

Welcome and Thank You Text

Welcome Text

Thank you for visiting the Office of Natural Resources Revenue website. 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.

Welcome Text - Mobile

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.

Thank You Text - Mobile

Example Desktop



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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Example Mobile



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience.

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

Cancel

Submit

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[Survey Support](#)

Model Name DOI ONRR Desktop Browse
 Model ID 8cY8sQMRBAN80kRFxsoMQ4C
 Partitioned Yes - 2MQ
 Date 2/17/2016

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Return	How likely are you to return to this site in the future?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>		Recommend Company (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	20 Recommend	How likely are you to recommend the Office of Natural Resources Revenue to someone else?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.			21 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 from the Office of Natural Resources Revenue ?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.			22 Trust - Level	Trust (1=Not at all Trustworthy, 10=Very Trustworthy) Please rate your level of trust in the Office of Natural Resources Revenue.
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this 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 .				
10 Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) 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 .				
13 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) 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 .				

Model Name DOI ONRR Desktop Browse
 Model ID 8cY8sQMRBAN80kRFxsoMQ4C
 Partitioned Yes - 2MQ
 Date 2/25/2016

~~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	CQ Label
AML6554Q001	Visit Frequency		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or greater [6 months or less is once every few months]		Y	Drop down, select one		Visit Frequency
AML6554Q002	Acquisition Source		Which of the following sources primarily drove you to visit this site today?	Email from the Office of Natural Resources Revenue (ONRR) Internet blogs or discussion forums Search engine results Word of mouth recommendation from someone I know Familiarity with the Office of Natural Resources Revenue Don't know Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source
AML6554Q003		A	What other source primarily drove you to visit this site today?			N	Text area, no char limit	Skip Logic Group*	Acquisition Source - Other
AML6554Q004			What best describes the industry you represented when visiting this site today?	Government Law Media Mineral industry (non-oil and gas) Oil and Gas industry Indian Trust Representative Public Interest / Civil Society I don't represent an industry Other (please specify)		Y	Drop down, select one	Skip Logic Group*	Industry represent
AML6554Q005		A	What best describes the other industry you represented when visiting this site today?			N	Text area, no char limit	Skip Logic Group*	Industry Other
AML6554Q006	Primary Reason		What was your primary reason for visiting the site today?	To access the latest news on ONRR (e.g., Press releases) To find contact information (e.g., phone numbers, office locations) To find instructions on reporting royalties To find instructions on paying royalties To watch a training video To find statistics on ONRR To find rules and regulations (e.g., Federal Register Notices) To find information on Extractive Industries Transparency Initiative To find information for Indian Mineral Owners (Tribes or Allottees) To find employment opportunities Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
AML6554Q007		A	What was the other reason you primarily visited this site?			N	Text area, no char limit	Skip Logic Group*	Primary Reason Other
AML6554Q008		B	What type of statistical information were you seeking on this site today?	Disbursement data Reported revenue data Sales volume by sales year Production volumes Lease / Land Ownership Information Other (please specify)		Y	Checkbox, one-up vertical	Skip Logic Group*	Statistical info seeking
AML6554Q009		C	What other statistical information were you seeking on this site?			N	Text area, no char limit	Skip Logic Group*	Statistical info other

AML6554Q010			Was the information easy to find?	Yes		Y	Drop down, select one	Skip Logic Group*	Information easy to find
				No	A				
AML6554Q011		A	Why was this information not easy to find?			N	Text area, no char limit	Skip Logic Group*	Why info not easy to find
AML6554Q012			Please rate how clear the wording on this site is.	1=Not at all clear 2 3 4 5 6 7 8 9 10=Very clear Don't know		Y	Radio button, scale, has don't know		Plain Language - Clear
AML6554Q013			Please rate how understandable the wording on this site is.	1=Not at all understandable 2 3 4 5 6 7 8 9 10=Very understandable Don't know		Y	Radio button, scale, has don't know		Plain Language - Understandable
AML6554Q014			Please rate this site on its use of short, clear sentences.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't know		Y	Radio button, scale, has don't know		Plain Language - Concise
AML6554Q015			How likely are you to call the Office of Natural Resources Revenue regarding the information you looked for online today?	1=Very Unlikely 2 3 4 5 6 7 8 9 10=Very Likely Don't know		Y	Radio button, scale, has don't know		Call ONRR
AML6554Q016	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes		Y	Drop down, select one	Skip Logic Group*	Accomplish
				No	A				
AML6554Q017	OE_Accomplish	A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	Accomplish Why Not
AML6554Q018	OE_Improve Experience		What else would you like to share with us to help improve your online experience with this site?			N	Text area, no char limit		Improvement OE