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 MilitaryOneSource.mil. You've been randomly chosen to take part in a brief questionnaire 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 Text

Thank you for answering our questionnaire - and for helping us serve you better.

Please note you will not receive a response from us based on your questionnaire comments. If you would like us to contact you about your feedback, please visit the Customer Support section of our website.

https://public.militaryonesource.mil/feedback

Example Desktop

MILITARY ONE SOURCE

Customer Satisfaction Questionnaire

Thank you for visiting Militaryonesource.mil. You've been randomly chosen to take part in a brief questionnaire 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 answering our questionnaire - and for helping us serve you better.

Please note you will not receive a response from us based on your questionnaire comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

[Cancel] [Submit]

Model Name	Military OneSource Web Browse
Model ID	
Partitioned	Yes - 2MQ
Date	
Model Version	17.3.Y

FORESEE

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

Label	Satisfaction Questions		Label	Element Questions		Label	Future Behaviors
	Satisfaction			**Site Performance (1=Poor, 10=Excellent, Don't Know)**			**Brand Confidence (1=Not At All Confident, 10=Very Confident)**
1 Satisfaction - Overall	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*		5 Site Performance - Speed	Please rate the **speed** that pages and content loaded for you.		17 Brand Confidence	Please rate your **level of confidence** in Military OneSource.
2 Satisfaction - Expectations	How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*		6 Site Performance - Completeness	Please rate the consistency of **complete loading** of pages and content.			**Return (1=Very Unlikely, 10=Very Likely)**
3 Satisfaction - Ideal	How does this site **compare to an ideal website**? *(1=Not Very Close, 10=Very Close)*		7 Site Performance - Responsiveness	Please rate the **responsiveness** of the pages to your actions.		18 Return	How likely are you to **return to MilitaryOneSource.mil** in the future?
	Recommend (NPS) (1=Very Unlikely, 10=Very Likely)			**Look and Feel (1=Poor, 10=Excellent, Don't Know)**			**Recommend Company (1=Very Unlikely, 10=Very Likely)**
4 Recommend	How likely are you to **recommend MilitaryOneSource.mil to someone else**?		8 Look and Feel - Appeal	Please rate the **visual appeal** of the pages that you visited.		19 Recommend Company	How likely are you to **recommend Military OneSource** to someone else?
			9 Look and Feel - Spacing	Please rate the **spacing** between items on the pages that you visited.			**Primary Resource (1=Very Unlikely, 10=Very Likely)**
			10 Look and Feel - Readability	Please rate the **legibility** of the pages that you visited.		20 Primary Resource	How likely are you to **use MilitaryOneSource.mil as your primary resource** for information about military life?
				Navigation (1=Poor, 10=Excellent, Don't Know)			
			11 Navigation - Ease	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.			
				Site Information (1=Poor, 10=Excellent, Don't Know)			
			14 Site Information - Relevance	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.			

ForeSee Results - Confidential and Proprietary

Model Name	Military OneSource Web Browse
Model ID	0
Partitioned	Yes - 2MQ
Date	

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

FORESEE

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label	COMMENTS
	primary_reason_govt		What is your primary reason for visiting the site today?	Help with taxes			Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason	
				YMCA							
				Find counseling							
				Find spouse employment							
				Find child care							
				Other (please specify)	A						
	primary_reason_other	A	Please specify the other reason for your visit.				N	Text field, <100 char	Skip Logic Group*	Primary Reason - Other	
	primary_reason_other		What type of information were you looking for? (Please select all that apply.)	Financial			Y	Checkbox, one-up vertical		Type of Info	
				Education							
				Moving							
				EFMP							
				Recreation							
				Child care							
				Other							
				I was not looking for any specific information							
	accomplish		Did you accomplish what you wanted to do today on this site?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish	
				No	A	no					
	why_not_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	
	login_attempt		Did you try to log in to MilitaryOneSource.mil today?	Yes	A	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Log In Attempt	
				No		no					
	login_success	A	Were you able to log in successfully?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Log In Success	
				No	C	no					
	why_not_login	C	What prevented you from logging in to the site today?				N	Text area, no char limit	Skip Logic Group*	Why Not Log In	
	acquisition_source_government		How were you referred to the site today?	A general email or mailing from Military OneSource		client_email	Y	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source	
				Email newsletter from Military OneSource							
				Other social media (e.g., Facebook, Twitter, etc.)		social_media			Randomize		
				Military OneSource social network post, tweet, video, etc.		client_social_network					
				Another government site		other_government_site					
				Search engine results		search_enginer					
				Recommendation from friend or family member		personal_recommendation					
				Recommendation from official military office/source							
				Other (please specify)	A	other_please_specify			Anchor Answer Choice		
				I was not referred to the site by anything specific		was_not_referred_by_anything_specific			Anchor Answer Choice		
	acquisition_source_government_other	A	Please specify how else you were referred to the site.				N	Text field, <100 char	Skip Logic Group*	Acquisition Source - Other	
	search_use		Did you use the search feature during your visit today?	Yes	A, B, C	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Search Use	
				No		no					
				Don't recall		donot_recall					
	search_experience	A	Please tell us about your **experience with the site's search feature** today. (Select all that apply.)	Results were not relevant/not what I wanted		results_not_relevant	Y	Checkbox, one-up vertical	Randomize	Search Experience	
				Too many results/I needed to refine my search		too_many_results					
				Not enough results		not_enough_results			Skip Logic Group*		
				Returned NO results		returned_no_results					
				Received error message(s)		received_error_message					
				I experienced a different search issue:	A1	different_issue			Anchor Answer Choice		
				I had **no difficulty** with search/results were helpful		no_difficulty			Mutually Exclusive		
	search_experience_other	A1	Please specify the search issue you experienced.				N	Text area, no char limit	Skip Logic Group*	Search Issue - Other	
	search_nav_first	B	Did you try using the site's navigational links before using the search feature today?	Yes, I navigated first		yes_navigated_first	Y	Radio button, one-up vertical	Skip Logic Group*	Search or Nav First	
				No, I went straight to the search feature		no_i_went_straight_to_search					
				Don't recall		donot_recall					
	search_help_locate	C	Did the search feature help you to locate what you were looking for today?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Search Help Locate	
				Partially		partially					
				No		no					
	nav_experience		How would you describe your browsing experience on the site today? (Please select all that apply.)	Links often did not take me where I expected	L	links_not_useful	Y	Checkbox, one-up vertical	Skip Logic Group*	Navigation Experience	
				I had difficulty finding relevant information		difficulty_finding_relevant_info					
				Links and labels were difficult to understand	U	links_difficult_to_understand					
				There were too many links or navigation options to choose from		too_many_links			Randomize		
				I had technical difficulties (error messages, broken links, etc.)	T	technical_difficulties					
				I could not navigate back to previous information		could_not_navigate_back					
				I had a different navigation difficulty	A	a_different_navigation_diff			Anchor Answer Choice		
				I had **no difficulty** navigating the site		no_difficulty_navigation			Mutually Exclusive		
	nav_experience_other	A	Please specify your navigation difficulty.				N	Text area, no char limit	Skip Logic Group*	Navigation Experience - Other	
	nav_not_expected_oe	L	Please describe any specific navigation links or paths that did not take you where they should have.				N	Text area, no char limit	Skip Logic Group*	Navigation Not Expected	
	nav_linkes_labels_oe	U	What specific links or labels were difficult to understand?				N	Text area, no char limit	Skip Logic Group*	Nav Links and Labels	
	nav_tech_issue_oe	T	Please describe the technical difficulty you encountered (include as much detail as possible).				N	Text area, no char limit	Skip Logic Group*	Navigation Technical Issue	
	info_issues		Which of the following issues, if any, did you experience while reviewing information? (Please select all that apply.)	Information was not up to date		information_not_up_to_date	Y	Checkbox, one-up vertical	Skip Logic Group*	Information Issues	
				Information did not answer my questions	B	information_did_not_answer_questions					
				Information was not presented in a concise format		information_not_concise					
				Wording was not clear		wording_not_clear					
				Text was difficult to read		text_difficult_to_read					
				Other (please specify)	A	other_please_specify					
				No issues reviewing information occurred		no_issues			Mutually Exclusive		

other_info_issues	A	Please describe the issue you experienced reviewing information.				N	Text area, no char limit	Skip Logic Group*	Information Issues - Other	
info_looking_for	B	What information were you looking for that you could not find?				N	Text area, no char limit	Skip Logic Group*	Information Looking For	
role_govt		What is your primary role in visiting the site today?	General public		general_public	Y	Drop down, select one	Skip Logic Group*	Role	
			Service member							
			Veteran							
			Spouse of a service member							
			Other family member of a service member (non-spouse)							
			Friend of a service member							
			Service provider or military leadership							
			Government employee (federal, state or local)		government_employee					
			Other (please specify)	A	other_please_specify					
other_info_issues	A	What is your role in visiting the site today?				N	Text area, no char limit	Skip Logic Group*	Role - Other	
visit_frequency		How often do you visit this site?	This is my first visit		first_visit	Y	Drop down, select one		Visit Frequency	
			Once every 6 months or less often		six_months					
			Once every few months		few_months					
			Monthly		monthly					
			Weekly		weekly					
			Daily or more often		daily					
improve		What else would you like to share with us to help improve your online experience with MilitaryOneSource.mil?				N	Text area, no char limit		Improve	
demos_gender		What is your gender?	Male		male	N	Radio button, one-up vertical		Demos: Gender	
			Female		female					
			Prefer not to respond		prefer_not_to_respond					
demos_age		Which category includes your age?	Under 18		under_18	N	Drop down, select one		Demos: Age	
			18 - 24		18_24					
			25 - 34		25_34					
			35 - 44		35_44					
			45 - 54		45_54					
			55 - 64		55_64					
			65 or older		65_or_older					
			Prefer not to respond		prefer_not_to_respond					
a11_satisfaction		*Please rate your level of agreement with the following statements about your experience on the website today.* I am satisfied with the service I received from Military OneSource.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Satisfaction	no change
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_confidence		This interaction increased my confidence in Military OneSource.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Confidence	no change (Can use Trust question below as an alternative)
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_quality		My need was addressed.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Quality	no change
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_ease		It was easy to complete what I needed to do.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Ease	no change
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_efficiency		It took a reasonable amount of time to do what I needed to do.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Efficiency	no change
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_equity_digital		I was easily able to access the website on my device.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Equity Digital	I was treated fairly. (Equity/Transparency)
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					
a11_helpful_digital		The website helped me do what I needed to do.	1=Strongly Disagree		1_strongly_disagree	N	Radio button, scale, no don't know		A11 Helpful Digital	Employees I interacted with were helpful. (Employee Interaction)
			2		2					
			3		3					
			4		4					
			5=Strongly Agree		5_strongly_agree					