

Welcome and Thank You Text

Welcome Text

Thanks for visiting the Citizenship Resource Center 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

Thank You Text

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.

Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.~~

Thank You Text - Alternate

~~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.~~



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.

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name	CRC v2	Red & Strike-Through: Delete	
Model ID	dJQzkZ9Fo9cUANBVdhFEAg4C	<u>Underlined & Italicized</u> : Re-order	
Partitioned	Yes 2MQ	Pink: Addition	
Date	9/1/2015	Blue: Reword	

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
Look and Feel - Appeal	<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the visual appeal of the Citizenship Resource Center.</p>	Satisfaction - Overall	<p>Satisfaction</p> <p>What is your overall satisfaction with the Citizenship Resource Center? (1=Very Dissatisfied, 10=Very Satisfied)</p>	Return	<p>Return (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to return to the Citizenship Resource Center?</p>
Look and Feel - Balance	<p>Please rate the balance of graphics and text on the Citizenship Resource Center.</p>	Satisfaction - Expectations	<p>How well does the Citizenship Resource Center meet your expectations? (1=Falls Short, 10=Exceeds)</p>	Recommend Site	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to recommend the Citizenship Resource Center to someone else?</p>
Look and Feel - Readability	<p>Please rate the readability of the pages on the Citizenship Resource Center.</p>	Satisfaction - Ideal	<p>How does the Citizenship Resource Center compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	Primary Resource	<p>Primary Resource (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to use the Citizenship Resource Center as your primary resource for obtaining information about citizenship?</p>
Site Performance - Loading	<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate how quickly pages load on the Citizenship Resource Center.</p>				
Site Performance - Consistency	<p>Please rate the consistency of speed from page to page on the Citizenship Resource Center.</p>				
Site Performance - Completeness	<p>Please rate how completely the page content loads on the Citizenship Resource Center.</p>				
Navigation - Organized	<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate how well the Citizenship Resource Center is organized.</p>				
Navigation - Options	<p>Please rate the options available for navigating the Citizenship Resource Center.</p>				
Navigation - Layout	<p>Please rate how well the Citizenship Resource Center layout helps you find what you need.</p>				
Information Browsing - Sort	<p>Information Browsing (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the ability to sort information by criteria that are important to you on the Citizenship Resource Center.</p>				
Information Browsing - Narrow	<p>Please rate the ability to narrow choices to find the information you are looking for on the Citizenship Resource Center.</p>				
Information Browsing - Features	<p>Please rate how well the features on the Citizenship Resource Center help you find the information you need.</p>				
Site Information - Thoroughness	<p>Site Information (1=Poor, 10=Excellent, Don't Know)</p> <p>Please rate the thoroughness of information provided on the Citizenship Resource Center.</p>				
Site Information - Understandable	<p>Please rate how understandable the Citizenship Resource Center's information is.</p>				
Site Information - Answers	<p>Please rate how well the Citizenship Resource Center's information provides answers to your questions.</p>				

Model Name CRC v2
 Model ID dJQZkZ9Fo9cUANBVdhFEAg4C
 Partitioned Yes 2MQ
 Date 4/17/2017

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 Pink: Addition
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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
MHM6177Q001	Visit Frequency		How often do you visit the Citizenship Resource Center website ?	First time More than once a day Daily About once a week About once a month Every 6 months or less	A A A A A	Y	Drop down, select one	Skip Logic Group*
new		A	Did you notice any changes to the Citizenship Resource Center?	Yes No Not sure	B,C,D, E	Y	Radio button, one-up vertical	Skip Logic Group*
new		B	Do you find it easier to locate information about citizenship with this new site design?	Yes Somewhat About the same No Not sure		Y	Radio button, one-up vertical	Skip Logic Group*
new		C	Did you find the information you were looking for with a reasonable number of clicks?	Yes No Not sure		Y	Radio button, one-up vertical	Skip Logic Group*
new		D	Did the content structure on the site help you find what you were looking for?	Yes Somewhat About the same No Not sure		Y	Radio button, one-up vertical	Skip Logic Group*
new		E	Did you use any search filters today?	Yes No Not sure	EE	Y	Radio button, one-up vertical	Skip Logic Group*
new		EE	Did you find the search filters helpful?	Yes No Not sure		Y	Radio button, one-up vertical	Skip Logic Group*
MHM6177Q002	Acquisition Source		How did you hear about us ? (Select all that apply)	<u>Another USCIS page</u> Internet search (i.e. Google, Bing, etc.) Online ad/media Offline ad (print, radio, television) Social media Email Brochure/publication Public event USCIS official Word-of-mouth Family/Friends Community organization Citizenship class Other, please specify:	A	Y	Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q003		A	Other source			N	Text field, <100 char	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website ?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Student Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
MHM6177Q005		A	Other role			N	Text field, <100 char	Skip Logic Group*
			What area of the Citizenship Resource Center website did you visit today?	Learners Teachers Organizations Other Languages		Y	Drop down, select one	
new			What area of the Citizenship Resource Center did you visit today? (Select all that apply)	<u>Learn About Citizenship</u> <u>Apply for Citizenship</u> <u>Find Study Test Materials and Resources</u> <u>Resources for Educational Programs</u> <u>Civic Assimilation</u> <u>Outreach Tools</u>		Y	Checkbox, one-up vertical	
MHM6177Q006	Primary Reason: Federal Government or Informational Non-Profit		What is the reason for your visit today to the Citizenship Resource Center website ?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Check application/case status	B	Y	Radio button, one-up vertical	Skip Logic Group*

				Look for forms Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:				
MHM6177Q007		A	If you were looking for specific information , please tell us what you were trying to find.		A	N	Text area, no char limit	Skip Logic Group*
		B	Did you use the Questions and Answers about U.S. Citizenship link on the Learn about Naturalization page today?	Yes No Not sure	C,D	Y	Radio button, one-up vertical	Skip Logic Group*
		C	Was the FAQ link prominently placed/easy to find on the page?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*
		D	Did the Questions and Answers about U.S. Citizenship link help you find what you were looking for?	Yes No	E	Y	Radio button, one-up vertical	Skip Logic Group*
		E	What information was missing/not provided?			Y	Text area, no char limit	Skip Logic Group*
MHM6177Q008	Accomplish		Were you able to find what you were looking for today?	Yes Partially No	A,B A,B	Y	Drop down, select one	Skip Logic Group*
MHM6177Q009	OE_Accomplish	A	What prevented you from finding the information?			N	Text area, no char limit	Skip Logic Group*
MHM6177Q010	Do Next	B	What do you plan to do next?	Come back to the site later Keep searching the Internet Call the 1-800 numbers/contact customer service Find legal assistance Find a citizenship preparation class Download Form N-400 Download test study materials Other		Y	Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q011			What is your preferred language?			N	Text field, <100 char	
MHM6177Q012	OE_Improve Experience		If you could make one improvement to the Citizenship Resource Center website , what would it be?			N	Text area, no char limit	
MHM6177Q013			Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters?	Yes No	A	Y	Drop down, select one	Skip Logic Group*
MHM6177Q014		A	If so, which platforms do you use?	Facebook Twitter Google+ Instagram Pinterest YouTube Flickr Tumblr Blog Other, please specify:		Y	Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q015		B	Other platform used			N	Text field, <100 char	Skip Logic Group*
MHM6177Q016			If you plan to return to the Citizenship Resource Center website , what resource would you return to find?			N	Text area, no char limit	



CQ Label
Frequency
Changes
Easier to find info
Clicks
Content flow
Search filters
Search filters helpful
Source
Other source
Role
Other role
Area
Area_New
Reason

Other reason
Use FAQ
FAQ prominent
FAQ helpful
Missing info FAQ
Find info
Info not found
Do next
Language
Improvement
Use social media
Platforms
Other platform
Resource

Model Name CRC v2
 Model ID dJQZkZ9Fo9cUANBVdhFEAg4C
 Partitioned Yes 2MQ
 Date 9/1/2015

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MHM6177Q001	Visit Frequency		How often do you visit the Citizenship Resource Center website?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Y	Drop down, select one	
MHM6177Q002	Acquisition Source		How did you hear about us ? (Select all that apply)	USCIS website <u>Internet search (i.e. Google, Bing, etc.)</u> Online ad/media Offline ad (print, radio, television) Social media Email Brochure/publication Public event USCIS official Word-of-mouth Family/Friends Community organization Citizenship class Other, please specify:	A	Y	Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q003		A	Other source			N	Text field, <100 char	Skip Logic Group*
MHM6177Q004	Role		What best describes your role when coming to the Citizenship Resource Center website?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher <u>Student</u> Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
MHM6177Q005		A	Other role			N	Text field, <100 char	Skip Logic Group*
MHM6177Q006	Primary Reason: Federal Government or Informational Non-Profit		What is the reason for your visit today to the Citizenship Resource Center website?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Y	Radio button, one-up vertical	Skip Logic Group*
MHM6177Q007		A	If you were looking for specific information , please tell us what you were trying to find.			N	Text area, no char limit	Skip Logic Group*
MHM6177Q008	Accomplish		Were you able to find what you were looking for today?	Yes Partially No	A,B	Y	Drop down, select one	Skip Logic Group*
MHM6177Q009	OE_Accomplish	A	What prevented you from finding the information?			N	Text area, no char limit	Skip Logic Group*
MHM6177Q010	Do Next	B	What do you plan to do next ?	Come back to the site later Keep searching the Internet Call the 1-800 numbers/contact customer service Find legal assistance Find a citizenship preparation class Download Form N-400 Download test study materials Other		Y	Checkbox, one-up vertical	Skip Logic Group*
MHM6177Q011			What is your preferred language ?			N	Text field, <100 char	
MHM6177Q012	OE_Improve Experience		If you could make one improvement to the Citizenship Resource Center website, what would it be?			N	Text area, no char limit	
MHM6177Q013			Do you use social media to learn about citizenship-related matters or to share information about citizenship-related matters?	Yes No	A	Y	Drop down, select one	Skip Logic Group*
MHM6177Q014		A	If so, which platforms do you use?	Facebook Twitter Google+ Instagram Pinterest		Y	Checkbox, one-up vertical	Skip Logic Group*

				YouTube				
				Flickr				
				Tumblr				
				Blog				
				Other, please specify:				
MHM6177Q015		B	Other platform used		B	N	Text field, <100 char	Skip Logic Group*
MHM6177Q016			If you plan to return to the Citizenship Resource Center website, what resource would you return to find?			N	Text area, no char limit	



CQ Label
Frequency
Source
Other source
Role
Other role
Reason
Other reason
Find info
Info not found
Do next
Language
Improvement
Use social media
Platforms

Other platform
Resource