

Welcome and Thank You Text

Welcome Text

Thank You Text

Welcome Text - Alternate

Thank you for visiting the **Bureau of the Fiscal Service** website. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the **U.S. Department of the Treasury**. Please take a few minutes to give us your feedback. All results are strictly confidential.

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.



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.


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

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name	Fiscal Service	Red & Strike-Through : Delete	
Model ID	dIYQAgxBgcZM88IUBIxYZQ4C	<u>Underlined & Italicized</u> : Re-order	
Partitioned	Yes - 2MQ	Pink: Addition	
Date	2/13/2015	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? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	19 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site 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 ? <i>(1= Falls Short, 10=Exceeds)</i>	20 Recommend	Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?
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 ? <i>(1=Not Very Close, 10=Very Close)</i>	21 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use this site as your primary resource for all Federal Government financial services?
4 Site Performance - Loading	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.				
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 the 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	dIYQAgxBgcZM88IUBixYZQ4C	<u>Underlined & Italicized</u> : Re-order
Partitioned	Yes - 2MQ	Pink : Addition
Date	1/30/2018	Blue : Reword

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
LNH5704Q001		What source brought you to this site?	Search engine Bookmark/Favorite Another website/Link Newspaper article Prior experience with Fiscal Service Recommendation from friend/family/colleague Other government agency Other		Y	Drop down, select one
LNH5704Q002		How frequently do you visit this site?	This is my first time Daily Weekly Monthly Every couple of months or less often		Y	Drop down, select one
LNH5704Q003		Which best describes you?	Construction employee Consultant Disabled individual Educator/teacher/professor Federal government employee Financial institution employee Fiscal Service employee Foreign individual Government contractor Insurance agent/broker/employee/underwriter Local government employee Member of the Media Military member Non-profit employee Private citizen/taxpayer Researcher Retiree Small business owner State government employee Student Surety bond agent/underwriter Tax preparer/accountant/attorney Other		Y	Radio button, one-up vertical
LNH5704Q004		What is your primary interest or need in Fiscal Service information today?	Personal Professional Both Other		Y	Drop down, select one
LNH5704Q005		What type of information are you primarily looking for today?	Accounting guidance/information Approved sureties/listings Surety Bond information Cash management guidance Certified companies Change of address Circular 570 Conferences or training sessions Daily treasury statements Debt collection information Direct deposit information Eagle cash cards EFTPS information Employment information Enrollment information Exchange rates Financial management reports or publications (such as Combined Statement, Monthly Treasury Statement, TROR, etc.) Fiscal Service contact info Fiscal Service program(s) Forms General information Gold Book Greenbook rules/information/updates Historical information Interest or payment calculators Judgment fund information Payment information Reclamations TAS and BETC information Treasury Financial Manual (TFM) Tax or other offset		Y	Radio button, one-up vertical

			Unclaimed monies USSGL information Other			
LNH5704Q006		Which of the following statements describes your experience while reviewing the site information?	There were no issues with the site information Information was not up to date Information did not answer my questions Language was not clear and concise Wording used was not easily understood Other		Y	Checkbox, one-up vertical
RUS0209664		Did your visit today include Card Acquiring Services (CAS) ?	Yes No	A	Y	Radio button, one-up vertical
RUS0209665	A	What were you primarily looking for within Card Acquiring	Get started/create a new account Add locations to an existing account Find webinars, FAQs, training videos/guides, tools Research rules and requirements Review Europay, Mastercard, Visa (EMV) resources Look up training and support Research security requirements Contact CAS customer support Don't know Other		Y	Radio button, one-up vertical
RUS0209645		Did you visit the Financial Innovation & Transformation (FIT)	Yes No	A	Y	Radio button, one-up vertical
RUS0209646	A	What were you primarily looking for within the Financial Innovation	Get information on how FIT manages the Financial Management Line of Business Review current initiatives Look up accomplishments Find quick references Research Treasury FM standard references Read blogs Review the data elements for Financial Management Don't know Other		Y	Radio button, one-up vertical
LNH5704Q007		Did you find what you were looking for?	Yes No Partially I wasn't looking for anything in particular	A	Y	Radio button, one-up vertical
LNH5704Q008	A	If you were not able to find what you were looking for, what was it?			N	Text area, no char limit
LNH5704Q009		How did you primarily look for information today?	Browsed web pages Used the site's search box Used the Site Map/A-Z Index Used the links in the page Used the top navigation links Other	A B A A A	Y	Radio button, one-up vertical
LNH5704Q010	A	If you primarily used navigational methods to find your information,	I had no difficulty browsing/navigating this site Too many links or navigational choices Some links did not take me where I expected I would often feel lost, not know where I was or where to go next I experienced broken links, error messages, or other technical difficulties Links/navigational headings were not intuitive enough I was able to navigate to the general area, but could not find the specific content I needed		N	Radio button, one-up vertical
LNH5704Q011	B	If you primarily used the site's search box to locate information, please describe your search experience.	Returned the results I needed Too many results Too few results Returned no results Returned results that were too similar/redundant Search required too many refinements to get to what I wanted I was not sure what words to use in my search Results were not pertinent to my search terms	C C C C C C C	N	Radio button, one-up vertical
LNH5704Q012	C	What specific search terms did you use today to find what you were looking for?			N	Text field, <100 char
LNH5704Q013		If you could make one improvement to the Fiscal Service website, what would it be?			N	Text area, no char limit



Special Instructions	CQ Label
	Source
	Frequency
	Role
	Interest
	Type of info

Mutually Exclusive	Info issues
Skip Logic Group*	CAS
Skip Logic Group*	CAS info
Skip Logic Group*	FIT
Skip Logic Group*	FIT info
Skip Logic Group*	Find info
Skip Logic Group*	No info
Skip Logic Group*	Method
Skip Logic Group*	Navigation
Skip Logic Group*	Search
Skip Logic Group*	Search terms
	Improvement

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LNH5704Q004		What is your primary interest or need in Fiscal Service information today?	Personal Professional Both Other		Y	Drop down, select one
LNH5704Q005		What type of information are you primarily looking for today?	Accounting guidance/information Approved sureties/listings Surety Bond information Cash management guidance Certified companies Change of address Circular 570 Conferences or training sessions Daily treasury statements Debt collection information Direct deposit information Eagle cash cards EFTPS information Employment information Enrollment information Exchange rates Financial management reports or publications (such as Combined Statement, Monthly Treasury Statement, TROR, etc.) Fiscal Service contact info Fiscal Service program(s) Forms General information Gold Book Greenbook rules/information/updates Historical information Interest or payment calculators Judgment fund information Payment information Reclamations TAS and BETC information Treasury Financial Manual (TFM) Tax or other offset		Y	Radio button, one-up vertical

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		Did you visit the Financial Innovation & Transformation (FIT) service's pages today?	Yes No	A	Y	Radio button, one-up vertical
	A	What were you primarily looking for within the Financial Innovation & Transformation service's pages?	Get information on how FIT manages the Financial Management Line of Business Review current initiatives Look up accomplishments Find quick references Research Treasury FM standard references Read blogs Review the data elements for Financial Management Don't know Other		Y	Radio button, one-up vertical
LNH5704Q007		Did you find what you were looking for?	Yes No Partially I wasn't looking for anything in particular	A	Y	Radio button, one-up vertical
LNH5704Q008	A	If you were not able to find what you were looking for, what was it?			N	Text area, no char limit
LNH5704Q009		How did you primarily look for information today?	Browsed web pages Used the site's search box Used the Site Map/A-Z Index Used the links in the page Used the top navigation links Other	A B A A A	Y	Radio button, one-up vertical
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Skip Logic Group*	FIT
Skip Logic Group*	FIT info
Skip Logic Group*	Find info
Skip Logic Group*	No info
Skip Logic Group*	Method
Skip Logic Group*	Navigation
Skip Logic Group*	Search
Skip Logic Group*	Search terms
	Improvement