

ARC Website Web Monitor Questionnaire

Note: Items in bold will not appear to respondent.

Survey Intercept

Thank you for visiting the ARC Website. You have been randomly chosen to participate in a brief survey to let us know how we're doing. After you browse our site, please take a few minutes to complete our survey. Your response is anonymous; we do not collect or store any personal data.

Introduction

Thank you for sharing your views about the ARC Website. Your feedback will help us improve our website.

This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires September 30, 2021.

The survey will take **approximately twelve minutes** to complete.

1. Why did you visit the ARC Website today? (Please select all that apply)
 - a. Get information on who ARC is and the services that ARC offers
 - b. Obtain guidance regarding a service line (i.e. financial management, travel, etc.)
 - c. Get forms for a specific service line
 - d. Get contact information for a service line
 - e. Access application/system offered on the website
 - f. Access application manuals/support
 - g. Access new employee orientation information
 - h. Other (please specify)

2. What sources drove you to the site today?
 - a. OMB
 - b. GSA
 - c. Word of mouth from another agency
 - d. Article in federal publications
 - e. Fiscal Service representative
 - f. Search engine

3. Did you find what you were looking for today?
 - a. Yes
 - b. No
 - c. Don't know

4. **[IF Q4=Yes]** Did it take more or less time than you expected to find what you were looking for on the site?
 - a. More time
 - b. The expected amount of time
 - c. Less time

5. Did you visit the site intending to accomplish a specific task?
 - a. Yes
 - b. No
 - c. Don't know

6. **[IF Q6=Yes]** Were you able to accomplish your task while on the site?
 - a. Yes
 - b. No
 - c. Don't know

7. **[IF Q7=No]** Please describe why you were not able to accomplish your task:

8. **[IF Q7=No]** What were you looking for that you were unable to find?

9. What types of devices do you use to access the ARC website? (Please select all that apply)
 - a. Desktop computer
 - b. Laptop computer
 - c. Tablet
 - d. Mobile phone
 - e. Other (please specify)

10. How frequently do you visit the ARC website?
 - a. This is my first visit
 - b. Several times per week
 - c. Several times per month
 - d. Every few months
 - e. A few times per year

11. How do you plan to use the information available to you on the site?

12. Do you plan on contacting the agency for further clarification on the topic or issue you came to the site to inquire about?
 - a. Yes
 - b. No
 - c. Don't know

13. **[IF Q13=Yes]** How do you plan to contact the agency for further clarification?
 - a. Over the phone
 - b. Via email
 - c. Via the agency website
 - d. Other (please specify)

14. Did you use the search function during your visit?
 - a. Yes
 - b. No
 - c. Don't know

15. Did you download anything from the website?
 - a. Yes
 - b. No
 - c. Don't know

16. **[If Q16=Yes]** What did you download from the site?
 - a. Form

Site Performance

Now, please think about the performance of the ARC Website. Using a scale where 1 means "Poor" and 10 means "Excellent," please rate the following:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Speed of page loads											
Consistency of speed from page to page											
Consistency of pages loading without errors											
Reliability of the site performance											
Consistency of the site performance											

Customer Satisfaction Index

CSI1. Now, please consider your overall experience to date with the ARC Website. Using a 10-point scale where 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with the ARC Website?

	Very Dissatisfied 1	2	3	4	5	6	7	8	9	Very Satisfied 10
Overall satisfaction with the ARC Website										

CSI2. Using a 10-point scale where 1 now means "Falls Short of Your Expectations" and 10 means "Exceeds Your Expectations," to what extent has the ARC Website fallen short of or exceeded your expectations?

	Falls Short of Your Expectations 1	2	3	4	5	6	7	8	9	Exceeds Your Expectations 10
How well the ARC Website has met your expectations										

CSI3. Now, think about an ideal website. Using a 10-point scale where 1 means "Not Very Close to the Ideal," and 10 means "Very Close to the Ideal," how well do you think the ARC Website compares with that ideal website?

	Falls Short of Your Expectations 1	2	3	4	5	6	7	8	9	Exceeds Your Expectations 10
Satisfaction with the ARC Website compared to an ideal website										

Outcome Measures

OM. On a scale from 1 to 10 where 1 means “Not at All Likely” and 10 means “Very Likely,” please indicate how likely you are to:

	Not at All Likely 1	2	3	4	5	6	7	8	9	Very Likely 10	Don't Know
Return to the ARC Website											
Recommend the ARC Website to someone else											
Download content from the ARC Website											
Share content from the ARC Website											
Access the ARC Website from a mobile device											

EFF. Using a scale of 1 to 10 where 1 means “Not at All Effective” and 10 means “Very Effective”, please indicate how effective you think the ARC website is in helping the Bureau of Fiscal Service achieve it’s mission?

	Not at All Effective 1	2	3	4	5	6	7	8	9	Very Effective 10
How effective the ARC website is in helping the Bureau of Fiscal Service achieve it’s mission										

Closing Questions

18. How can Fiscal Service improve the website to better meet your needs?

Post-Survey

Thank you for taking the time to share your views about the ARC Website. Your feedback will help us improve the site.