

Model questions utilize the Foresee methodology to determine scores and impacts

	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
	<b>Content</b> (1=Poor, 10=Excellent, Don't Know)	<b>Satisfaction</b> (1=Poor, 10=Excellent)	<b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)
1	Please rate the <b>accuracy of information</b> on this site.	23 What is your <b>overall satisfaction</b> with this site?	26 How likely are you to <b>return to this site</b> ?
2	Please rate the <b>quality of information</b> on this site.	24 How well does this site <b>meet your expectations</b> ?	<b>Recommend</b> (1=Not Very Likely, 10=Very Likely)
3	Please rate the <b>freshness of content</b> on this site.	25 How does this site <b>compare to your idea of an ideal website</b> ?	27 How likely are you to <b>recommend this site to someone else</b> ?
	<b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)		
4	Please rate the usefulness of the services provided on this site.		
5	Please rate the convenience of the services on this site.		
6	Please rate the ability to accomplish what you wanted to on this site.		
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