

Welcome and Thank You Text

Welcome Text

We'd welcome your feedback!
Thank you for visiting our website. You have been selected to participate in a brief customer satisfaction survey to let us know how we can improve your experience. The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.

Thank You Text

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

Welcome Text - Alternate

Thank you for visiting the Food Safety and Inspection Service (FSIS) website. You have been randomly selected to take part in this survey to let us know what we are doing well and where we need to do better. The feedback you provide will help us enhance our site and serve you better in the future. We will collect no information that identifies you personally. **Note that this survey applies to the FSIS site, not the main USDA.gov site.**

Thank You Text - Alternate

Thank you for your time in completing this survey. Your input is very valuable to us at FSIS and we will use these survey results to improve our website.



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 FSIS V2
 Model ID tJYApMM4lph9Nx88oAEBkg4C
 Partitioned yes - 2MQ
 Date 10/5/2015

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



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

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
NMS6230Q001	Visit Frequency		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less often		Y	Drop down, select one		Frequency of Visit
NMS6230Q002			What best describes you?	FSIS Employee Consumer Educator Constituent Group Member Business Small plant owner/operator Scientist or Researcher Media Other government agency or government partner		Y	Drop down, select one		Role
NMS6230Q003			Which of the following best describes what you were looking for?	Career/job information Current recalls Educational materials for students or clients Export/import; international food safety Food defense information Food handling information for myself/my family Food security information Forms FSIS contact information or organizational structure News, meetings, conferences Past recalls Regulations and policies in general Scientific data and reports Training materials	A	Y	Drop down, select one	Skip Logic Group*	Primary Reason for Visit
NMS6230Q004		A	What regulations and policies were you seeking?	Compliance Assistance Federal Register publications & related documents FSIS Notices or Directives HACCP resources Other	B	Y	Checkbox, one-up vertical	Skip Logic Group*	Regulations_Policies
NMS6230Q005		B	What other regulations and policies were you seeking?			N	Text area, no char limit	Skip Logic Group*	Other Regulations and Policies
NMS6230Q006			What specific task did you come to our site to accomplish today? (Be specific, such as register for meeting, read latest publication)			N	Text area, no char limit		Information Seeking
NMS6230Q007			How did you search for the information on our site today? (Select all that apply)	Entered terms into FSIS Search box News feeds (tabs) Browse by Audience (Information For) Browse by Subject (Topics or Programs tab) Global (top or footer) navigation Spotlights/Image carousel Popular Topics list Followed links in text		Y	Checkbox, one-up vertical		Search Method
NMS6230Q008			Please describe your experience with navigation on this site today.	I had no difficulty browsing on this site Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g., broken link) Other	A	y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigation Experience
NMS6230Q009		A	Please describe your experience navigating the site today.			N	Text area, no char limit	Skip Logic Group*	Other Navigation Experience
NMS6230Q010			If you used the search/text box feature of the site today to find your information, what was your experience with the search functionality?	I did not encounter any difficulties Search results were not helpful Returned too many results Returned not enough results		y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group*	Search Experience

				Returned no results Results were not relevant to my search I did not use the search tool today Other					
NMS6230Q011		B	Please describe your search experience today.		B	N	Text area, no char limit	Skip Logic Group*	Other Search Experience
NMS6230Q012			Did you use the Ask Karen system to ask a food safety question today?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Used Ask Karen
NMS6230Q013		A	Please rate how satisfied you were with the help from the Ask Karen system:	No 1-Extremely dissatisfied 2 3 4 5 6 7 8 9 Extremely satisfied-10		Y	Radio button, scale, no don't know	Skip Logic Group*	Ask Karen Rating
NMS6230Q014			Did you use the askFSIS system to ask a food regulation question today?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Used askFSIS
NMS6230Q015		A	Please rate how satisfied you were with the help from the askFSIS system:	1-Extremely dissatisfied 2 3 4 5 6 7 8 9 Extremely satisfied-10		Y	Radio button, scale, no don't know	Skip Logic Group*	askFSIS Rating
NMS6230Q016			If you have signed up for the FSIS E-mail Subscription Service , please rate your satisfaction with it.	1-Extremely dissatisfied 2 3 4 5 6 7 8 9 Extremely satisfied-10 I do not currently subscribe		Y	Radio button, scale, has don't know		FSIS email Subscriber
NMS6230Q017			To help FSIS plan new content and features , please tell us which one of these you would find most useful:	Video clips/video news releases Audio broadcasts (MP3 or Podcast) RSS Feed Image files to download Blog Wiki None of these		Y	Radio button, one-up vertical		Useful Content and Features
NMS6230Q018			Do you ever access the Internet using a mobile phone or tablet ?	Yes No	A	Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Use Phone or Tablet
NMS6230Q019		A	Which of the following devices do you have?	A Smartphone A tablet Both a smartphone and a tablet None of these	B, D C, D B,C,D	Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Devices Owned
NMS6230Q020		B	Specifically, which type of mobile phone do you have?	iPhone Android Blackberry Another phone		Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Type of Phone
NMS6230Q021		C	Specifically, which type of tablet do you have?	iPad Kindle Android Blackberry Another tablet		Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Type of Tablet

NMS6230Q022		D	Have you ever accessed ANY federal website using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	E	Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Access Federal Website
NMS6230Q023		E	Have you ever accessed the Food Safety and Inspection Service site using a mobile phone or tablet?	Yes No, but I plan to do so No, but I might in the future No, and I don't plan to do so	F, G	Y	Radio button, one-up vertical	Skip Logic Group*	Mobile Device_Access FSIS
NMS6230Q024		F	What was the main reason you last visited the Food Safety and Inspection Service using a mobile phone or tablet?			N	Text area, no char limit	Skip Logic Group*	Mobile Device_Main Reason for Visit
NMS6230Q025		G	What resources/additional resources might you want to access from the Food Safety and Inspection Service using a mobile phone or tablet?			N	Text area, no char limit	Skip Logic Group*	Mobile Device_Additional Resources Needed