

## Welcome and Thank You Text

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The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

## Model Questions

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As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts. Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

## Custom Questions

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When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

### Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

### Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

### Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

### Why

- Analysis
- Top-Pri
- Open-e
- Shift w
- Inform
- Evaluat

### **Update Your Custom Questions?**

Uncovered new questions to ask  
Key areas influence resource use  
Steps for quantifiable recommendations


Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



The text you see here will appear at the top and bottom of your survey, examples below.  
Default text is included and you may modify this text as needed.

Welcome and Thank You Text
<p><b>Welcome Text - Tablet / Phone</b></p> <p>Thank you for visiting uscourts.gov. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p>
<p><b>Thank You Text - Tablet / Phone</b></p> <p>Thank you for taking our survey - and for helping us serve you better.</p>
<p><b>Example Mobile</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"><div style="text-align: right;"></div><p>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. Please take a minute to share your opinions.</p><p>Required questions are denoted by an *</p><hr style="border-top: 1px dashed black;"/><p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p><div style="display: flex; justify-content: space-around;"><span>Cancel</span><span>Submit</span></div><p style="text-align: center; font-size: small;"><a href="#">ForeSee</a> <a href="#">ForeSee Privacy Policy</a></p></div>

Model Name US Courts Public Mobile  
 Model ID  
 Partitioned Yes - 2MQ  
 Date 11/1/2017  
 Model Version 17.2.G

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

Model Name US Courts Public Mobile  
 Model ID 0  
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QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		What is your primary reason for visiting uscourts.gov today?	Read news from the federal Judiciary Jury service information General information about the Federal Courts Find my local court Court or case records Court form Court fees Federal Court rules or policies Information on/about federal judges or judgeships Probation or pretrial services information Statistics Research for classroom assignment Bankruptcy information or forms Search for a job Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group*  Randomize	Primary Reason
	A	Please specify the reason for your visit.			N	Text field, <100 char	Anchor Answer Choice Skip Logic Group*	Primary Reason - Other
		Did you accomplish what you wanted to do today on uscourts.gov?	Yes No	B A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
A		Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	Why Not Accomplish
B		Was the information easy to find?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
B1		Why was this information difficult to find?		B1	N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
		How were you referred to uscourts.gov today?	An email from uscourts.gov uscourts.gov social network post, tweet, video, etc. Non - uscourts.gov social network post, tweet, video, etc. Letter or form from U.S. Courts Internet blogs or discussion forums Search engine results Recommendation from someone I know Other, please specify: I was not referred to the site by anything specific		Y	Radio button, one-up vertical	Skip Logic Group*  Randomize  Anchor Answer Choice Anchor Answer Choice	Acquisition Source
A		Please specify how you were referred to uscourts.gov.			N	Text field, <100 char	Skip Logic Group*	Acquisition Source - Other
B		What letter or form did you receive?			N	Text field, <100 char	Skip Logic Group*	Letter or Form - Other
		What is your primary role in visiting uscourts.gov today?	Government employee General public Member of a jury/prospective juror Member of the legal community Member of the media Researcher Educator Student Job Seeker Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group	Role
A		Please select the grade level you currently teach or education position you currently hold.	K-5 teacher 6-8 teacher 9-12 teacher College professor Post graduate professor or researcher School librarian Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group	Educator Grade
A1		Please specify the grade level you teach or education position you hold. Do not include your name or email.			N	Text area, no char limit	Skip Logic Group	Other Educator Grade level
B		Please specify your role in visiting uscourts.gov today.			N	Text area, no char limit	Skip Logic Group	OE_Role
C		Please select your current grade level.	6-8 student 9-12 student College undergraduate student Post graduate student or researcher Other, please specify:		Y	Radio button, one-up vertical	Skip Logic Group	Student Grade
C1		Please specify the grade level you are currently in or have attained. Do not include your name or email.		C1	N	Text area, no char limit	Skip Logic Group	Student Grade Other
		What sections of uscourts.gov did you visit today? (Please select all that apply.)	Forms (bankruptcy, civil, etc.) Careers Find a Case (PACER)		Y	Checkbox, one-up vertical	Skip Logic Group	Sections Visited

			Bankruptcy					
			Court Locator	B				
			About Federal Courts					
			Jury Service					
			Current Rules of Practice and Procedure					
			Glossary					
			Educational activities/historical case information					
			Supreme Court Landmarks					
			Other, please specify:	A				
	A	Which other sections did you visit today?			N	Text area, no char limit	Skip Logic Group	OE_Sections Visited
	B	Did you find what you were looking for with Court Locator today?	Yes	B1	Y	Radio button, one-up vertical	Skip Logic Group	Court Locator find
			Still looking					
			No	B2				
			I wasn't looking for anything in particular					
	B2	What specifically were you trying to find with Court Locator today?			N	Text area, no char limit	Skip Logic Group	OE_CL Accomplish
	B1	Are there other features or information that you would like to see in Court Locator?			N	Text area, no char limit	Skip Logic Group	OE_CL Improvement
		How often do you visit uscourts.gov?	This is my first visit		Y	Drop down, select one		Visit Frequency
			Once every 6 months or less often					
			Once every few months					
			Monthly					
			Weekly					
			Daily or more often					
		What else would you like to share with us to help improve your online experience with uscourts.gov?			N	Text area, no char limit		Improve
		How often do you access the Web using your mobile device(s)?	Monthly		Y	Radio button, one-up vertical		Mobile Usage
			Weekly					
			Daily					
			Several times a day					
			Never					
		What is your highest level of education completed?	Some high school or less		Y	Drop down, select one		Demos: Education
			High school graduate or GED					
			Some college credit, no degree					
			Associate degree (e.g., AA, AS)					
			Bachelor's degree (e.g., BA, AB, BS)					
			Master's degree (e.g., MA, MS, MEng, MEd, MSW, MBA)					
			Professional degree (e.g., MD, DDS, DVM, LLB, JD)					
			Doctorate degree (e.g., PhD, EdD)					
			Prefer not to respond					