

**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](mailto:registration@gsa.gov). For other immediate technical support concerns, please contact our help desk at [gsaauctionshelp@gsa.gov](mailto: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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**Display Screen 2**

## Screen 2

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
Visual appeal of the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of page load	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding the product(s) you were seeking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness of product descriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of understanding product descriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the bidding process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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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

### Screen 3

We are sorry the product descriptions on the GSA Auctions site did not meet your expectations. 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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[Display Screen 4](#)

#### Screen 4

Did you experience any problems using the GSA Auctions site search feature today?

- Yes
- No

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**If yes is selected display Screen 5**  
**If no is selected display Screen 6**

## Screen 5

We are sorry you experienced problems with the search feature on GSA Auctions. Please select 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

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Display Screen 6

## Screen 6

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?

- Yes
- No

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[Display Screen 8](#)

## Screen 8

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.

0 1 2 3 4 5 6 7 8 9 10

Not at all likely            Very likely

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[Display Screen 9](#)



## Screen 9

Please provide any additional comments.

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[Display Screen 10](#)

## Screen 10

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

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 or older

I Prefer Not to Answer

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[Display Screen 11](#)

## Screen 11

Would you like a GSA representative to contact you to discuss the feedback you have provided in this survey?

Yes

No

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**yes is selected display Screen 12**  
**If no is selected display Screen 13**

## Screen 12

Please enter your contact information below and we will follow up with you shortly.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Telephone Number	<input type="text"/>

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## Display Screen 13

## Screen 13

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 your response to improve the service we provide to you.

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[Submit Survey](#)