





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><b>Welcome Text</b></p> <p>Thank you for visiting crimesolutions.ojp.gov. 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><b>Welcome Text - Tablet / Phone</b></p> <p>Thank you for visiting crimesolutions.ojp.gov. 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><b>Thank You Text</b></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><b>Thank You Text - Tablet / Phone</b></p> <p>Thank you for taking our survey - and for helping us serve you better. We appreciate your input!</p>
<p><b>Example Desktop</b></p> <div><p><b>Customer Satisfaction Survey</b></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><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	<p><b>Example Mobile</b></p> <div><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><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p>ForeSee <a href="#">ForeSee Privacy Policy</a></p></div>

Model Name	Crime Solutions Desktop Browse	Red & Strike-Through: Delete	
Model ID		<u>Underlined &amp; Italicized</u> : Re-order	
Partitioned	Yes - 2MQ	Pink: Addition	
Date		Blue: Reword	
Model Version	17.3.Y		

Label	Satisfaction Questions	Label	Element Questions	Label	Future Behaviors
1 Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5 Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.	20 Return	<b>Return (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>return to this site</b> ?
2 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>	6 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.		<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Satisfaction - Ideal	How does this site <b>compare to an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	7 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	21 Recommend Agency	How likely are you to <b>recommend this agency to someone else</b> ?
		8 Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site.	22 Trust - Best Interests	<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b> I can count on this agency to <b>act in my best interests</b> .
		9 Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.	Trust - Trustworthy	I consider this agency to be <b>trustworthy</b> .
		10 Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.	23 Trust - Do Right	This agency can be trusted to <b>do what is right</b> .
		Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>well this site is organized</b> .		
		Navigation - Options	Please rate the <b>options available for navigating</b> this site.		
		Navigation - Layout	Please rate how <b>well the site layout helps you find what you need</b> .		
		11 Information Browsing - Sort	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.		
		12 Information Browsing - Narrow	Please rate the ability to <b>narrow choices to find the information you are looking for</b> on this site.		
		13 Information Browsing - Features	Please rate how well the <b>features on the site help you find the information you need</b> .		
		14 Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>thoroughness of information</b> provided on this site.		
		15 Site Information - Understandable	Please rate how <b>understandable</b> this site's <b>information</b> is.		
		16 Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .		

QID	AP Tag	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less	A,B A,B A,B A,B A,B	Y	Drop down, select one	Skip Logic Group*	Visit Frequency
		A	We recently made some changes to our site. Overall how do you feel about the new design compared to what it was previously?	Better About the same Worse I did not notice any change		Y	Radio button, one-up vertical	Skip Logic Group*	New Site Rating
		B	If you have any thoughts or suggestions about the new design, please share them here.			N	Text area, no char limit	Skip Logic Group*	New Site Comment
			What is your role in visiting the site today?	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Author/Journalist Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Elected/appointed official, or a member of their staffs Student Victim service provider General Public Other	B          A	Y	Drop down, select one	Skip Logic Group*	Role
		A	What else best describes your role?			N	Text area, no char limit	Skip Logic Group*	OE_Role
		B	Which profession or professions do you hope to pursue? (Select all that apply)	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Victim service provider Author/Journalist Elected/appointed official, or a member of their staffs Non-justice related field A profession that is not listed here		Y	Checkbox, one-up vertical	Skip Logic Group*	Profession
			What is your primary reason for visiting CrimeSolutions site today?	Guidance on a policy/practice decision or change Guidance on developing/changing a practice or intervention program Learn about a specific program Learn about a specific practice Materials for a course I'm teaching Materials for a course I'm taking Information for a research project Background information on a topic Other	A	Y	Radio button, one-up vertical	Skip Logic Group*	MainReason
		A	What was the other primary reason for your visit to CrimeSolutions site today?			N	Text area, no char limit	Skip Logic Group*	OE_MainReason
			What specifically were you doing on CrimeSolutions today?			N	Text area, no char limit		Doing on Site
			What prompted you to visit CrimeSolutions?	Search engine Another website/link Email A colleague or instructor Social media post Prior use of the site Other I don't remember	B C	Y	Radio button, one-up vertical	Skip Logic Group*	PromptedYou
		B	Which website/link prompted you to visit?	Another DOJ site Another government site An association site A university or college site		Y	Radio button, one-up vertical	Skip Logic Group*	Website/Link

			A commercial site Other	D				
		D	Which other website/link prompted you to visit CrimeSolutions?		N	Text area, no char limit	Skip Logic Group*	OE_Other Website/Link
		C	Where was the email sent from?		Y	Radio button, one-up vertical	Skip Logic Group*	Email Origin
			From a colleague					
			From the National Institute of Justice					
			From another email service					
			Other					
			Did the page you arrived on have the content you expected?		Y	Radio button, one-up vertical		Expected Destination
			Yes					
			No					
			I don't remember					
			Did you accomplish what you wanted to do today on this site?	A	Y	Drop down, select one	Skip Logic Group*	Accomplish
			Yes					
			No					
		A	Please tell us why you were unable to accomplish your task today:		N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
			Other than what you were originally looking for, did you find anything else interesting on the site?	A	Y	Radio button, one-up vertical	Skip Logic Group*	Other Info
			Yes					
			No					
		A	What other interesting information did you find on the site?		N	Text area, no char limit	Skip Logic Group*	OE_Other Info
			How did you look for information on the site today?	A	Y	Radio button, one-up vertical	Skip Logic Group*	How info found
			I used the search box on this website					
			I browsed the content on this website	A				
			I browsed the content and used the search box on this website					
			I used a bookmark or link to go there directly					
			I used a web search engine, like Google or Bing					
			Other					
		A	Were the search results helpful?		Y	Drop down, select one	Skip Logic Group*	Search results
			Yes					
			No					
		C	Why were the search results not helpful? (Choose your primary reason)		Y	Radio button, one-up vertical	Skip Logic Group*	Search Difficulties
			It returned no useful results					
			It returned too many results					
			Results links were broken					
			Results were not relevant to my search terms or needs					
			Results showed old versions of pages/documents					
			Search required too many attempts					
			Results were too similar/redundant					
			I was not sure what words to use in my search					
			Search speed was too slow					
			Other	D				
		D	Please describe the search difficulties you experienced:		N	Text area, no char limit	Skip Logic Group*	OE_Search Difficulties
			How much time did you spend on the site today compared to what you expected?		Y	Radio button, one-up vertical		Time on Site
			Less time than I expected					
			About the same amount of time as I expected					
			More time than I expected					
			Not sure					
			How likely are you to discourage someone from interacting with this agency?		Y	Radio button, scale, no don't know		WordofMouthIndex
			1=Very Unlikely					
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Very Likely=10					
			What is your gender?		Y	Radio button, one-up vertical		Gender
			Male					
			Female					
			Prefer not to respond					
			Which category includes your age?		Y	Radio button, one-up vertical		Age
			Under 18					
			18 - 24					
			25 - 34					
			35 - 44					
			45 - 54					
			55 - 64					
			65 or older					
			Prefer not to respond					
			If you could improve one thing about this website, what would it be?		N	Text area, no char limit		OE_Improvement

Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	PredCSAT Desktop Info
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	Yes
Version Number of Model Template	17.3.Y

Survey Type	PREDCSAT
Look and Feel	Single Page
Theme Color	#009fea