## **Instrument (OMB Control Number: 3090-0297)**

Req-4

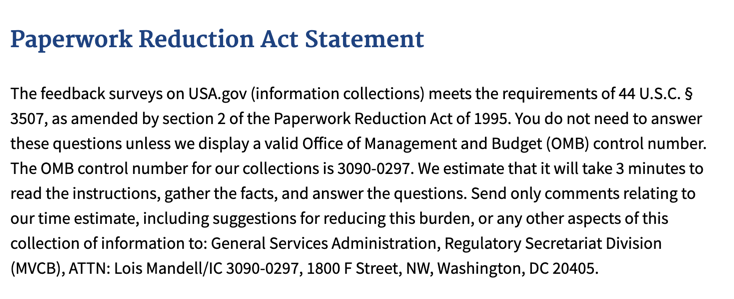


**TITLE OF INFORMATION COLLECTION:** *USA.gov Website Customer Satisfaction Feedback Surveys*

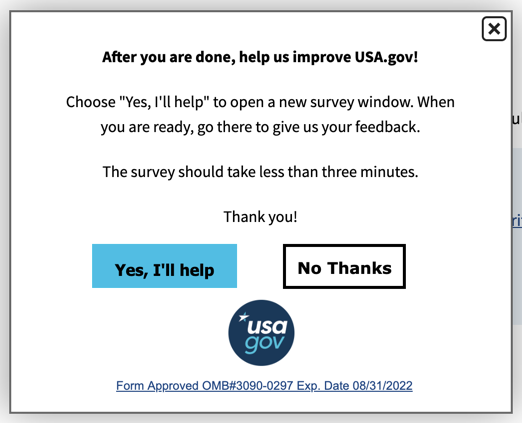
CONTACT: David Kaufmann [david.kaufmann@gsa.gov](mailto:david.kaufmann@gsa.gov)

## Pop-up invite Customer Satisfaction Survey English Version

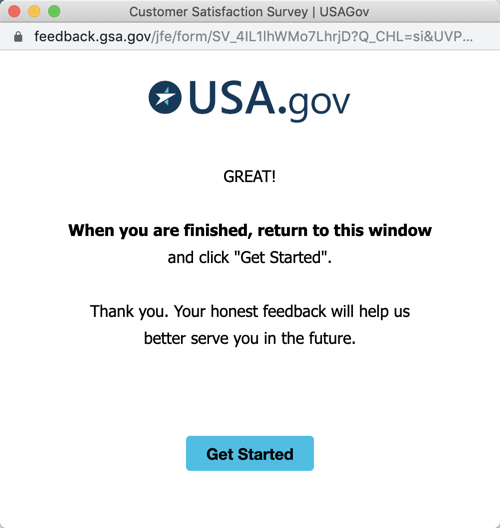
## 1)



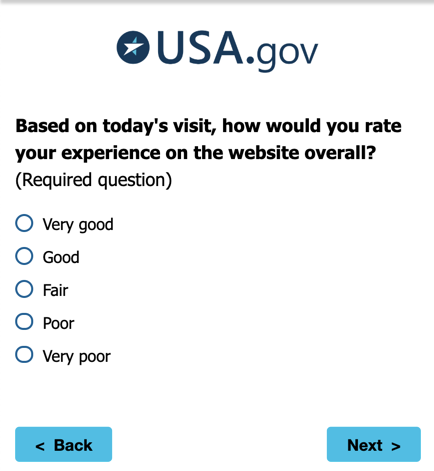
2)



3)



4)

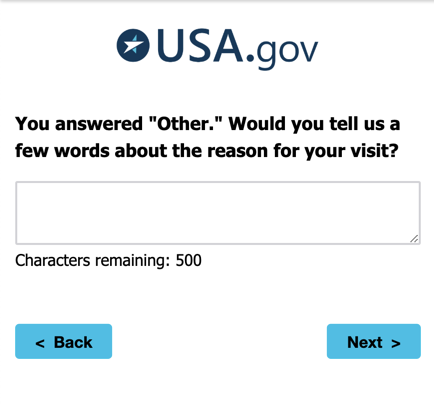


5)



If “Other” then go to (5B). Otherwise, go to (6)

5B)



6)



If:

* Yes, fully
* - or -
* Yes, partly

Then Go to (7A)

If:

* Not yet, but still trying
* - or -
* No

Then Go to (7B)

If:

* Just browsing / not trying to accomplish anything specific

Then Go to (7C)

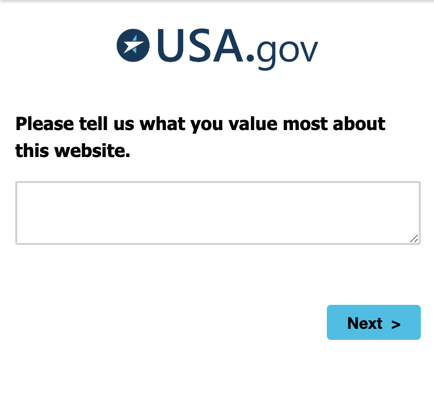
7A)



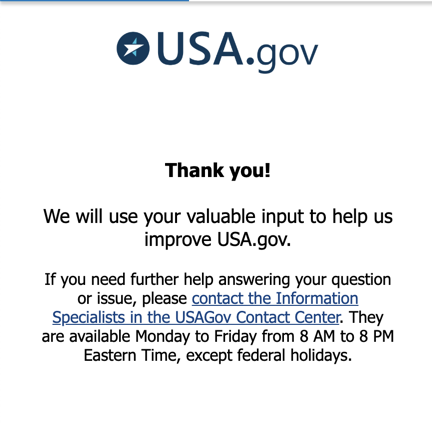
7B)



7C)

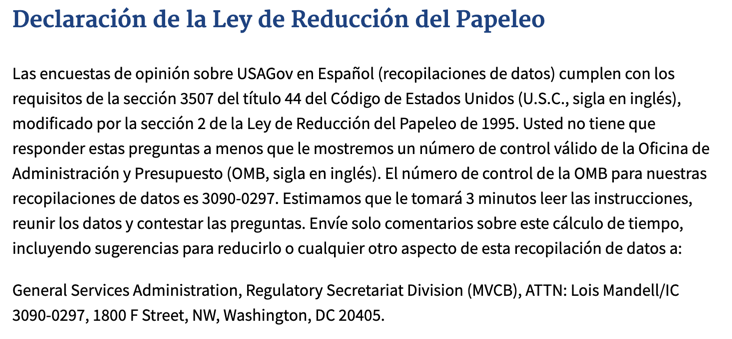


(8)

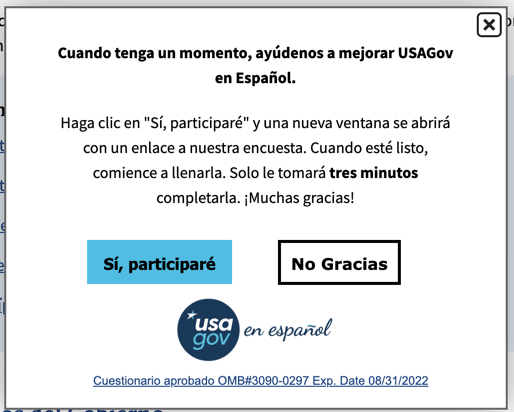


## Pop-up invite Customer Satisfaction Survey Spanish Version

1)



2)



3)



4)



5A)



If “Otra” is selected, the go to (5B). Otherwise, go to (6).

5B)



6)



If:

* Sí, completamente
* - or -
* Sí, parcialmente

Then Go to (7A)

If:

* No todavía, pero sigo intentáldolo
* - or -
* No

Then Go to (7B)

If:

* Estoy nevegando el sitio. No tengo un propósitio específico

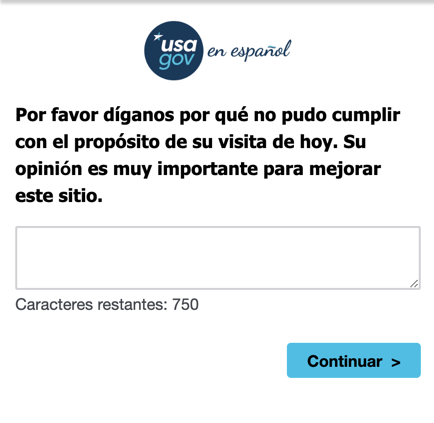
Then Go to (7C)

7A)



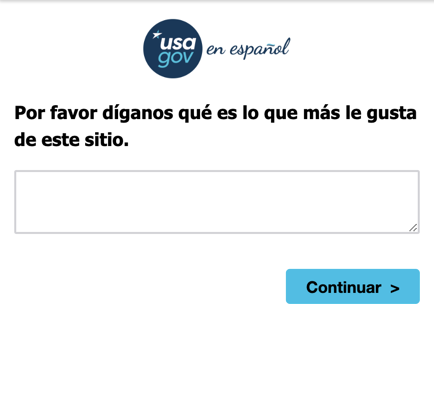
Next, go to (8)

7B)



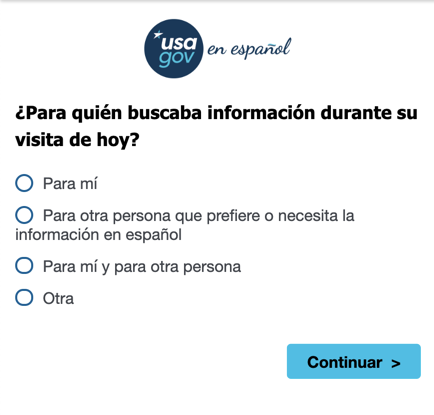
Next, Go to (8)

7C)



Next, Go to (8)

8)



9)

