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 bad Reporting Text: Very bad | | Bad Reporting Text: Bad | | Fair Reporting Text: Fair | | Good Reporting Text: Good | | Very good Reporting Text: Very good | | Outstanding Reporting 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. Yes Reporting Text: Yes | |
| 2. No Reporting 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. Yes Reporting Text: Yes | |
| 2. No Reporting 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 likely Reporting Text: 0-Not at all likely | 1 Reporting Text: 1 | 2 Reporting Text: 2 | 3 Reporting Text: 3 | 4 Reporting Text: 4 | 5 Reporting Text: 5 | 6 Reporting Text: 6 | 7 Reporting Text: 7 | 8 Reporting Text: 8 | 9 Reporting Text: 9 | Extremely likely Reporting 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 likely Reporting Text: 0-Not at all likely | 1 Reporting Text: 1 | 2 Reporting Text: 2 | 3 Reporting Text: 3 | 4 Reporting Text: 4 | 5 Reporting Text: 5 | 6 Reporting Text: 6 | 7 Reporting Text: 7 | 8 Reporting Text: 8 | 9 Reporting Text: 9 | Extremely likely Reporting 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 opportunities Reporting Text: Career | |
| 2. Learn about the Peace Corps Reporting Text: Learn about agency | |
| 3. Learn about a specific topic Reporting Text: Specific topic | |
| 4. Contact or ask a question about the site Reporting Text: Contact | |
| 5. Use site tool Reporting Text: Use site tool | |
| 6. Other Reporting Text: Other POV Category: Other | |

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

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