Invasivespeciesinfo.gov
Web Monitor Questionnaire

Note: Items in bold will not appear to respondent.

Survey Intercept

Thank you for visiting USDA's National Invasive Species Information Center (NISIC)'s – Invasivespeciesinfo.gov 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 Invasivespeciesinfo.gov 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 five minutes** to complete.

REFE.   How did you find out about the Invasivespeciesinfo.gov Website?

    a)   Used a search engine, such as Google
    b)   Followed a link from another webpage
    c)   Followed a link from Facebook or other social media
    d)   Recommendation
    e)   Word of mouth
    f)   Other (please specify)

MOTIVAT Why did you visit the Invasivespeciesinfo.gov Website today?

Please select all that apply.

I wanted to...

    a)   Find information about a specific species
    b)   Find geographic based information
    c)   Find information on a subject
    d)   Find relevant conferences and events
    e)   Research information for a school project
    f)   Report a suspected invasive species
    g)   Identify a suspected invasive species
    h)   Ask a question
    i)   Other (please specify)

SPECIES [Display: MOTIVAT = A] Which species were you looking for information about? (Optional)

[Collect Open End Response]

SEARCH: Did you use the Invasivespeciesinfo.gov Website search function (located in the upper right of every page) during your visit?
    a) Yes
    b) No

NPINFO What types of information were you looking for? **[RANDOMIZE]**
        (Please select all that apply.)

    a) Species Profiles
    b) Images
    c) Videos
    d) Databases
    e) News
    f) Conferences
    g) General Publications
    h) Specific Types of Publications (please specify)
    i) Other (please specify)

FNDLOOK Did you find what you were looking for on this site today?
    a) Yes
    b) Partially
    c) No

LOOKSPF **(IF FNDLOOK = B, C)** What were you looking for that you were unable to find? (Optional)

    [Collect Open End Response]

ROLE What is your primary role in visiting the site today? **[RANDOMIZE]**
    a) Business/industry employee
    b) College/university faculty/staff
    c) Elementary/secondary educator
    d) Farmer, rancher, or agricultural producer (land manager)
    e) Federal government (non-USDA employee)
    f) Federal government (USDA employee)
    g) General public (researcher or professional)
    h) General public (homeowner)
    i) State or local government representative
    j) Student (K12)
    k) Student (College)
    l) Other (please specify)

FREQCY How often do you typically visit the Invasivespeciesinfo.gov Website?

a) This is my first visit
b) Several times per week
c) Several times per month
d) Every few months
e) Once per year

Content

Now, please think about the content on the Invasivespeciesinfo.gov Website. Using a scale where 1 means "Poor" and 10 means "Excellent," please rate the following:

(Select one for each row)

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Comprehensiveness of the information											
How well the information viewed answered your questions											
How clear the information is											

Look and Feel

Now, please think about the design of the Invasivespeciesinfo.gov 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
Ease of reading information on the site											
Amount of information on the site											
Clarity of the site`s organization											
Visual appeal of the site											
Balance of graphics and text											

Search [DISPLAY: SEARCH = YES]

Now, please think about the search function on the Invasivespeciesinfo.gov 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
Search options help narrow to desired criteria											
Relevance of search results											
Ease of finding the search box											

Please think about the **Invasive Species Resources** section (see https://www.invasivespeciesinfo.gov/resources-indexed) on the Invasivespeciesinfo.gov Website. This extensive search function enables users to filter **all** site resources based on species related resources by either *common* or *scientific name*, and also by *Subject*, *Resource Type, Location,* or *Source*.

INVRSCS Did you use this function to filter resources during your visit?
    a) Yes
    b) No

[DISPLAY: INVRSCS = Yes] Using a scale where 1 means "Poor," and 10 means "Excellent," please rate the following:

INVSPS	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Refine search options help narrow to desired criteria											
Relevance of results											
Search help is useful											
Ease of finding the search box											

CFI Group

Navigation

Think about your experience navigating the Invasivespeciesinfo.gov Website. 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	Excellen t 10	Don't Know
How well the site layout helps you find what you are looking for											
How well the site is organized											
Options for navigating the site											

Customer Satisfaction Index

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

	Very Dissatisfie d 1	2	3	4	5	6	7	8	9	Very Satisfied 10
Overall satisfaction with the Invasivespeciesinfo.gov 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 Invasivespeciesinfo.gov fell 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 Invasivespeciesinfo.gov 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 Invasivespeciesinfo.gov Website compares with that ideal Website?

CFI Group

	Falls Short of Your Expectations 1	2	3	4	5	6	7	8	9	Exceeds Your Expectations 10
Satisfaction with the Invasivespeciesinfo.gov 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
OMRET. Return to the Invasivespeciesinfo.gov Website											
OMREC. Recommend the Invasivespeciesinfo.gov Website to someone else											
OMSOC Follow the Invasivespeciesinfo.gov Website on social media											

HISP Questions

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am satisfied with the service I received from The National Agricultural Library website					
This interaction increased my confidence in The National Agricultural Library					
I trust The National Agricultural Library to fulfill our country's commitment to agriculture and its related sciences					
My need was addressed					
It was easy to complete what I needed to do					
It took a reasonable amount of time to do what I needed to do					

Final Questions

CFI Group

FNLCOMT   What suggestions do you have for improving the Invasivespeciesinfo.gov Website? (Optional)

[Collect Open End Response]

HLPINFO   What information do you find most helpful on the Invasivespeciesinfo.gov Website? (Optional)

[Collect Open End Response]

Post-Survey

Thank you for taking the time to share your views about the National Invasive Species Information Center (NISIC)'s Invasivespeciesinfo.gov Website. Your feedback will help us improve the site.