FAST Track 3090-0297 GSA Auctions Website Survey (Revised Feb 2018) <u>Req-18</u>

Screen 1



GSA Auctions Website Feedback

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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. Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.



Please rate your level of satisfaction with the following statements. 1 -10 -Extremely Extremely Dissatisfied 2 3 4 5 6 7 8 9 Satisfied How satisfied are you with the GSA Ο Ο Ο Ο Ο Ο Ο Ο Ο Ο Auctions Website in meeting your needs? To what extent has the GSA Auctions Ο Ο Ο Ο Ο Ο 0 Ο Ο Ο website exceeded your expectations? Imagine your ideal organization, how Ο 0 0 0 Ο Ο 0 Ο 0 Ο well does the GSA Auctions website compare to that?

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Please rate your level of satisfaction with the following aspects of the GSA Auctions website.

	1 - Extremely Dissatisfied	2	3	4	5	6	7	8	9	10 - Extremely Satisfied
Visual appeal of the site	0	0	0	0	0	0	0	0	0	0
Speed of page load	0	0	0	0	0	0	0	0	0	0
Ease of finding the product(s) you were seeking	0	0	0	0	0	0	0	0	0	0
Thoroughness of product descriptions	0	0	0	0	0	0	0	0	0	0
Clarity of the bidding process	0	0	0	0	0	0	0	0	0	0

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Display this question if respondent did not select a score of 7, 8, 9 or 10 from the scale above for the answer choice titled Thoroughness of product descriptions *OR* Display this question if respondent did not select a score of 7, 8, 9, or 10 from the scale above for the answer choice titled Ease of find the product(s) you were seeking



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 pictu	ures
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- Poor picture quality
- Description did not address the working condition of the item
- Description did not specify shipping terms
- Other

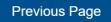
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Did you experience any problems using the GSA Auctions site search feature today? der Snip

O Yes

O No



Display this question if respondent selected yes is selected from the above question



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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Which of the following best describes the type of product you primarily came to the GSA Auctions site to find?

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Respondent selects from the drop down list below:

I was Not Looking for Anything Specific **Agricultural Equipment and Supplies** Aircraft and Aircraft Parts **Boats and Marine Equipment Communication Equipment Computer Equipment and Accessories Construction Equipment Electrical and Electronic Equipment** Fire Trucks and Fire Fighting Equipment Furniture Hand Tools and Shop Equipment Household/Personal Industrial Machinery Jewelry and Exotic Collectibles Lab Equipment Medical, Dental and Veterinary Equipment and Supplies **Motorcycles and Bicycles** NASA Shuttle/Hubble **Office Equipment and Supplies** Photographic Equipment Real Estate (houses, buildings, land and farms) Trailers, Tractors and Manufactured Housing Vehicles and Vehicle Parts Other

Display this question if the choice "I was Not Looking for Anything Specific" was not selected



Did you find everything that you were looking for?

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O Yes

O No





How likely are you to reco	ommeno	d the G	SA Auct	ions we	bsite to	a friend	d or colle	eague?		
	1	2	3	4	5	6	7	8	9	10
1 - Not at all likely 10 - Very likely	0	0	0	0	0	0	0	0	0	0

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Please provide any additional comments.

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GSA	
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?	
What is your age?	

- O Under 18
- **O** 18 24
- 0 25 34
- 0 35 44
- 0 45 54
- 0 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 provided in this survey?

O Yes

O No



If yes is selected from above, display the following question If no is selected from above, the Thank You Screen appears



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

First Name	
Last Name	
Email Address	
Telephone Number	



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