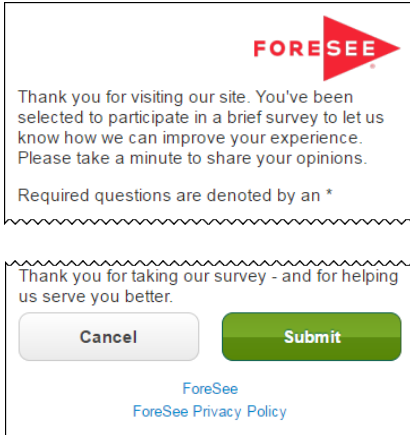*The text you see here will appear at the top and bottom of your survey, examples below.*
Default text is included and you may modify this text as needed.

Welcome and Thank You Text

Welcome Text

Welcome Text - Tablet / Phone

Thank you for visiting the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking (SMART). 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

Customer Satisfaction Survey

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.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

*Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better.

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.

Cancel   Submit

Example Mobile

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.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better.

Cancel   Submit

ForeSee
ForeSee Privacy Policy

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

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

FORESEE

	Label	Satisfaction Questions		Label	Element Questions		Label	Future Behaviors
		Satisfaction			**Site Performance (1=Poor, 10=Excellent, Don't Know)**			**Brand Confidence (1=Not At All Confident, 10=Very Confident)**
1	Satisfaction - Overall	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	5	Site Performance - Speed	Please rate the **speed** that pages and content loaded for you.	20	Brand Confidence	Please rate your level of confidence in SMART.
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.			**Return (1=Very Unlikely, 10=Very Likely)**
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.	21	Return	How likely are you to return to smart.ojp.gov in the future?
		Recommend (NPS) (1=Very Unlikely, 10=Very Likely)			**Look and Feel (1=Poor, 10=Excellent, Don't Know)**			**Recommend Company (1=Very Unlikely, 10=Very Likely)**
4	Recommend	How likely are you to recommend smart.ojp.gov to someone else?	8	Look and Feel - Appeal	Please rate the **visual appeal** of the pages that you visited.	22	Recommend Company	How likely are you to recommend SMART to someone else?
			9	Look and Feel - Spacing	Please rate the **spacing** between items on the pages that you visited.			**Primary Resource (1=Very Unlikely, 10=Very Likely)**
			10	Look and Feel - Readability	Please rate the **legibility** of the pages that you visited.	23	Primary Resource	How likely are you to use smart.ojp.gov as your primary resource for information about SMART?
					Navigation (1=Poor, 10=Excellent, Don't Know)			
			11	Navigation - Ease	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.			
					Site Information (1=Poor, 10=Excellent, Don't Know)			
			14	Site Information - Relevance	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 Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking			Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Find information about the Adam Walsh Act, Sex Offender Registration and Notification Act (SORNA)					Randomize	
				Find specific federal sex offender-related policies and regulations						
				Access Sex Offender Registration and Notification Act (SORNA) tools						
				Do research on SORNA, implementation efforts or sex offending in general						
				Find statistics on SORNA implementation						
				Find tribal-specific information						
				Read news about SMART or SORNA implementation						
				Find Adam Walsh Act funding opportunities						
				Find other funding opportunities						
				Find information on the Dru Sjodin National Sex Offender Public Website (nsopw.gov)						
				Find sexual abuse education and prevention resources						
				Find Sex Offender Management Assessment and Planning Initiative (SOMAPI) Information						
				Find information on sex offenders						
				Watch a video						
				Find contact information for the SMART Office					Anchor Answer Choice	
				Other (please specify)	A					
		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		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No	A					
		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			Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
				No	B1					
		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 SMART			Y	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source
				Social media (e.g., Facebook, Twitter, etc.)						
				SMART social network post, tweet, video, etc.						
				Non-SMART social network post, tweet, video, etc.					Randomize	
				Another government site						
				Search engine results						
				Recommendation from someone I know						
				Other (please specify)	A				Anchor Answer Choice	
				I was not referred to the site by anything specific					Anchor Answer Choice	
		A	Please specify how else you were referred to the site.				N	Text field, <100 char	Skip Logic Group*	Acquisition Source - Other
			What is your primary role in visiting the site today?	General public			Y	Drop down, select one	Skip Logic Group*	Role
				Industry professional						
				Government employee (federal, state or local)						
				Other (please specify)	A					
		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			Y	Radio button, one-up vertical		Visit Frequency
				Once every 6 months or less often						
				Once every few months						
				Monthly						
				Weekly						
				Daily or more often						
			Did you use the search box on the site?	Yes	A		Y	Radio button, one-up vertical	Skip Logic Group*	Search
				No	B					
		A	Were you able to locate the results you were looking for?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Locate Results
				No						
		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
			What else would you like to share with us to help improve your online experience with smart.ojp.gov?				N	Text area, no char limit		Improve