

FTC Identify Theft Adaptiv

FCG IA number:

Question Text

Q1. How was your overall experience using identitytheft.gov?

Q2. Did you find the IdentityTheft.gov site easy or hard to use?

Q3. Would you recommend IdentityTheft.gov to someone else?

Q4. Why would you or would you not recommend this website?

Q5. What is your feedback related to?

Q6. Please describe your experience.

Q7. Did you successfully accomplish the task you came to perform to this site?

Q8. What task were you trying to accomplish on this site today and what prevented you from accomplishing it?

Q9. What type of difficulty, if any, did you encounter with the navigation process on this site?

Q10. Were the labels and links intuitive and clear? Please provide a reason to support your answer.

Q11. What information were you looking for that you could not find?

Q12. Please describe the issue you experienced on this site/page today.

Q13. Which of the following issues, if any, did you experience on this site/page today? Select all that apply.

Q14. Please describe what content was unclear or confusing on this page.

Q15. Please describe the issue you experienced on this site/page today.

Q16. What type of site performance issue(s) or technical error(s) did you encounter? (Select all that apply)

Q17. Please describe the issue you experienced on this site/page today.

Q18. Did these recovery steps help you address the problems caused by identity theft?

Q19. What IdentityTheft.gov account features do you feel most benefit identity theft victims?

Q20. What other features or resources could be added to IdentityTheft.gov to help victims of identity theft?

Q21. Were you able to successfully log in to your account?

Q22. Please describe the problem that you encountered while attempting to log in to your IdentityTheft.gov account.

Q23. What IdentityTheft.gov account features do you feel most benefit identity theft victims?

Q24. If you could make one improvement to the site, what would it be?

e Feedback Survey
50165

Answer Text

Star rating (5 stars)

Star rating (5 stars)

Star rating (5 stars)

open ended

Could not accomplish task
Could not find information
Information was unclear or difficult to understand
Technical difficulties
Suggestion
Compliment
Other

(Open ended question)

Yes
No
Not sure

(Open ended question)

Too many links to choose from
Links did not take me where I expected
Links labels were difficult to understand
Could not find information that I was looking for
Other

(Open ended question)

(Open ended question)

(Open ended question)

Information was not up to date
Information did not answer my questions
Language was not clear and concise
Wording used was confusing
Text was difficult to read
Errors or typos on the page
Other

(Open ended question)

(Open ended question)
Pages were loading slowly or not at all
I could not log into My Account
Error messages that could not be resolved
Broken Links
Other
Yes
No
Not sure
(Open ended question)
(Open ended question)
Yes
No
(Open ended question)
(Open ended question)
(Open ended question)

[CLIENT NAME & SURVEY NA
FCG IA number: [EAM can help

Question Text

Q1.

Q2.

Q3.

Q4.

Q5.

Q6.

Q7.

ME] Feedback Survey
provide this number]

Answer Text

Start rating (5 stars)

(Open ended question)