

FAST Track 3090-0297
GSA Auctions Website Survey (Revised Feb 2019)
Req-35

Screen 1



GSA Auctions Website Feedback

Rectangular Snip

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.

Next Page

Screen 2



Please rate your level of satisfaction with the following statements.

Rectangular Snip

	1 - Extremely Dissatisfied	2	3	4	5	6	7	8	9	10 - Extremely Satisfied
How satisfied are you with the GSA Auctions Website in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has the GSA Auctions website exceeded your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Imagine your ideal organization, how well does the GSA Auctions website compare to that?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous Page

Next Page

Screen 3



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Previous Page](#)[Next Page](#)

Screen 4

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

[Previous Page](#)

[Next Page](#)

Screen 5



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

☐ Yes

☐ No

[Previous Page](#)

[Next Page](#)

Screen 6

Display this question if respondent selected yes 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

● Rectangular Snip

[Previous Page](#)

[Next Page](#)

Screen 7



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

[Previous Page](#)[Next Page](#)

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

Screen 8

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?

- ☐ Yes
- ☐ No

Rectangular Snip

Previous Page

Next Page

Screen 9



How likely are you to recommend the GSA Auctions website to a friend or colleague?

	1	2	3	4	5	6	7	8	9	10
1 - Not at all likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 - Very likely										

Previous Page

Next Page

Screen 10



Please provide any additional comments.

Rectangular Snip

Previous Page

Next Page

Screen 11



Which of the below best describe(s) you? Please select all that apply.

Rectangular Snip

- ☐ Citizen/General Public
- ☐ Reseller
- ☐ Realtor
- ☐ Car Dealer
- ☐ Small Business Owner
- ☐ Other
- ☐ I Prefer Not to Answer

What is your age?

Rectangular Snip

- ☐ Under 18
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 or older
- ☐ I Prefer Not to Answer

Previous Page

Next Page

Screen 12



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

☐ Yes

☐ No

[Previous Page](#)

[Next Page](#)

Screen 13

If yes is selected from above, display the following question

If no is selected from above, "Thank You" Screen appears



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

First Name

Last Name

Email Address

Telephone Number

Rectangular Snip

Screen 14



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.

[Previous Page](#)[Submit Survey](#)