





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</b></p> <p>Thank you for visiting BLS.gov. 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.</p> <p>Participation in this survey is completely voluntary. Please take a minute or two to give us your opinions. The feedback you provide will help us serve you better in the future. Your responses will only be used internally to make improvements to the website and customer experience.</p>	<p><b>Welcome Text - Tablet / Phone</b></p>
<p><b>Thank You Text</b></p> <p>Thank you for taking our survey - and for helping us serve you better.</p>	<p><b>Thank You Text - Tablet / Phone</b></p>
<p><b>Example Desktop</b></p> <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;"><b>Customer Satisfaction Survey</b></p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p><b>Example Mobile</b></p> <div style="border: 1px solid black; padding: 10px;"><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/><p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;"><a href="#">ForeSee</a> <a href="#">ForeSee Privacy Policy</a></p></div>

Model Name BL Full Site Measure v2  
 Model ID  
 Partitioned Yes - 2MQ  
 Date  
 Model Version 17.2.G

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.	19 Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	22 Confidence	<b>Confidence (1=Not At All Confident, 10=Very Confident)</b> Please rate your level of <b>confidence in BLS.gov</b> .
2 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	20 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Return (1=Very Unlikely, 10=Very Likely)</b>
3 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	21 Satisfaction - Ideal	How does this site <b>compare to an ideal website</b> ? (1=Not Very Close, 10=Very Close)	23 Return	How likely are you to <b>return to BLS.gov</b> in the future?
4 Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site.			24 Recommend	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend BLS.gov</b> to someone else?
5 Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.				
6 Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.				
7 Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how 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 <b>how well the site layout helps you find what you need</b> .				
10 Information Browsing - Sort	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b> 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 <b>ability to 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> .				
13 Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> 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 <b>information</b> is.				
15 Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .				

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			What information were you looking for on this website when our survey appeared?	The Occupational Outlook Handbook Inflation or Price Information Pay or Benefits Information Employment or Unemployment Information Productivity Information Workplace Health or Safety Information Looking for job opportunities/Job hunting Asked to complete BLS survey, so looking for information about that survey Nothing Specific Something Else	A	Y	Radio button, one-up vertical	Skip Logic Group	Primary Info Seeking
		A	Please tell us what you were looking for.			N	Text field, <100 char	Skip Logic Group	Other_Primary Info
			Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking on the BLS website Not looking for anything specific/Just browsing	X	Y	Radio button, one-up vertical	Skip Logic Group	Found Info
		X	You indicated you could not find the information you were looking for. If you are willing to provide your e-mail address, someone from BLS will contact you to help you with your request.			N	Text field, <100 char	Skip Logic Group	Email_cannot find
			How did you look for information or navigate the BLS site today? (Please select all that apply.)	Top navigation bar Clicked on links on the page Search box on web page Page bookmark or favorite link Google or other search engine A-Z Index Other (please specify):	A	Y	Checkbox, one-up vertical	Skip logic group* Randomize Anchor Answer Choice	How found info
		A	Please tell us how you looked for information.			N	Text area, no char limit	Skip Logic Group	OE_How found info
			How would you describe your experience moving around (navigating) on this website today? (Please select all that apply.)	I had no difficulty navigating this site Links often did not take me where I expected Had difficulty finding relevant information Links/labels were difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	A	Y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group	Navigation Experience
		A	What other navigation difficulty did you experience?			N	Text area, no char limit	Skip Logic Group	OPS_Navigation Experience
			Did you use one of the search boxes provided on the BLS website during your visit today (not a search engine like Google or Bing)?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group	Use Search
		A	How well did the search box work?	Very well Well Fairly Poorly	B B	Y	Radio button, one-up vertical	Skip Logic Group	Search Experience
		B	What did you dislike about the search results?	The most important results did not appear at the top of the list The results were filled with jargon that was difficult to understand Too many irrelevant results were shown The search got me lost in the website There were too few results The results were too general The results were out of date Other (please specify):	C	Y	Radio button, one-up vertical	Skip Logic Group Randomize Anchor Answer Choice	Issues with search results
		C	What else did you dislike about the search results?			N	Text area, no char limit	Skip Logic Group	OE_Issues with search results
			How satisfied are you with the products and information provided by the Bureau of Labor Statistics?	Very satisfied		Y	Drop down, select one		Sat with BLS Products and Info

				Somewhat satisfied					
				Neither satisfied nor dissatisfied					
				Somewhat dissatisfied					
				Very dissatisfied					
			How easy or difficult was it to understand the information you found on this website?	Very easy		Y	Radio button, one-up vertical		Info Understandable
				Easy					
				Neither easy nor difficult					
				Difficult					
				Very difficult					
			How often do you visit the BLS website?	First time visitor		Y	Drop down, select one		Visit Frequency
				1 to 6 times a year or fewer					
				7 to 12 times a year					
				13 or more times a year					
			Which one of the following BEST describes you?	Student	A	Y	Radio button, one-up vertical	Skip Logic Group	Best Describes_New
				Educator (e.g. professor, librarian )	B			Randomize	
				Academic (e.g. social Scientist, researcher)	C				
				Businessperson/professional (e.g. consultant, employer)	D				
				Private citizen	E				
				Government employee					
				Other (please specify):	P			Anchor Answer Choice	
		A	Which type of student best describes you?	Elementary, middle or high school student		Y	Radio button, one-up vertical	Skip Logic Group	Describes Student
				College or graduate level student					
				Other Student					
		B	Which type of educator best describes you?	College or university level professor		Y	Radio button, one-up vertical	Skip Logic Group	Describes Educator
				Elementary, middle or high school teacher					
				Librarian					
				Other school/university faculty					
		C	Which type of academic best describes you?	Economist		Y	Radio button, one-up vertical	Skip Logic Group	Describes Academic
				Social scientist					
				Statistician					
				Researcher in another field					
		D	Which type of businessperson/professional best describes you?	Employer/business owner		Y	Radio button, one-up vertical	Skip Logic Group	Describes Professional
				Human resources professional					
				Consultant					
				Analyst					
				Other businessperson/professional					
		E	Which type of private citizen best describes you?	Jobseeker		Y	Radio button, one-up vertical	Skip Logic Group	Describes Citizen
				Parent assisting children					
				Private citizen seeking information (visit is not career-related)					
				Other private citizen					
		P	Please tell us what best describes your occupation.			N	Text field <100 characters	Skip Logic Group	OE_Best Describes
		Q	Do you have any suggestions for improving this site? If so, please share them here:			N	Text area, no char limit		OE_Suggestion