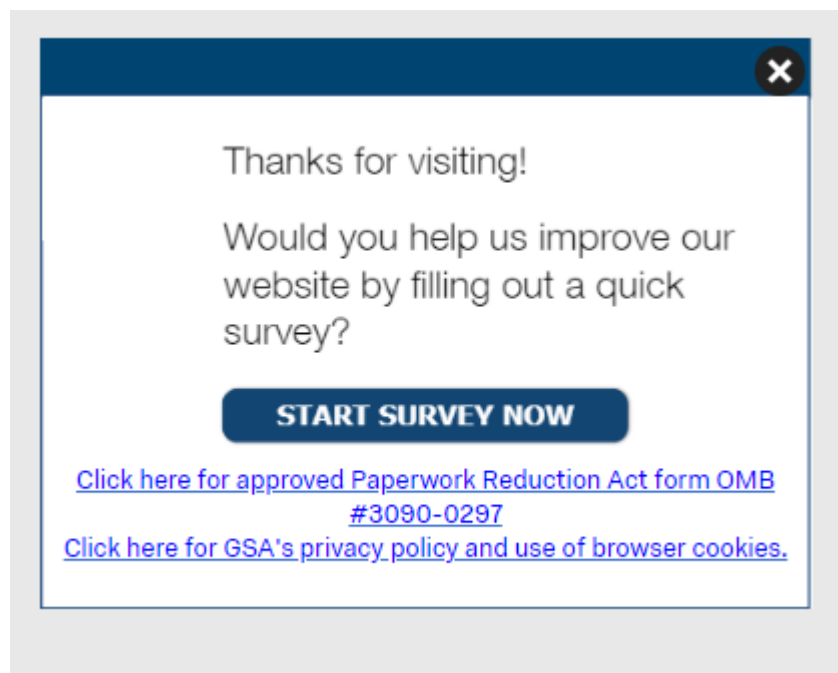


OGP's Website Feedback Survey

Screen 1

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

OGP Site-Intercepts

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.

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

Screen 2 - Displayed if survey was triggered

1. What was the primary purpose of your visit today? (Response required)

Access resources (guidance, policies, playbooks, etc.)

Find training

Join a community

Learn about a program or service

Other

2. Based on today's visit, how satisfied are you with the overall experience?

Very Dissatisfied

Dissatisfied

Neither satisfied or dissatisfied

Satisfied

Very Satisfied

3. Were you able to accomplish everything you wanted to on the site today? (Response required)

No

Yes

[Next Page](#)

Screen 3

3a. Please tell us why you were not able to fully complete the purpose of your visit.

3a. Were you able to accomplish your goal in a reasonable amount of time?

No

Yes

4. How easy or difficult was it to find what you were looking for on the site today? (Response required)

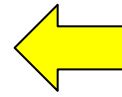
Very difficult

Difficult

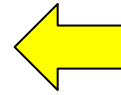
Neither easy nor difficult

Easy

Very easy



This question will only be displayed if the respondent answered "No" to the previous question



This question will only be displayed if the respondent answered "Yes" to the previous question

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Screen 4

4a. Please tell us why the information was difficult to find.

5. How likely are you to visit [WEBSITE] again? (Response required)

- Very unlikely
- Unlikely
- Neither likely or unlikely
- Likely
- Very likely

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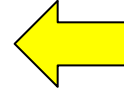


This question will only be displayed if the respondent answered "Difficult" or "Very Difficult" on the previous question.

[WEBSITE] will be replaced with

Screen 5

5a. Why not? Please tell us.



This question will only be displayed if the respondent answered "Unlikely" or "Very unlikely" on the previous question

6. How likely are you to recommend WEBSITE to a colleague?
(Response required)

- Very unlikely
- Unlikely
- Neither likely or unlikely
- Likely
- Very likely

7. How did you get to [WEBSITE] today? (Response required)

- An email
- Another website
- Bing, Google, or another search engine
- Facebook, Twitter, or another social media site
- Typed [website] into a web browser
- Other:

8. Did you get useful information beyond the primary purpose of your visit to [WEBSITE]? (Response required)

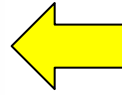
- Yes
- No

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Screen 6

8a. Tell us what you found particularly useful.



This question will only be displayed if the respondent answered "Yes" to the previous question

10. Please share any other comments or suggestions you have related to [WEBSITE]:



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Screen 7



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.

"Contact Us" link will link to individual