

Welcome and Thank You Text

Welcome Text

Thank you for visiting gao.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.

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. We appreciate your input!



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	GAO Main Site v3	Red & Strike Through : Delete
Model ID	ARAEIE5BdMxYJ5M8gcAAAtA4C	<u>Underlined & Italicized</u> : Re-order
Partitioned	Yes - 2 MQ	Pink: Addition
Date	7/1/2016	Blue: Reword

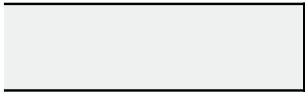
Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.	16 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to gao.gov in the future?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	17 Satisfaction - Expectations	How well does this site meet your expectations? (1= Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend gao.gov to someone else?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.			21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use gao.gov as your primary resource for information regarding how the federal government spends taxpayer dollars?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.				
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this site is organized.				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need.				
10 Information Browsing - Sort	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 Information Browsing - Features	Please rate how well the features on the site help you find the information you need.				
13 Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions.				

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 Model ID :5BdMxYJ5M8gcAAAtA4C
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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
HDU6803Q001	Visit Frequency		How often do you visit this site?	First time Once every 6 months or less Once every few months Monthly Weekly Daily		Y	Radio button, one-up vertical
HDU6803Q002	Role		What is your primary role in visiting the site today?	Congressional Staff The Press The Auditing and Accountability Community Federal Agency Researcher (including student, teacher, faculty) The Legal Community State or Local Government Contractor, vendor, other business Private Citizen I have a different role		Y	Radio button, one-up vertical
HDU6803Q003		A	Please describe your role:			N	Text field, <100 char
HDU6803Q004	Primary Reason: Federal Government or Informational Non-Profit		What is your primary reason for visiting the site today?	Look for reports and testimony Research information on a particular topic Look for bid protests, appropriations law or other legal materials Find a specific GAO report online Use Yellow Book Red Book or other reference Learn more about GAO Report fraud or other misconduct Research a federal agency I have a different reason for visiting	B A	Y	Radio button, one-up vertical
HDU6803Q005		A	Please describe your reason for visiting the site:			N	Text field, <100 char
HDU6803Q006		B	What type of bid protest information were you interested in today? (Select all that apply)	Published decisions Status of a case in the bid protest docket How to file a protest Timeline for a bid protest None. I was only interested in appropriations law or other legal materials I was interested in something not listed	C	Y	Checkbox, one-up vertical
HDU6803Q007		C	Please describe the type of bid protest information you were interested in today:			N	Text field, <100 char
HDU6803Q008	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes No	A	Y	Radio button, one-up vertical
HDU6803Q009		A	Please tell us why you were unable to accomplish your task:			N	Text area, no char limit
HDU6803Q020			Prior to your site visit today, how familiar were you with GAO?	Not at all familiar Slightly familiar Somewhat familiar Moderately familiar Extremely familiar		Y	Radio button, one-up vertical
HDU6803Q021			Following your site visit today, how familiar are you with GAO?	Not at all familiar Slightly familiar		Y	Radio button, one-up vertical

			Somewhat familiar			
			Moderately familiar			
			Extremely familiar			
HDU6803Q022		If you could make one improvement to this site, what would it be?			N	Text area, no char limit
HDU6803Q023		<p>We're working to improve gao.gov. Please consider providing your email address for us to contact you for either one of the following reasons:</p> <p>To discuss specific details about your current experience using our website.</p> <p>To request your comments on proposed future changes to our website.</p>			N	Text field, <100 char



Special Instructions	CQ Label
	Visit Frequency
Skip Logic Group*	Role
Randomize	
Anchor Answer Choice	
Skip Logic Group*	OE_Role
Skip Logic Group*	Visit Reason
Randomize	
Anchor Answer Choice	
Skip Logic Group*	OE_Visit Reason
Skip Logic Group*	Bid Protest Information
Randomize	
Mutually Exclusive	
Anchor Answer Choice	
Skip Logic Group*	OE_BP Information
Skip Logic Group*	Accomplish
Skip Logic Group*	OE_Accomplish
	Familiar Before
	Familiar After

	One Improvement
	Email to Contact

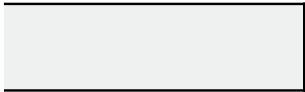
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HDU6803Q008	Accomplish		Did you accomplish what you wanted to do today on this site?	Yes No	A	Y	Radio button, one-up vertical
HDU6803Q009		A	Please tell us why you were unable to accomplish your task:			N	Text area, no char limit
HDU6803Q010			How did you look for information or navigate the site today? (Select all that apply)	Top menu bar Left menu bar Tabs within a page or section Search feature Links within text Page bookmark or favorite link Google or other search engine I looked for information a different way	F F F B,D,E F A	Y	Checkbox, one-up vertical

HDU6803Q011		A	Please tell us how you looked for information today:			N	Text area, no char limit	
HDU6803Q012		B	Please tell us about your experience with the site's search feature today. (Select all that apply)	The search met my needs today I had problems with the basic search process (how to use it, terms to enter) I had problems with the visual display of the search results (text size, images) I received irrelevant search results I received too many search results I had problems sorting, filtering, using advanced search I had technical problems with search I had a different problem with search			Y	Checkbox, one-up-vertical
HDU6803Q013		G	Please tell us about your search experience:			G	N	Text area, no char limit
HDU6803Q014		D	Overall, were you satisfied with the search feature today?	Yes No			Y	Radio button, one-up-vertical
HDU6803Q015		E	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first No, I went straight to the search feature I don't remember			Y	Radio button, one-up-vertical
HDU6803Q016		F	How would you describe your navigation experience on the site today? (Select all that apply)	I had no difficulty navigating the site Links often did not take me where I expected I had difficulty finding relevant information Link labels were difficult to understand There were too many links or navigational options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information I had a navigation difficulty not listed			Y	Checkbox, one-up-vertical
HDU6803Q017		G	Please tell us about your navigation experience:			G	N	Text field, <100 char
HDU6803Q018			Did you watch a video or listen to a podcast on the site today?	Yes, podcast only Yes, video only Yes, both podcast and video No I was unaware of the videos and podcasts on the site			Y	Radio button, one-up-vertical
HDU6803Q019			How likely are you to watch a video or listen to a podcast on this site in the future?	Extremely unlikely Unlikely Neutral Likely Extremely likely			Y	Radio button, one-up-vertical
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Anchor Answer Choice	
Skip Logic Group*	OE_Visit Reason
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Randomize Mutually Exclusive Anchor Answer Choice	
Skip Logic Group*	OE_BP Information
Skip Logic Group*	Accomplish
Skip Logic Group*	OE_Accomplish
Skip Logic Group*	Look For Information
Randomize	
Anchor Answer Choice	

Skip-Logic-Group*	OE_Look-for-Info
Mutually-Exclusive	Search-Experience
Skip-Logic-Group*	
Randomize	
Anchor-Answer-Choice	
Skip-Logic-Group*	OE_Search-Experience
Skip-Logic-Group*	Search-Satisfaction
Skip-Logic-Group*	Navigate-First
Mutually-Exclusive	Navigation-Experience
Skip-Logic-Group*	
Randomize	
Anchor-Answer-Choice	
Skip-Logic-Group*	OE_Navigation-Experience
	Multimedia
	Multimedia-Future
	Familiar-Before
	Familiar-After
	One-Improvement

	Email to Contact
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