

U.S. Geological Survey www.usgs.gov Web Monitor Questionnaire

Note: Items in bold will not appear to respondent.

Pre-Survey

Thank you for visiting www.usgs.gov. You have been randomly chosen to take part in a brief survey to let us know what we are doing well and where we can improve. After you are done browsing our site, please take a few minutes to complete our 11 question survey. Your opinion matters and your participation is voluntary and anonymous; we are not collecting or storing any personal data.

Introduction

Thank you for sharing your views about www.usgs.gov. Your feedback will help us evaluate our website and consider ways we might improve it.

This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires May 31, 2018.

The survey is only 9 questions.

USGS Association

GOVUSE What areas of science do you associate with USGS? Please select all that apply. **[Randomize responses except for O, P]**

- a) Biology and Ecosystems
- b) Coasts
- c) Data, Tools and Technology
- d) Energy
- e) Environmental Health
- f) Geology
- g) Land Resources
- h) Mapping, Remote Sensing, and Geospatial Data
- i) Minerals
- j) Natural Hazards
- k) Oceans
- l) Planetary Science
- m) Water
- n) Geological Events (e.g. volcanoes, earthquakes, etc.)
- o) Other (please specify)
- p) None of the above **[make exclusive]**

GOVWHY Why did you visit usgs.gov today? **[Randomize responses except J, K]**

- a) Get real-time earthquake information
- b) Get volcano information
- c) Get real-time water information
- d) Get historical data
- e) Find a map
- f) Find a publication
- g) View pictures, videos, webcams
- h) Purchase a Park Pass
- i) Access the USGS Store
- j) No specific reason. I was just browsing. **[Make Exclusive]**
- k) Other (please specify)

GOVACCP [If GOVWHY ≠ I] Were you able to find what you were looking for?

- a) Yes
- b) No

GOVUNSU Please explain what you were unable to find. (Optional Response)
[Collect Verbatim Comment]

Content

Now, please think about the content the www.usgs.gov provides. 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
CONUND How understandable was the information?											

Navigation

Please think about your experience navigating the www.usgs.gov website with the blue main navigation bar. Using a scale from 1 to 10 where 1 is “Poor,” and 10 is “Excellent,” please rate the following:



	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
NAVBAR Please rate the usefulness of the blue navigation bar at the top of the site											

Outcome Measures

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
OMRET. Return to this website											
OMREC. Recommend this website to someone else											

Customer Satisfaction Index (CSI)

CSI1. Now, please consider all your experiences to date with the www.usgs.gov website. Please rate the following:

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

CSI2.

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

CSI3.

	Not Very Close to the Ideal 1	2	3	4	5	6	7	8	9	Very Close to the Ideal 10
How this site compares to your ideal website										

USGS.gov Webmonitor Survey

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FNLCOMT Is there anything else about your experience with www.usgs.gov that you would like to share with us? (Optional)

OPEN END ANSWER

Post-Survey

Thank you for taking the time to share your views about www.usgs.gov. Your feedback will help us improve our site.

Your response has been recorded.