

Welcome and Thank You Text

Welcome Text

Thank you for visiting the **U.S. Department of the Treasury** 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

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

Model Name: US Dept of Treasury v3
 Model ID
 Partitioned: Yes (2MQ)
 Date: 5/12/16

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to the Department of Treasury site?
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 ? (1= Falls Short, 10=Exceeds)	20 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend the Department of Treasury site to someone else?
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 ? (1=Not Very Close, 10=Very Close)		
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) 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 - 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 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 .				
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 .				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
	Visit Frequency		How frequently do you visit this site?	First time Daily About once a week About once a month Every 6 months or less		Y	Drop down, select one
	Role		What is your role in visiting this site?	General Public Investor Compliance Officer Banker or financial institution Small Business Large Business Teacher / Educator / Student Press / Media Other		Y	Drop down, select one
		A	Please specify your role/capacity in which you are visiting Treasury.gov today.			N	Text field, <100 char
	Primary Reason: Federal Government or Informational Non-Profit		Which of the following best categorizes what you are primarily looking for :	Sanctions/Specially Designated Nationals/Office of Foreign Assets Control (OFAC) Auctions of seized property for sale Report suspicious call, email, mailing, or other scam Daily or historical rates/yield curves Currency or coins (US bills, exchange rates) Savings bonds/Treasury Securities Report or Document Forms Small business initiatives Treasury News Treasury contact information General information about Dept. of Treasury Building Tours, History, and Curatorial Exhibitions Other	C C C C C C A B C C C C	Y	Radio button, one-up vertical
		A	What type of report or document were you looking for?			N	Text area, no char limit
		B	What form were you looking for?			N	Text area, no char limit
		C	What specifically were you looking for? Please be as specific as possible.			N	Text area, no char limit
			How did you primarily look for the information you wanted?	I received an email notice through GovDelivery Browsed (that is, followed links) Used the Treasury search engine Used a third-party search engine (i.e. Google, Yahoo, etc.) SDN Search Used the site index Don't recall		Y	Radio button, one-up vertical
	Accomplish		Did you find what you were looking for?	Yes No Not yet		Y	Drop down, select one
	OE_Improve Experience		If you could improve one thing on this website, what would that be?			N	Text area, no char limit



Special Instructions	CQ Label
	Frequency
Skip Logic Group*	Role
Skip Logic Group*	Other role
Skip Logic Group*	Reason
Skip Logic Group*	Report
Skip Logic Group*	Forms
	Specific info
	Method
	Find
	Improvement