Peace Corps Website Customer Service Satisfaction Survey

(iPerceptions website intercept survey questions)

**Basic Questionnaire:**

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| **Welcome Page** |
| **Welcome to the Peace Corps visitor satisfaction survey.**This survey will only take a few minutes to complete. |

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| Reporting Text: Overall Experience | Single-select with score, horizontal display |
| **Q1** Based on today's visit, how would you rate your overall experience on the website? (ID-1) |
| **Text** | Very badReporting Text: Very bad | BadReporting Text: Bad | FairReporting Text: Fair | GoodReporting Text: Good | Very goodReporting Text: Very good | OutstandingReporting Text: Outstanding |
| **Score** | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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| Reporting Text: Task Completion | Single-select, # of column = 1 |
| **Q2** Were you able to accomplish everything you wanted to do on the site today? (ID-3) |
| 1. YesReporting Text: Yes |
| 2. NoReporting Text: No |

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| Reporting Text: Task Completion | Single-select, # of column = 1 |
| **Q3** Was the content presented to you easy to read and understand? (ID-111) |
| 1. YesReporting Text: Yes |
| 2. NoReporting Text: No |

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| Reporting Text: Return | Single-select with score, horizontal display |
| **Q4** How likely are you to return to this website? (ID-22654) |
| **Text** | Not at all likelyReporting Text: 0-Not at all likely | 1Reporting Text: 1 | 2Reporting Text: 2 | 3Reporting Text: 3 | 4Reporting Text: 4 | 5Reporting Text: 5 | 6Reporting Text: 6 | 7Reporting Text: 7 | 8Reporting Text: 8 | 9Reporting Text: 9 | Extremely likelyReporting Text: 10-Extremely likely |
| **Score** | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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| Reporting Text: Referral | Single-select with score, horizontal display |
| **Q5** How likely are you to recommend this website to someone else? (ID-9743) |
| **Text** | Not at all likelyReporting Text: 0-Not at all likely | 1Reporting Text: 1 | 2Reporting Text: 2 | 3Reporting Text: 3 | 4Reporting Text: 4 | 5Reporting Text: 5 | 6Reporting Text: 6 | 7Reporting Text: 7 | 8Reporting Text: 8 | 9Reporting Text: 9 | Extremely likelyReporting Text: 10-Extremely likely |
| **Score** | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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| Reporting Text: Primary purpose of visit | Single-select, # of column = 1 |
| **Q6** What is the primary purpose of your visit? (ID-2) |
| 1. Find volunteer opportunitiesReporting Text: Career |
| 2. Learn about the Peace CorpsReporting Text: Learn about agency |
| 3. Learn about a specific topicReporting Text: Specific topic |
| 4. Contact or ask a question about the siteReporting Text: Contact |
| 5. Use site toolReporting Text: Use site tool |
| 6. OtherReporting Text: OtherPOV Category: Other |

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| **Thank you Page** |
| Thank you for participating in this Peace Corps web survey. |

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| Public reporting burden for this collection of information is estimated to average 1 minute. This estimate includes the time for reviewing instructions and completing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.  | OMB control no.: 0420-0545Expiration date: 09/30/2017 |