

FAST-Track 3090-0297
Req-19
GSA.gov Website Feedback Survey

Screen 1

This screen is a pop-up that appears when the user has not been invited to take the survey in the last 30 days **AND** fulfills one of the following criteria:

- Demonstrates intent to exit the website
- Visits three or more pages
- Spends at least 60 seconds on the website

The first link (“Click here to see the full Paperwork Reduction Act statement..”) will open the below pdf in a new tab.

The second link (“Click here to read more about..”) goes to GSA’s Website Privacy and Security Notice webpage.

Screenshot of PRA statement pdf:

Paperwork Reduction Act Statement

OMB No: 3090-0297

Expires 07/31/2019

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

Privacy Act Statement

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#), and 40 USC § 501.

The information that you submit is used to improve the user experience on GSA.gov. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice [GSA/CIO-3](#). All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)

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Screen 2

Displayed if survey was triggered because user demonstrated intent to exit webpage.



Did you find what you were looking for?

- Yes, I found what I was looking for.
- No, I did not find what I was looking for.
- No, I experienced a technical issue.

The link at the bottom of this and every page opens a pdf in a new tab. The pdf contains the PRA Statement and Privacy Act Statement for the survey. The text of the pdf is included in the appendix of this document.

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If "Yes, I found what I was looking for", display Screen 3.

If "No, I did not find what I was looking for", display Screen 3

If "No, I experienced a technical issue", skip to Screen 9.

Screen 3



Why did you visit GSA.gov today?

- Jobs
- Small business contracting and/or partnering
- Building information
- Purchase and/or look for information on purchasing products and/or services
- Policy and/or regulations
- Sell and/or look for information on selling products and/or services
- GSA agency information
(for example, contacts, regions, news, organization, etc.)
- Per diem and/or travel
(mileage rates, airfare, lodging, etc.)
- Training and/or events
- Auctions/surplus property
- Forms
- Report a technical issue
- Other (please specify)

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If "Report a technical issue", then skip to Screen 9.

For all other responses, proceed to Screen 4.

Screen 4

There are three questions that could be displayed on Screen 4. The survey software will randomly display one of the three questions to the user.

Screen 4a



How well has the GSA website met your expectations?

- 1 - Falls short of your expectations
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Exceeds your expectations

We recognize that 10-point scales are less preferable than smaller scales. This survey will replace an existing survey that is much longer and more confusing for the user. For the sake of metric continuity for our stakeholders, we have opted to keep the 10-point scale for these questions.

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If the user selects 1, 2, 3, 4, or 5, then display Screen 5a.

If the user selects 6, 7, 8, 9, or 10, then skip to Screen 6.

Screen 4b



How well do you think the GSA website compares with the ideal website?

- 1 - Not very close to the ideal
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Very close to the ideal

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If the user selects 1, 2, 3, 4, or 5, then display Screen 5b.

If the user selects 6, 7, 8, 9, or 10, then skip to Screen 6.

Screen 4c



How satisfied are you with the GSA website overall?

- 1 - Very dissatisfied
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Very satisfied

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If the user selects 1, 2, 3, 4, or 5, then display Screen 5c.

If the user selects 6, 7, 8, 9, or 10, then skip to Screen 6.

Screen 5a



How has the GSA website failed to meet your expectations? Please provide any comments you may have.

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Screen 5b



In what ways does the GSA website deviate from the ideal website? Please provide any comments you may have.

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Screen 5c



What factors contributed to your dissatisfaction with the GSA website overall? Please provide any comments you may have.

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Screen 6

Display if user selected 6, 7, 8, 9, or 10 on Screen 4a, Screen 4b, or Screen 4c.

Else skip to Screen 7.



Please provide any additional comments you may have related to your experience using GSA.gov.

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Screen 7



Please select the role that most closely aligns with your position.

- GSA employee
- Federal, civilian government employee
- Member of the armed services/military
- State/local/tribal government employee
- Small business vendor/contractor
- Large business vendor/contractor
- Non-government real property professionals
(for example, realty specialists, community planners, facility managers, architects, engineers, etc.)
- General public
(for example, tax professional, non-federal government traveler, retired military, student/academic, non-profit, etc.)

Do you currently have a government contract?

- Yes
- No

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[Submit](#)

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If the user selects “Small business vendor/contractor” or “Large business vendor/contractor”, then the question “Do you currently have a government contract?” will appear.

If the user selects any other option, then “Do you currently have a government contract?” will NOT appear.

If the user DID NOT indicate on Screen 2 or Screen 3 that they experienced a technical issue, then the survey ends and the message on Screen 8 is displayed.

If the user indicated on Screen 2 or Screen 3 that they experienced a technical issue, then the user was skipped from Screen 2 or Screen 3 to Screen 9.

Screen 8



Thank you for taking our survey - and for helping us serve you better.

Please note that 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 website.

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Screen 9a



Are you on the page where you experienced the technical issue?

- Yes
 No

Please provide a screenshot of the issue you're experiencing. We'll send it to our IT department for resolution.



*Warning: This question type will only take a screenshot of a user's screen if this survey is included in an intercept.
If you send out this survey in another way, this question type will appear as a file upload to your users.

Please provide any additional details you may have about the technical issue you experienced today.

Submit

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If the user selects "Yes" in response to the question "Are you on the page where you experienced the technical issue?", then "Please provide a screenshot" will appear. The user will have the ability to black out any sensitive information captured in the screenshot.

If the user selects "No" to the question "Are you on the page where you experienced the technical issue?", then "What is the URL of the page you experience the issue on?" will appear (Screen 9b).

Screen 9b



Are you on the page where you experienced the technical issue?

- Yes
- No

What is the URL of the page you experienced the issue on?

Please provide any additional details you may have about the technical issue you experienced today.

Submit

Screen 11



Thank you for bringing this issue to our attention! We've notified our team and are working to address the problem.

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Appendix:

Privacy Act and Paperwork Reduction Act Statements

This is the pdf that will appear in a separate tab when the user clicks on the PRA link in the footer of every page.

Paperwork Reduction Act Statement

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