FAST Track 3090-0297 GSA Auctions Survey

Screen 1



GSA Auctions Website Feedback

We would like to hear from you about your experience with the GSA Auctions website. This survey will take approximately 6 minutes to complete and your input will help us ensure we are providing the best possible online experience.

If you need immediate assistance with registration on the GSA Auctions website, please email registration@gsa.gov. For other immediate technical support concerns, please contact our help desk at gsaauctionshelp@gsa.gov or dial 1-866-333-7472 and select Option 3.

For more information on GSA's privacy policy, click here.

OMB No: 3090-0297

Expires 07/31/2019

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 6 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Ms. Sosa/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

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Please rate your level of satisfaction with the following aspects of the GSA Auctions website. Please rate on a scale from 1 to 5, with 1 being very dissatisfied and 5 being very satisfied.

1 - Very dissatisfied	Dissatisfied	3 - Neutral	2 - 4 - Satisfied	5 - Very Satisfied
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
	O O O	dissatisfied Dissatisfied O O O O O O O O O O	dissatisfied Dissatisfied 3 - Neutral O O O O O O O O O O O O O O O O O O	dissatisfied Dissatisfied 3 - Neutral 4 - Satisfied O O O O O O O O O O O O O O O O O O O O

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If Satisfaction Matrix Thoroughness of product descriptions - 4 - Satisfied Is Not Selected And Satisfaction Matrix Thoroughness of product descriptions - 5 - Very Satisfied Is Not Selected Or Satisfaction Matrix Ease of understanding product descriptions - 4 - Satisfied Is Not Selected And Satisfaction Matrix Ease of understanding product descriptions - 5 - Very Satisfied Is Not Selected, display Screen 3

If Satisfaction Matrix Thoroughness of product descriptions - 4 - Satisfied Is Selected And Satisfaction Matrix Thoroughness of product descriptions - 5 - Very Satisfied Is Selected Or Satisfaction Matrix Ease of understanding product descriptions - 4 - Satisfied Is Selected And Satisfaction Matrix Ease of understanding product descriptions - 5 - Very Satisfied Is Selected, display Screen 4

We are sorry the product descriptions on the GSA Auctions site did not meet your expecta	ations. Please
select the problem(s) you encountered from the following list.	
 Not enough pictures □ Poor picture quality □ Description did not address the working condition of the item 	
Description did not specify shipping terms	
Other	
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Did you experience any problems using the GSA Auctions site search feature today?	
O Yes O No	
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If yes is selected display Screen 5	

If no is selected display Screen 6

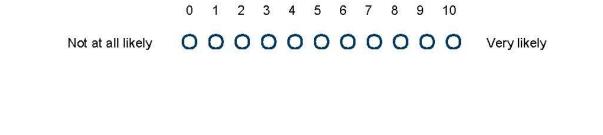
We are sorry you experienced problems with the search feature on GSA Auctions. Please se	elect the
problem(s) you encountered from the following list.	
The results I received were not relevant to the search terms I entered.	
The results I received were too similar and/or redundant.	
☐ I had to refine my search terms too many times to see the product(s) I wanted.	
My searches returned too many results.	
My searches did not return enough results.	
The search speed was too slow.	
Other	
Previous Page N	ext Page

Which of the following best describes the type of product you	primarily came to the GSA Auctions site
to find?	
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If Product I Was Not Looking for Anything Specific Is Not Selected, display Screen 7 If Product I Was Not Looking for Anything Specific Is Selected, display Screen 8

Screen 7	
Did you find everything that you were looking for?	
O Yes	
O No	
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How likely are you to recommend the GSA Auctions website to a friend or colleague? Please rate on a scale from 0 to 10, with 0 being not at all likely and 10 being very likely.



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Display Screen 9

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Please provide any additional comments.	
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Which of the below best describe(s) you? Please select all that apply.	
Citizen/General Public	
Reseller	
Realtor	
Car Dealer	
Small Business Owner	
Other	
☐ I Prefer Not to Answer	
What is your age?	
Under 18	
O 18 - 24	
O 25 - 34	
O 35 - 44	
O 45 - 54	
O 55 - 64	
O 65 or older	
O I Prefer Not to Answer	
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Would you like a GSA representative to contact you to discuss the feedback you have p	rovided in this
survey?	
O Yes	
O No	
O NO	
Province Pogo	Next Dege
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yes is selected display Screen 12 If no is selected display Screen 13

Please enter your contact information	below and we will follow up with you shortly.
First Name	
Last Name	
Email Address	
Telephone Number	

For more information on GSA's privacy policy, click here.

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Thank you for the time you spent giving us feedback on the GSA Auctions website. This survey is an
important tool in gauging how successful we are at meeting our customers' needs, and we will use you
response to improve the service we provide to you.

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