Benefits.Gov WebMonitor Survey

Survey programming instructions are in **bold**. All responses allow a "don't know/refused" option.

Introduction

Thank you for taking the time to participate in our survey of Benefits.gov website users. If you have questions about CFI Group and its privacy policies, please visit us at www.cfigroup.com. This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires September 30, 2021 and your participation is voluntary and anonymous.

Q1. How did you learn about Benefits.gov?

    1   Internet search

    2   Family or Friend

    3   Facebook or Twitter

    4   Other (please specify)

Q2. What is your primary reason for visiting the site today? (select one)

    1   To find government benefit information for yourself

    2   To find government benefit information for a loved one

    3   To partner with Benefits.gov as a media outlet or affiliate

    4   Government agency looking to add benefits to Benefits.gov

    5   Other (please specify)

Q3. Did you find the information you were looking for?

    1   Yes

    2   No

    3   Don't Know

Q4. Which of the following site features did you use? (select multiple)

    1   Benefit finder

    2   Compass Newsletter

    3   Benefits.gov User Series videos

    4   Other (please specify)

Look and Feel

Using a scale from 1 to 10 where 1 is "Poor" and 10 is "Excellent", how would you rate the site on the following?

Q5. Visual appeal

Navigation

Now think about how you moved around the site. On the same 1 to 10 scale, please rate the site on the following?

Q6. Overall organization

Q7. How well the site layout helps you find what you are looking for

Functionality

Please think about the website features. Using a scale from 1 to 10 where 1 is "Poor," and 10 is "Excellent," please rate:

Q8. Usefulness of the features/services on this site

Q9. Placement of the tools (i.e. Benefit Finder)

Content

Now, please think about all the content and information presented on the website. Using a scale from 1 to 10 where 1 is "Poor," and 10 is "Excellent," please rate:

Q10. Comprehensiveness of the information

Q11. How well the content met your expectations regarding the type of information that would be available on benefits.gov

Q12. **[IF Q10<6]** Why didn't the content meet your expectations?

Benefit Finder (IF Q3=1)

Now please think about the benefit finder, on a scale where 1 is "Poor" and 10 is "Excellent", how would you rate the following?

Q13. Time to complete

Q14. Ease of understanding the results

Satisfaction

Q15. Thinking about the Benefits.gov website, using a scale where 1 means "Very dissatisfied" and 10 means "Very satisfied", how satisfied are you with Benefits.gov overall?

Q16. Think about your expectations for this website. Using a scale where 1 means "Falls short of your expectations" and 10 means "Exceeds your expectations", how does Benefits.gov compare to your expectations?

Q17. Now imagine an ideal website. Using a scale where 1 means "Not very close to the ideal" and 10 means "Very close to the ideal", how does Benefits.gov compare to this ideal?

Outcome Measures

On a scale from 1 to 10 where 1 is "Not at all likely" and 10 is "Very likely", how likely are you to…

Q18. Recommend this site to someone else?

Q19. Return to this website?

Details about the Experience

Q20.   Have you applied for government benefit programs as a result of visiting Benefits.gov?
    1   Yes
    2   No
    3   Don't' Know

Q21.   If given the option, would you apply for benefit assistance programs directly on Benefits.gov?
    1   Yes
    2   No
    3   Don't Know

Q22.   Please describe any challenges you had while visiting benefits.gov. (open end)

Demographics

Q23. Please select your age. (18,19,20….100+)

Q24. In what state do you reside?

Close

Q25. Could you please tell us what we could do to serve you better at Benefits.gov [open response, optional]?

Q26. Would you like to be contacted in response to your survey answers?   [open response box and prompt for contact info if necessary]

Thank you for participating in our survey. Please click "Submit" below to submit your responses and exit the survey.