your likelihood of taking an online course?		K	N	Text area, no char limit	Skip Logic Group*	Learning Center Increase Likelihood Course
		I	What would make the online course more useful?		J	N	Text area, no char limit	Skip Logic Group*	Learning Center Course More Useful
		J	Did you download a worksheet or checklist?	Yes No	K K	Y	Radio button, one-up vertical	Skip Logic Group*	Learning Center Worksheet/Checklist?
	Do Next	K	What do you plan to do next? (Check all that apply)	Implement what I've learned Recommend what I've learned Return to the SBA Learning Center Visit a Business Advisor Other None of the above		Y	Checkbox, one-up vertical	Skip Logic Group* Anchor Answer Choice Mutually Exclusive	Learning Center Do Next
		B	What topic were you looking to learn more about? (check all that apply)	Capital Contracting Counseling Disaster Other topic	L L L L M	Y	Checkbox, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Partner Training Topic
		M	What specific topic were you looking for?		L	N	Text field, <100 char	Skip Logic Group*	Partner Training Topic Other
		L	Did you find what you were looking for?	Yes No	N N	Y	Radio button, one-up vertical	Skip Logic Group*	Partner Training Find?
		N	Did you use any of the following? (check all that apply)	Interactive vignette PDF document Video Other None of the above	O O O Q Q	Y	Checkbox, one-up vertical	Skip Logic Group* Anchor Answer Choice Mutually Exclusive	Partner Training Resource Types
		O	Did the resource meet your expectations?	Yes No	Q P	Y	Radio button, one-up vertical	Skip Logic Group*	Partner Training Resource Expectations
		P	What would make it more useful?		Q	N	Text area, no char limit	Skip Logic Group*	Partner Training More Useful
	Do Next	Q	What do you plan to do next? (Check all that apply)	Use what I've learned with clients Recommend what I've learned Return to the SBA Partner Training Portal Other None of the above		Y	Checkbox, one-up vertical	Skip Logic Group* Anchor Answer Choice Mutually Exclusive	Partner Training Portal Do Next