



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 ojjdp.ojp.gov. 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.	Welcome Text - Tablet / Phone
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.	Thank You Text - Tablet / Phone
Example Desktop	Example Mobile

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.

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.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better.

ForeSee
[ForeSee Privacy Policy](#)

Question (from JM):
Is it possible as part of the thank you text to provide a link to sign up for announcements from OJJDP (our Subscribe page)

Model Name OJJDP Desktop
 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	Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5 Site Performance - Speed	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed that pages and content loaded for you.	20 Brand Confidence	Brand Confidence (1=Not At All Confident, 10=Very Confident) Please rate your level of confidence in OJJDP.
2 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1= Falls Short, 10=Exceeds)</i>	6 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.	21 Return	Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to ojdp.ojp.gov in the future?
3 Satisfaction - Ideal	How does this site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	7 Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.	22 Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend OJJDP to someone else?
4 Recommend	Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to recommend ojdp.ojp.gov to someone else?	8 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the pages that you visited.	23 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use ojdp.ojp.gov as your primary resource for information about OJJDP?
		9 Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.		
		10 Look and Feel - Readability	Please rate the legibility of the pages that you visited.		
		11 Navigation - Ease	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.		
		12 Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.		
		13 Navigation - Links	Please rate the links on taking you where you needed to go.		
		14 Site Information - Relevance	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the relevance to your interests of the information that you found.		
		15 Site Information - Thoroughness	Please rate the thoroughness of the information that you found.		
		16 Site Information - Readability	Please rate the readability of the information that you found.		



Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
	What is your primary reason for visiting the site today?	Find information regarding this organization Read news, including JUVJUST, OJJDP News @ a Glance, blogs or press releases Do research Find points of contact Provide feedback Access a training video or previously held webinar Find employment opportunities Find facts or statistics Find funding opportunities Find information on events and conferences Find legislation related to OJJDP Learn about what state compliance activities Learn about OJJDP programs Find training or technical assistance Find topical information Other (please specify)		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice	Primary Reason
A	Please specify the other reason for your visit.			N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other
	Did you accomplish what you wanted to do today on this site?	Yes No Partially	B A A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
A	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	Why Not Accomplish
B	Was the information easy to find?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
B1	Why was this information difficult to find?		B1	N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
	How were you referred to the site today?	An email from OJJDP, including JUVJUST OJJDP social network post, tweet, video, etc. Non - OJJDP social network post, tweet, video, etc. Obtained link from an OJJDP publication or mailing Another government site Search engine results Recommendation from someone I know Learned about the site at a conference or event Other (please specify) I was not referred to the site by anything specific		Y	Radio button, one-up vertical	Skip Logic Group* Randomize Anchor Answer Choice Anchor Answer Choice	Acquisition Source
A	Please specify how else you were referred to the site.			N	Text field, <100 char	Skip Logic Group*	Acquisition Source - Other
	How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Y	Drop down, select one		Visit Frequency
	Do you subscribe to JUVJUST or to OJJDP News @ a Glance	I only subscribe to JUVJUST I subscribe only to OJJDP News @ a Glance I subscribe to both JUVJUST and OJJDP News @ a Glance No, I am not interested in subscribing No, but I plan to subscribe to at least one of these options in the future		Y	Radio button, one-up vertical	Skip Logic Group*	Subscribe
A	Why are you not interested in subscribing?	You send too many emails		Y	Radio button, one-up vertical	Skip Logic Group*	Why Not Subscribe

		It is unclear how to sign up					
		I am not interested in receiving information from OJJDP					
		I would be interested in receiving a weekly recap of all announcements					
		I would be more interested in topical notifications					
	Did you use any search features on this site today?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Search
		No					
A	Tell us about your experience with the site's search features today. (Please select the best description)	Search results were helpful (67%)		Y	Radio button, one-up vertical	Skip Logic Group*	Search Experience
		Results were not relevant/not what I wanted (9%)					
		Too many results/I need to refine my search (8%)					
		Returned NO results (8%)					
		I experienced a different search issue (please explain) (8%)					
		Not enough results					
	What is the primary method you first used to locate information on this site?	I clicked on Search at the top of the site pages		Y	Radio button, one-up vertical		Primary Method
		I accessed links in the center of the home page					
		I used the top navigation links to browse (Funding, News & Events, Research & Statistics, etc.)					
		I used the Contact Us link at the top of the home page					
		Already knew the area to land on or had specific page bookmarked					
		Other					
	How would you describe your navigation experience on this site today? (Please select all that apply)	Links often did not take me where I expected		Y	Checkbox, one-up vertical		Navigation
		Had difficulty finding relevant information					
		Links/labels are difficult to understand					
		Too many links/navigational options to choose from					
		Had technical difficulties (error messages, broken links, etc.)					
		Could not navigate back to previous information					
		I had a navigation difficulty not listed above:					
		I had no difficulty navigating/browsing on this site					
	What will you do next?	Try another website or other resource		Y	Radio button, one-up vertical		Do Next
		Nothing, although I did not find what I was looking for					
		Other					
	In general, which of these topics best match your main topic(s) of interest? (Please select all that apply)	Child Protection (e.g., child abuse, etc.)		Y	Checkbox, one-up vertical		Topics
		Juvenile Corrections and Detention					
		Courts					
		Delinquency Prevention					
		Risk and Protective Factors					
		Gender/gender specific programs					
		Health including mental health or substance abuse					
		Human Trafficking					
		Law Enforcement					
		Offenses/Offenders					
		School Safety					
		Statistics					
		Missing children					
		Victims					
		Internet Safety					
		Gangs					
		Ethnic or race-specific programs and information					
		Bullying					
		Mentoring					
		Restorative Justice					
		Public Safety or Crime Prevention					
		Tribal Youth					
		I was just browsing or was interested in very general information					
		Other					
	Which category best describes your professional field?	Law Enforcement		Y	Radio button, one-up vertical		Professional Field
		Corrections or Detention					
		Courts/judicial system					
		Child Protection					
		Delinquency Prevention					
		Trainer					

	Researcher Education Student Congressional Federal Government or Agency Community or faith-based organization associate Youth Service (e.g., mentoring organization) Media General public Other				
What best describes your organizational affiliation?	State government County government Municipal government Indian Tribal government Federal government or agency University/college/school faculty or staff Private sector Non-profit Student Media Other		Y	Radio button, one-up vertical	Organizational Affiliation
What else would you like to share with us to help improve your online experience with ojjdp.ojp.gov?			N	Text area, no char limit	Improve