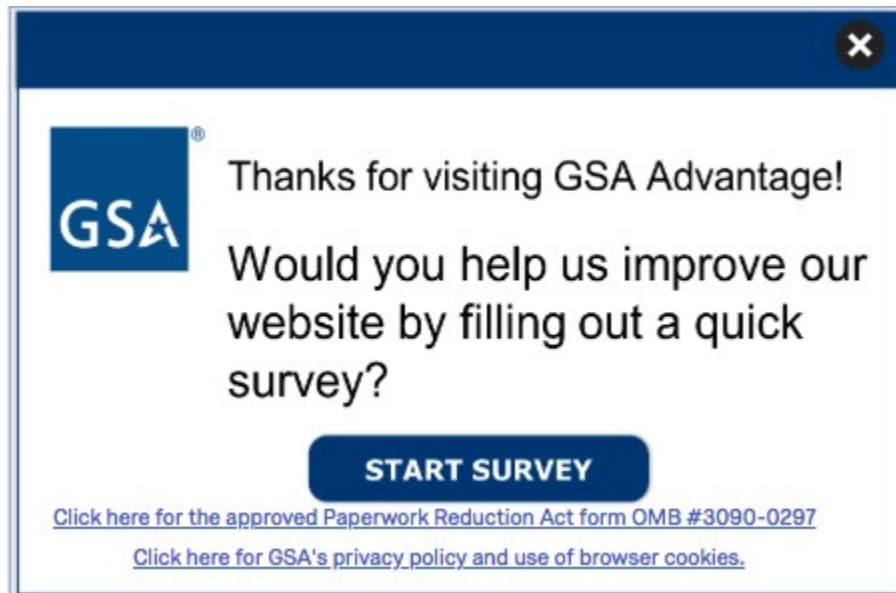


# GSA Advantage Website Feedback Survey

## Screen 1

This screen is a pop-up that appears when the user has not submitted a survey within the last 30 days and meets the following criteria:

- Demonstrates intent to exit the website
- Visits 3 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 GSA's PRA Statement pdf link**

## 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 4 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 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. All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

## Screen 2 - Displayed if survey was triggered

0%

100%



Overall, how satisfied are you with your experience using GSA Advantage today?

- 1 - Very Dissatisfied
- 2 - Dissatisfied
- 3 - Neither Satisfied nor Dissatisfied
- 4 - Satisfied
- 5 - Very Satisfied

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Were you able to find what you were looking for today?

- Yes, I found what I was looking for.
- No, I did not find what I was looking for.
- Just browsing. Not looking for anything in particular

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[Submit](#)

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Powered by Qualtrics



Please rate your level of satisfaction for each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
Site Layout (i.e. menu)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Photos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Descriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check-Out Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please provide any additional comments or suggestions.

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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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Powered by Qualtrics

The "Contact Us" hyperlink leads to the following page:

The screenshot shows the GSA website's "Contact Us" page. At the top, there is a navigation bar with the GSA logo and several menu items: BUYING & SELLING, REAL ESTATE, POLICY & REGULATIONS, SMALL BUSINESS, SHARED SERVICES, TRAVEL, TECHNOLOGY, and ABOUT US. Below the navigation bar is a breadcrumb trail: Home > About Us > Contact Us. The main heading is "Contact Us", followed by the sub-heading "We're here to help". There are three main service cards: "Call Us" with the phone number 1-844-GSA-4111, "Chat Live" with availability hours (Sun 7:00pm EST - Friday 7:00pm EST) and a "Chat Now" button, and "Ask a Question" with a "Get Started" button.