

10: *Please rate the **balance of graphics and text** on this site.

1=Poor Excellent=10

1 2 3 4 5 6 7 8 9 10 Don't Know

11: *What is your **overall satisfaction** with this site?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

12: *How well does this site **meet your expectations**?

1=Falls Short Exceeds=10

1 2 3 4 5 6 7 8 9 10

13: *How does this site **compare to your idea of an ideal website**?

1=Not Very Close Very Close=10

1 2 3 4 5 6 7 8 9 10

14: *How likely are you to **recommend the FTC Complaint Assistant** to someone else?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

15: *How likely would you be to **use the Complaint Assistant as a resource** in the future?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

16: *How often do you visit the FTC Complaint Assistant?

- This is my first visit
- A few times a year
- Monthly
- Weekly
- Daily

17: *Did you intend to file a complaint today?

- Yes
- No

18: *What category did you submit a complaint for today?

- Scams and rip-offs
- Unwanted telemarketing, text, or SPAM
- Mobile devices or telephones
- Internet services, online shopping, or computers
- Jobs and making money
- Credit and debt
- "Other"
- Complaint category not listed. Please describe.

19: *Was the FTC Complaint Assistant easy to use?

- Yes
- No
- Not sure

20: *Did you experience any of the following challenges during your visit today? (Please select all that apply.)

- I did not understand **which category** I should have selected (i.e. identity theft, unwanted telemarketing, other, etc.)
- There was **no complaint category listed** that covered my complaint
- I **did not understand** what I was supposed to do
- The form **required information that I did not know**
- The form **required information that was unrelated to my case**
- The **form/fields would not accept what I entered**
- While on the site, I **received a blank screen**
- While on the site, I **received a time-out message**
- While on the site, I **received an error message**
- Other (please specify)
- I did not experience any challenges today

21: *Were you able to accomplish your reason for visiting today?

- Yes
- No

22: *While you were on the site today, did you notice the "Chat" function?

- Yes
- No

23: Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest?

1,000 Characters Remaining

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

Cancel

Submit

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