

Welcome Text

Thank you for visiting RegInfo.gov. You've been chosen to take part in a brief survey about your experience using this website.

Please take a few minutes to share your opinion. Your feedback helps us improve your online experience.

Welcome Text - Alternate

Thank you for visiting RegInfo.gov. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the Regulatory Information Service Center. Please take a few minutes to give us your feedback. All results are strictly confidential.



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 Text

Thank You Text

Thank you for completing this survey. Your feedback helps us serve you better.

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.

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](#)

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

- 1 This questionnaire **has to match the live survey**
- 2 All changes to the live measure need to be tracked and archived in **one document**
- 3 All **CQ change requests** have to be submitted using this document
 - SRA: 1) marks up changes and submits the entire document to DOT
 - DOT: 1) archives change request on separate tab
 - 2) implements change(s)
 - 3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes
- 4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Name RegInfo V3
 Model ID
 Partitioned 2MQ
 Date 4/11/2017

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	16 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to return to RegInfo.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 Company (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 Company	How likely are you to recommend RegInfo.gov to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			21 Primary Resource	How likely are you to use RegInfo.gov as your primary resource for obtaining information from the Regulatory Information Service Center ?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				Regulatory Participation (1=Not at all Trustworthy, 10=Very Trustworthy)
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.			22 Regulatory Participation	How likely are you to participate in the regulatory process in the future?
	Navigation (1=Poor, 10=Excellent, Don't Know)				Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
7 Navigation - Organized	Please rate how well this site is organized .			23 Trust - Level	Please rate your level of trust in RegInfo.gov.
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 .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	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 .				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	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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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
EDO09253			How frequently do you visit RegInfo.gov?	First time Daily or more often About once a week About once a month Less than once a month, but more than once a year Once a year or less		Y	Radio button, one-up vertical		Visit Freq
CAS0075564			What is your primary role in visiting RegInfo.gov this visit?	Government employee (Federal) Government employee (State, Local, or Tribal) Academic/Researcher Employee at a company/organization affected by Federal regulations Employee at a company/organization that participates in the Federal regulatory process General public News media Other	A	Y	Radio button, one-up vertical	Skip Logic	Role
CAS0075565		A	Please specify your other role.			N	Text field, no char limit	Skip Logic	Other Role
EDO09256			How did you find out about the RegInfo.gov web site?	Search engine Link from another web site Link from a different government website Newspaper, magazine, or other publication Word of mouth Don't know Other	E C C D B	Y	Radio button, one-up vertical	Skip Logic	Find Out
EDO09257		B	Please specify the other way you learned about RegInfo.gov.			N	Text field, no char limit	Skip Logic	Other Find Out
CAS0075662		E	Which search engine did you use today?	Google Bing.com Yahoo Don't know/Not sure		Y	Radio button, one-up vertical	Skip Logic	Search_Engine
CAS0075663		C	Please name the website that you used to find RegInfo.gov.			N	Text field, no char limit	Skip Logic	OE_WebsiteRef
CAS0075664		D	Please specify the publication where you learned about RegInfo.gov.			N	Text field, no char limit	Skip Logic	OE_FedWebsiteRef
EDO09258			Which of the following resources, if any, were you specifically looking for this visit? Select all that apply.	The most recent Unified Agenda or Regulatory Plan Previously released Unified Agenda(s) Previously released Regulatory Plan(s) Regulatory Reviews Information Collection Reviews Related Links The Reg Map Forms Other	D C	Y	Checkbox, one-up vertical	Skip Logic	Resources
EDO09259		C	Please specify the other resources you were looking for.			N	Text field, no char limit	Skip Logic	Other Resources
CAS0075665		D	Which form(s) were you attempting to locate on the site?			N	Text field, no char limit	Skip Logic	OE_Forms
EDO09260			Did you accomplish what you wanted to on the site today?	Yes No	A,B	Y	Radio button, one-up vertical	Skip Logic	Accomplished Goal
EDO09261		A	Please tell us about the information you could not find.			N	Text area, no char limit	Skip Logic	Did Not Find
EDO09262		B	What do you intend to do next to find the information you need? Select all that apply.	Continue looking on RegInfo.gov Come back to RegInfo.gov later Look elsewhere online E-mail RISC@gsa.gov Nothing Other	D	Y	Checkbox, one-up vertical	Skip Logic Mutually Exclusive	Do Next
EDO09263		D	Please tell us what you intend to do next.			N	Text area, no char limit	Skip Logic	Other Do Next
EDO09265			Please describe your experience with navigation on this web site. Select all that apply.	Too many links or navigational choices Links did not take me where I expected I experienced broken links, error messages, or other technical difficulties I was able to navigate to the general area, but could not find the specific content I needed Other	E	Y	Checkbox, one-up vertical	OPS Group	Navigation

EDO09266		E	Please specify your other navigational issue.	I had no difficulty navigating this site		N	Mutually Exclusive Text area, no char limit	OPS Group	Other Navigation
EDO09267			Did you use a RegInfo.gov search tool this visit?	Yes No Not Sure	A,B	Y	Radio button, one-up vertical	Skip Logic	Search
EDO09268		A	Which section(s) of the site did you search? Select all that apply.	The Unified Agenda and the Regulatory Plan Regulatory Reviews Information Collection Reviews Not Sure		Y	Checkbox, one-up vertical	Skip Logic	Search - Section
EDO09269		B	Please describe your search experience. Select all that apply.	Search returned too many results Search returned too few results Search returned no results I received an error message Results were not pertinent to my search criteria The response time was too long Other I had no difficulty searching on this site		Y	Checkbox, one-up vertical Mutually Exclusive	Skip Logic	Search - Experience
EDO09270		F	Please describe the issue you experienced with the search tool.			N	Text area, no char limit	Skip Logic	Other Search Exp
EDO09271			Did you interact with a bar or pie chart featured on RegInfo.gov?	Yes No Not Sure	A,D	Y	Radio button, one-up vertical	Skip Logic	Dashboard
EDO09272		A	Please tell us what you thought of these charts. Select all that apply.	I found them useful/interesting I found them interesting, but they did not pertain to the information I was looking for today I did not understand the information that was shown I felt they took up too much space on the page Charts took too long to load None of the above		Y	Checkbox, one-up vertical Mutually Exclusive	Skip Logic	Dashboard Opinion
EDO09273		D	Please provide any additional feedback regarding the bar and pie charts.			N	Text area, no char limit	Mutually Exclusive Skip Logic	OE_Dashboard
RUS0184510			Have you used RegInfo Mobile before?	Yes No Not Sure	A, B, C, D	Y	Radio button, one-up vertical	Skip Logic	Mobile App
RUS0184513		A	What type of device do you use RegInfo Mobile on?	Smartphone Tablet Both		Y	Radio button, one-up vertical	Skip Logic	Mobile Device
RUS0184515		B	How does the RegInfo Mobile experience compare to the RegInfo.gov experience? Mobile experience is ...	Much worse Worse No difference/No opinion Better Much better		Y	Radio button, one-up vertical	Skip Logic	Mobile Experience
RUS0184516		C	How does RegInfo Mobile compare to similar apps you have used? RegInfo Mobile is ...	Much worse Worse No difference/No opinion Better Much better		Y	Radio button, one-up vertical	Skip Logic	Mobile Compare
RUS0184517		D	Please specify any suggested improvements or features you would like to see on RegInfo Mobile.			N	Text area, no char limit	Skip Logic	OE_Mobile Improvements
EDO09274			Do you have any suggestions on how we can improve our site?			N	Text area, no char limit		Improvements

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EDO09253			How frequently do you visit RegInfo.gov?	First time Daily or more often About once a week About once a month Less than once a month, but more than once a year Once a year or less		Y	Radio button, one-up vertical		Visit Freq
CAS0075564			What is your primary role in visiting RegInfo.gov this visit?	Government employee (Federal) Government employee (State, Local, or Tribal) Academic/Researcher Employee at a company/organization affected by Federal regulations Employee at a company/organization that participates in the Federal regulatory process General public News media Other	A	Y	Radio button, one-up vertical	Skip Logic	Role
CAS0075565		A	Please specify your other role.			N	Text field, no char limit	Skip Logic	Other Role
EDO09256			How did you find out about the RegInfo.gov web site?	Search engine Link from another web site Link from a different government website Newspaper, magazine, or other publication Word of mouth Don't know Other	E C C D B	Y	Radio button, one-up vertical	Skip Logic	Find Out
EDO09257		B	Please specify the other way you learned about RegInfo.gov.			N	Text field, no char limit	Skip Logic	Other Find Out
CAS0075662		E	Which search engine did you use today?	Google Bing.com Yahoo Don't know/Not sure		Y	Radio button, one-up vertical	Skip Logic	Search_Engine
CAS0075663		C	Please name the website that you used to find RegInfo.gov.			N	Text field, no char limit	Skip Logic	OE_WebsiteRef
CAS0075664		D	Please specify the publication where you learned about RegInfo.gov.			N	Text field, no char limit	Skip Logic	OE_FedWebsiteRef
EDO09258			Which of the following resources, if any, were you specifically looking for this visit? Select all that apply.	The most recent Unified Agenda or Regulatory Plan Previously released Unified Agenda(s) Previously released Regulatory Plan(s) Regulatory Reviews Information Collection Reviews Related Links The Reg Map Forms Other	D C	Y	Checkbox, one-up vertical	Skip Logic	Resources
EDO09259		C	Please specify the other resources you were looking for.			N	Text field, no char limit	Skip Logic	Other Resources
CAS0075665		D	Which form(s) were you attempting to locate on the site?			N	Text field, no char limit	Skip Logic	OE_Forms
EDO09260			Did you accomplish what you wanted to on the site today?	Yes No	A,B	Y	Radio button, one-up vertical	Skip Logic	Accomplished Goal
EDO09261		A	Please tell us about the information you could not find.			N	Text area, no char limit	Skip Logic	Did Not Find
EDO09262		B	What do you intend to do next to find the information you need? Select all that apply.	Continue looking on RegInfo.gov Come back to RegInfo.gov later Look elsewhere online E-mail RISC@gsa.gov Nothing Other	D	Y	Checkbox, one-up vertical	Skip Logic Mutually Exclusive	Do Next
EDO09263		D	Please tell us what you intend to do next.			N	Text area, no char limit	Skip Logic	Other Do Next
EDO09265			Please describe your experience with navigation on this web site. Select all that apply.	Too many links or navigational choices Links did not take me where I expected I experienced broken links, error messages, or other technical difficulties I was able to navigate to the general area, but could not find the specific content I needed Other	E	Y	Checkbox, one-up vertical	OPS Group	Navigation

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EDO09271			Did you interact with a bar or pie chart featured on RegInfo.gov?	Yes No Not Sure	A,D	Y	Radio button, one-up vertical	Skip Logic	Dashboard
EDO09272		A	Please tell us what you thought of these charts. Select all that apply.	I found them useful/interesting I found them interesting, but they did not pertain to the information I was looking for today I did not understand the information that was shown I felt they took up too much space on the page Charts took too long to load None of the above		Y	Checkbox, one-up vertical Mutually Exclusive	Skip Logic Mutually Exclusive	Dashboard Opinion
EDO09273		D	Please provide any additional feedback regarding the bar and pie charts.			N	Text area, no char limit	Skip Logic	OE_Dashboard
			Have you used RegInfo Mobile before?	Yes No Not Sure	A, B, C, D	Y	Radio button, one-up vertical	Skip Logic	Mobile App
		A	What type of device do you use RegInfo Mobile on?	Smartphone Tablet Both		Y	Radio button, one-up vertical	Skip Logic	Mobile Device
		B	How does the RegInfo Mobile experience compare to the RegInfo.gov experience? Mobile experience is ...	Much worse Worse No difference/No opinion Better Much better		Y	Radio button, one-up vertical	Skip Logic	Mobile Experience
		C	How does RegInfo Mobile compare to similar apps you have used? RegInfo Mobile is ...	Much worse Worse No difference/No opinion Better Much better		Y	Radio button, one-up vertical	Skip Logic	Mobile Compare
		D	Please specify any suggested improvements or features you would like to see on RegInfo Mobile.			N	Text area, no char limit	Skip Logic	OE_Mobile Improvements
EDO09274			Do you have any suggestions on how we can improve our site?			N	Text area, no char limit		Improvements