

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 Welcome Text** Thank you for visiting We hope you enjoyed your visit to [CampSiteName SITENAME] The feedback that you provide via this survey will help the Forest Service make improvements to this recreation site. We appreciate your feedback on our service to the users of our recreation sites. This brief survey will help us improve our service to visitors like you. Please take a few minutes to answer some questions about your experience, which are essential in helping us improve this facility. Thank You Text Thank you for taking our survey - and for helping us serve you better. **Example Desktop** FORESEE **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. Required questions are denoted by an \* 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. Cancel



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**

### **Welcome Text**

Thank you for visiting [CampSiteName]. www.fs.fed.us. 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. The feedback that you provide via this survey will help the Forest Service make improvements to this recreation site.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Please take a few minutes to answer some questions about your experience, which are essential in helping us improve this facility.

#### Thank You Text

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 website.

## **Example Desktop**



#### **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.

Required questions are denoted by an \*

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.



Submit

Model Name Forest Service Functional Red & Strike-Through: Delete
Model ID AgxYRM59tw5EJV5BdtgJ0g4C Underlined & Italicized: Re-order Partitioned No
Date
Model Version NA

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

Blue: Reword

Label	Element Questions	Label	Satisfaction Questions	L	Label	Future Behaviors		

 Model Name
 Forest Service Functional

 Model ID
 AgxYRM59tw5EJV5BdtgJ0g4C

 Partitioned
 No

 Date
 No

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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
JHR8237Q001			Was information about recreation at this site easy to find and complete?	Very much so; both easy to find and complete			Y	Radio button, one-up vertical		Site Information
			· ·	Sort of; easy to find, but what I found was either not complete or not accurate						
				Sort of; it wasn't as easy to find as I'd like but what I got was complete						
				Not at all; neither easy to find or complete						
				Not applicable						
JHR8237Q002			Were restrooms at the site clean and well maintained?	Yes, very much so			Y	Radio button, one-up vertical		Restrooms
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q003			Were garbage containers at the site in good repair?	Yes, very much so			Y	Radio button, one-up vertical		Garbage Containers
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q004			Were the recreation facilities for this site in good condition?	Yes, very much so			Y	Radio button, one-up vertical		Recreation Facilities_Condit
				Mostly, yes						-
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q005			Was the recreation site free of litter?	Yes, very much so			Y	Radio button, one-up vertical		Recreation Facilities_Litter
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q006			Was there any damage to the recreation site from visitor use?	None			Y	Radio button, one-up vertical		Recreation Site Damage
				A little damage						
				Quite a bit of user damage						
				A lot of damage						
				Not applicable						
JHR8237Q007			Were regulations governing use of the site available and appropriately enforced?	Yes, very much so			Y	Radio button, one-up vertical		Regulation Enforcement
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q008			Were agency staff, volunteers, and concessionaires respectful, courteous, and helpful during your visit?				Y	Radio button, one-up vertical		Staff Respectful
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q009			Was your recreation experience enjoyable and was the natural setting appropriate?				Y	Radio button, one-up vertical		Enjoyable Experience
				Mostly, yes						1 '
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q010			Did you have any safety concerns about the facility condition?	No concerns at all			Y	Radio button, one-up vertical		Safety
				Minor					l	
	1							1	I	1
				Major						1

 Model Name
 Forest Service Functional

 Model ID
 AgxYRM59tw5EJV5BdtgJ0g4C

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 No

 Date
 No

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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
JHR8237Q001			Was information about recreation at this site easy to find and complete?	Very much so; both easy to find and complete			Y	Radio button, one-up vertical		Site Information
			Sort of; easy to find, but what I found was either not complete or not accurate							
				Sort of; it wasn't as easy to find as I'd like but what I got was complete						
				Not at all; neither easy to find or complete						
JHR8237Q002			Were restrooms at the site clean and well maintained?	Yes, very much so			Y	Radio button, one-up vertical		Restrooms
				Mostly, yes				1		
				Mostly, no						
				Not at all						
		Not applicable								
JHR8237Q003			Were garbage containers at the site in good repair?	Yes, very much so			Y	Radio button, one-up vertical		Garbage Containers
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable	$\vdash$					
JHR8237Q004	JHR8237Q004		Were the recreation facilities for this site in good condition?	Yes, very much so			Y	Radio button, one-up		Recreation
								vertical		Facilities_Condi
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q005			Was the recreation site free of litter?	Yes, very much so			Y	Radio button, one-up vertical		Recreation Facilities_Litter
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q006			Was there any damage to the recreation site from visitor use?	None			Y	Radio button, one-up vertical		Recreation Site Damage
				A little damage						
				Quite a bit of user damage						
				A lot of damage						
				Not applicable						
JHR8237Q007			Were regulations governing use of the site available and appropriately enforced?	Yes, very much so			Y	Radio button, one-up vertical		Regulation Enforcement
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q008			Were agency staff, volunteers, and concessionaires respectful, courteous, and helpful during your visit?	Yes, very much so			Y	Radio button, one-up vertical		Staff Respectful
				Mostly, yes						
				Mostly, no						
				Not at all						
				Not applicable						
JHR8237Q009			Was your recreation experience enjoyable and was the natural	Yes, very much so			Y	Radio button, one-up		Enjoyable
			setting appropriate?					vertical		Experience
				Mostly, yes	-		_			
				Mostly, no						
				Not at all	$\vdash$					
				Not applicable				1		1
JHR8237Q010			Did you have any safety concerns about the facility condition?	No concerns at all			Υ	Radio button, one-up vertical		Safety
				Minor						1
				Major	$\sqcup$				l	
	1			Not applicable	1 7		- 1	1	I	1