
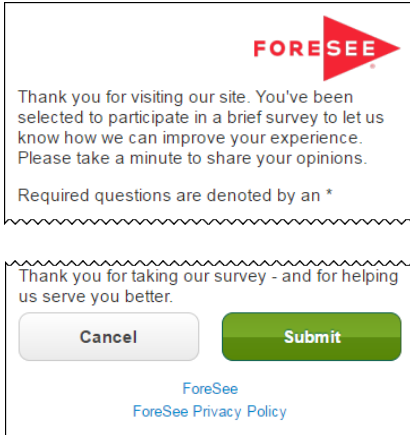




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
Welcome Text	Welcome Text - Tablet / Phone
	Thank you for visiting the Bureau of Justice Assistance (BJA). You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.
Thank You Text	Thank You Text - Tablet / Phone
	Thank you for taking our survey - and for helping us serve you better. We appreciate your input!
Example Desktop	Example Mobile
 <p>The desktop example shows a survey titled "Customer Satisfaction Survey" with the FORESEE logo. It includes a welcome message, a request for feedback, and a note that required questions are marked with an asterisk. At the bottom, there are "Cancel" and "Submit" buttons.</p>	 <p>The mobile example shows a survey with the FORESEE logo. It includes a welcome message and a request for feedback. Below the message, there is a note that required questions are marked with an asterisk. At the bottom, there are "Cancel" and "Submit" buttons, and a link to the ForeSee Privacy Policy.</p>

Model Name BJA Mobile
 Model ID
 Partitioned Yes - 2MQ
 Date
 Model Version 17.3.Y

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Satisfaction Questions	Label	Element Questions	Label	Future Behaviors
1 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5 Site Performance - Speed	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed that pages and content loaded for you.	20 Brand Confidence	Brand Confidence (1=Not At All Confident, 10=Very Confident) Please rate your level of confidence in BJA.
2 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>	6 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	21 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to bja.ojp.gov in the future?
3 Satisfaction - Ideal	How does this site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	7 Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.	22 Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend BJA to someone else?
4 Recommend	Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to recommend bja.ojp.gov to someone else?	8 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the pages that you visited.	23 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use bja.ojp.gov as your primary resource for information about BJA?
		9 Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.		
		10 Look and Feel - Readability	Please rate the legibility of the pages that you visited.		
		11 Navigation - Ease	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.		
		12 Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.		
		13 Navigation - Links	Please rate the links on taking you where you needed to go.		
		14 Site Information - Relevance	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the relevance to your interests of the information that you found.		
		15 Site Information - Thoroughness	Please rate the thoroughness of the information that you found.		
		16 Site Information - Readability	Please rate the readability of the information that you found.		

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
			What is your primary reason for visiting the site today?	Find information regarding the Bureau of Justice Assistance Read news Find information about previous funding awards Do research Find contact information Find employment opportunities Provide feedback Watch a video Find statistics on BJA Find funding opportunities Find upcoming events, conferences, in-person training opportunities, online events, funding webinars, or webinar materials Find specific policies and regulations Find program information (please specify) Other (please specify)			Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason
		A	Please specify the other reason for your visit.		A		N	Text area, no char limit	Skip Logic Group*	Primary Reason - Other
			Did you accomplish what you wanted to do today on this site?	Yes No	B A		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
		A	Please tell us why you were unable to accomplish your task today.				N	Text area, no char limit	Skip Logic Group*	Why Not Accomplish
		B	Was the information easy to find?	Yes No			Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
		B1	Why was this information difficult to find?		B1		N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
			How were you referred to the site today?	An email or mailing from BJA An email or mailing from someone other than BJA Social media (e.g., Facebook, Twitter, etc.) BJA social network post, tweet, video, etc. Non-BJA social network post, tweet, video, etc. Another government site Search engine results Recommendation from someone I know Other (please specify) I was not referred to the site by anything specific			Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice Anchor Answer Choice	Acquisition Source
		A	Please specify how else you were referred to the site.				N	Text area, no char limit	Skip Logic Group*	Acquisition Source - Other
			What is your primary role in visiting the site today?	General public Industry professional Government employee (federal, state or local) Other (please specify)			Y	Radio button, one-up vertical	Skip Logic Group*	Role
		A	Please specify what your primary role in visiting the site is today		A		N	Text area, no char limit	Skip Logic Group*	OE_Role
			How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often			Y	Radio button, one-up vertical	Skip Logic Group*	Visit Frequency
			Did you use the search box on the site?	Yes No	A B		Y	Radio button, one-up vertical	Skip Logic Group*	Search
		A	Were you able to locate the results you were looking for?	Yes No			Y	Radio button, one-up vertical	Skip Logic Group*	Find Results
		B	What search term(s) did you try and what results were you hoping to find?				N	Text area, no char limit	Skip Logic Group*	Results Not Found
			What else would you like to share with us to help improve your online experience with bja.ojp.gov?				N	Text area, no char limit		Improve