

Customer Satisfaction Survey

Thank you for visiting FTC Complaint Assistant. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the FTC. Please take a minute or two to give us your opinions. The feedback you provide will help the FTC Complaint Assistant serve you better in the future. All results are strictly confidential.

Required questions are denoted by an *

1: *Ple	ease r	ate ho	w we	ll the	site is	orga	nized	l.		
1=P	1=Poor Excellent=10									
	2 ©				6		8	9 ©		Don't Know
2: *Ple	ease r	ate the	opti	ons a	vailab	le for	navi	gating	j this s	site.
1=P	oor						Ex	cellent	=10	
_	2 (iii)	3			6 ©		8	9 ©		Don't Know
3: *Ple	ease r	ate ho	w qui	ckly p	ages	load	on this	site.		
1=P	oor						Ex	cellent	=10	
	2	3	4		6					Don't Know
0	0	0	0	0	0	0	0	0	0	0
4: *Ple site.	ease r	ate the	cons	sisten	cy of	speed	d fron	n page	e to pa	age on this
1=P								cellent		
1	2 ©	3	0		6	7	8	9		Don't Know
5: *Ple	ease r	ate the	thor	oughi	ness o	of info	rmati	ion pro	ovided	on this site.
1=P	oor							cellent		
1	2	3	4		6 ©			9 ©		Don't Know
6: *Ple	ease r	ate ho	w und	lersta	ndabl	e this	site's	inforr	natio	ı is.
1=P	oor						Ex	cellent	=10	
1	2	3	4							Don't Know
0	0	0	0	0	0	0	0	0	0	0
7: *Ple	ease r	ate the	time	it tal	kes to	com	plete	task(s	s) on t	his site.
1=P								cellent		
_	2	3			6					Don't Know
0	0	0	0		0					(O
		ate the	site	proce	edures	s to ac				this site.
1=P	oor 2	3	4	5	6	7	8 8	cellent a		Don't Know
0	0	0	0	0	0		0			©
9: *Ple	ease r	ate the	visu	al app	peal o	f this s	site.			
1=P								cellent		- 1
	2				6					Don't Know

10: *P	lease i	rate th	e bal	ance	of gra	phics	and t	t ext o	n this	site.
1=P	oor						Ex	cellent	=10	
1	2	3	4	5	6 ©	7	8 ©	9	10	Don't Know
11: *What is your overall satisfaction with this site?										
		ssatisf					ery Sa			
0	2 ②	3	4 ©	5 ©	6 ©	7 ©	8 ©	9 ©	10	
12: *H	12: *How well does this site meet your expectations?									
	alls Sh			_	_	_		cceeds		
1	2	3	4	5	6	7	8 ©	9 ©	10	
13: *H	ow do	es this	site o	ompa	re to	your	idea	of an	ideal	website?
1=N	ot Ver	y Clos	е				Very	Close	=10	
1	2	3	4	5	_	_	8	9	10	
0	0	0	0	0	0	0	0	0	0	
14: *How likely are you to recommend the FTC Complaint Assistant to someone else?							t Assistant to			
1=V	ery Ur	nlikely					Very	Likely	=10	
1	2	3	4	5	6	7	8	9	10	
0	0	0	0	0	0	0	0	0	0	
15: *How likely would you be to use the Complaint Assistant as a resource in the future?							int as a			
1=V	ery Ur	nlikely					Very	Likely	=10	
1	2 (iii)	3	4 (iii)	5 (iii)	6 (iii)	7	8	9 (ii)	10	
		· ·	_							
16: *How often do you visit the FTC Complaint Assistant?										
This is my first visit A few times a year										
		ics a	year							
Monthly										
Weekly										
O Daily										
17: *Did you intend to file a complaint today?										
◎ Ye	s									
◎ 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
O 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?
○ 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?
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Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.



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