





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	
<p>Welcome Text</p> <p>Thank you for visiting the Office of Justice Programs (OJP). You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p>	<p>Welcome Text - Tablet / Phone</p>
<p>Thank You Text</p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.</p>	<p>Thank You Text - Tablet / Phone</p>
<p>Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p style="text-align: center;">Customer Satisfaction Survey</p><p>Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p>Example Mobile</p> <div style="border: 1px solid black; padding: 10px;"><p style="text-align: right;"></p><p>Thank you for visiting our site. 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.</p><p>Required questions are denoted by an *</p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;">ForeSee ForeSee Privacy Policy</p></div>

Model Name OJP Desktop
 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? (1=Very Dissatisfied, 10=Very Satisfied)	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 OJP.
2 Satisfaction - Expectations	How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)	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 ojp.gov in the future?
3 Satisfaction - Ideal	How does this site compare to an ideal website? (1=Not Very Close, 10=Very Close)	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 OJP to someone else?
4 Recommend	Recommend (NPS) (1=Very Unlikely, 10=Very Likely) How likely are you to recommend 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 ojp.gov as your primary resource for information about OJP?
		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 Office of Justice Programs. Read news Find grant application resources. Do research Find contact information Download a template, report, form, or other document (please specify). C Provide feedback Watch a video Find statistics on OJP Find funding opportunities Find Career Opportunities, OJP Pathways Internship Opportunities, or Fellowship Opportunities. Find specific policies and regulations Find training and technical assistance or information on upcoming events of interest to the juvenile and criminal justice, victim assistance, and drug policy communities. Find program information (please specify) B Other (please specify) A			Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Primary Reason
		B	Please specify what Program Office information you were looking to find.	Bureau of Justice Assistance Bureau of Justice Statistics National Institute of Justice Office of Juvenile Justice and Delinquency Prevention Office of Victims of Crime Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking			Y	Checkbox, one-up vertical	Anchor Answer Choice Skip Logic Group*	Program Office
		C	Please specify the other document you came to the site for.				N	Text area, no char limit	Skip Logic Group*	OE_Document
		A	Please specify the other reason for your visit.				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 B No 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 B1			Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
		B1	Why was this information difficult to find?				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 OJP Social media (e.g., Facebook, Twitter, etc.) OJP social network post, tweet, video, etc. Non-OJP social network post, tweet, video, etc. Another government site Search engine results Recommendation from someone I know Other (please specify) A 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) A			Y	Drop down, select one	Skip Logic Group*	Role
		A	Please specify what your primary role in visiting the site is today				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	Drop down, select one		Visit Frequency
			Did you use the search box on the site?	Yes A No 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*	Locate 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*	No Results
			Are you a frequent visitor and familiar with our website prior to our recent redesign?	Yes A No			Y	Radio button, one-up vertical	Skip Logic Group*	Frequent Visitor
		A	Please rate your new experience compared to your prior experiences	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10 NA			Y	Radio button, scale, has don't know	Skip Logic Group*	Compare Experience

		A	Is there anything you are unable to do or find more difficult to do? Is there something you find is missing or incomplete?				N	Text area, no char limit	Skip Logic Group*	OE_Freque snt Visitor
			What else would you like to share with us to help improve your online experience with ojp.gov?				N	Text area, no char limit		Improve