
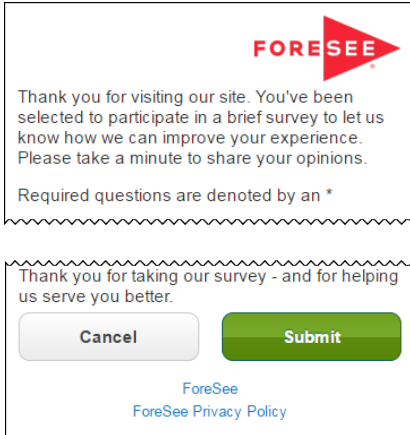




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
Welcome Text	Welcome Text - Tablet / Phone
	Thank you for visiting nij.ojp.gov. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.
Thank You Text	Thank You Text - Tablet / Phone
	Thank you for taking our survey - and for helping us serve you better. We appreciate your input!
Example Desktop	Example Mobile
 <p>FORESEE</p> <p>Customer Satisfaction Survey</p> <p>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.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p> <p><i>Required questions are denoted by an *</i></p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p>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.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>	 <p>FORESEE</p> <p>Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.</p> <p>Required questions are denoted by an *</p> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p> <p>ForeSee ForeSee Privacy Policy</p>

Model Name NIJ Mobile Browse
 Model ID
 Partitioned Yes - 2MQ
 Date
 Model Version 17.3.Y

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



Label	Satisfaction Questions	Label	Element Questions	Label	Future Behaviors
1	Satisfaction - Overall What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5	Look and Feel - Appeal Please rate the visual appeal of this site.	23	Return Return <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to return to nij.ojp.gov in the future?
2	Satisfaction - Expectations How well does this site meet your expectations? <i>(1= Falls Short, 10=Exceeds)</i>	6	Look and Feel - Balance Please rate the balance of graphics and text on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
3	Satisfaction - Ideal How does this site compare to an ideal website? <i>(1=Not Very Close, 10=Very Close)</i>	7	Look and Feel - Readability Please rate the readability of the pages on this site.	24	Trust - Best Interests I can count on this agency to act in my best interests.
	Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i>		Site Performance (1=Poor, 10=Excellent, Don't Know)	25	Trust - Trustworthy I consider this agency to be trustworthy.
4	Recommend Agency How likely are you to recommend this agency to someone else?	8	Site Performance - Loading Please rate how quickly pages load on this site.	26	Trust - Do Right This agency can be trusted to do what is right.
		9	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.		
		10	Site Performance - Completeness Please rate how completely the page content loads on this site.		
			Navigation (1=Poor, 10=Excellent, Don't Know)		
		11	Navigation - Organized Please rate how well this site is organized.		
		12	Navigation - Options Please rate the options available for navigating this site.		
		13	Navigation - Layout Please rate how well the site layout helps you find what you need.		
			Information Browsing (1=Poor, 10=Excellent, Don't Know)		
		14	Information Browsing - Sort Please rate the ability to sort information by criteria that are important to you on this site.		
		15	Information Browsing - Narrow Please rate the ability to narrow choices to find the information you are looking for on this site.		
		16	Information Browsing - Features Please rate how well the features on the site help you find the information you need.		
		16	Site Information (1=Poor, 10=Excellent, Don't Know)		
			Site Information - Thoroughness Please rate the thoroughness of information provided on this site.		
		17	Site Information - Understandable Please rate how understandable this site's information is.		
		18	Site Information - Answers Please rate how well the site's information provides answers to your questions.		

			Prior use of the site					
			Other					
			I don't remember					
	B	Which website/link prompted you to visit?	Another DOJ site		Y	Radio button, one-up vertical	Skip Logic Group*	Website/Link
			Another government site					
			An association site					
			A university or college site					
			A commercial site					
			Other	D				
	D	Which other website/link prompted you to visit the NIJ Site?			N	Text area, no char limit	Skip Logic Group*	OE_Other Website/Link
	C	Where was the email sent from?	From a colleague		Y	Radio button, one-up vertical	Skip Logic Group*	Email Origin
			From NIJ					
			From another email service					
			Other					
		Did the page you arrived on have the content you expected?	Yes		Y	Radio button, one-up vertical		Expected Destination
			No					
			I don't remember					
		Did you accomplish what you wanted to do today on this site?	Yes	A	Y	Drop down, select one	Skip Logic Group*	Accomplish
			No					
	A	Please tell us why you were unable to accomplish your task today:			N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
		Other than what you were originally looking for, did you find anything else interesting on the site?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Other Info
			No					
	A	What other interesting information did you find on the site?			N	Text area, no char limit	Skip Logic Group*	OE_Other Info
		How did you look for information on the site today?	I used the search box on this website	A	Y	Radio button, one-up vertical	Skip Logic Group*	How info found
			I browsed the content on this website	A				
			I browsed the content and used the search box on this website					
			I used a bookmark or link to go there directly					
			I used a web search engine, like Google or Bing					
			Other					
	A	Were the search results helpful?	Yes	C	Y	Drop down, select one	Skip Logic Group*	Search results
			No					
	C	Why were the search results not helpful? (Choose your primary reason)	It returned no useful results		Y	Radio button, one-up vertical	Skip Logic Group*	Search Difficulties
			It returned too many results					
			Results links were broken					
			Results were not relevant to my search terms or needs					
			Results showed old versions of pages/documents					
			Search required too many attempts					
			Results were too similar/redundant					
			I was not sure what words to use in my search					
			Search speed was too slow					
			Other	D				
	D	Please describe the search difficulties you experienced:			N	Text area, no char limit	Skip Logic Group*	OE_Search Difficulties
		How much time did you spend on the site today compared to what you expected?	Less time than I expected		Y	Radio button, one-up vertical		Time on Site
			About the same amount of time as I expected					
			More time than I expected					
			Not sure					
		How likely are you to discourage someone from interacting with this agency?	1=Very Unlikely		Y	Radio button, scale, no don't know		WordofMouthIndex
			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			Very Likely=10					
		What is your gender?	Male		Y	Radio button, one-up vertical		Gender
			Female					

		Which category includes your age?	Prefer not to respond		Y	Radio button, one-up vertical		Age
			Under 18					
			18 - 24					
			25 - 34					
			35 - 44					
			45 - 54					
			55 - 64					
			65 or older					
			Prefer not to respond					
		If you could improve one thing about this website , what would it be?			N	Text area, no char limit		OE_Improvement