

FAST Track 3090-0297
GSA Auctions Website Survey (Revised Feb 2020)

Screen 1



GSA Auctions Website Feedback

We would like to hear from you about your experience with the GSA Auctions website. This survey will take approximately 6 minutes to complete and your input will help us ensure we are providing the best possible online experience.

If you need immediate assistance with registration on the GSA Auctions website, please email registration@gsa.gov. For other immediate technical support concerns, please contact our help desk at gsaauctionshelp@gsa.gov or dial 1-866-333-7472 and select Option 3.

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There is a footer link located at the bottom of most screens that will display the Privacy Policy. If the respondent clicks on the link, titled "Form Approved OMB# 3090-3097 Exp. Date 08/31/2022 and Privacy Policy, the policy located on the next page will appear.

Paperwork Reduction Act Statement

OMB No: 3090-0297
Expires 08/31/2022

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 6 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#), and 40 USC § 501.

The information that you submit is used to improve the user experience on this GSA website. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice [GSA/CIO-3](#). All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)

Screen 2



Please rate your level of satisfaction with the following statements.

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	1 - Extremely Dissatisfied	2	3	4	5	6	7	8	9	10 - Extremely Satisfied
How satisfied are you with the GSA Auctions Website in meeting your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent has the GSA Auctions website exceeded your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Imagine your ideal organization, how well does the GSA Auctions website compare to that?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 3



Please rate your level of satisfaction with the following aspects of the GSA Auctions website.

	1 - Extremely Dissatisfied	2	3	4	5	6	7	8	9	10 - Extremely Satisfied
Visual appeal of the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of page load	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding the product(s) you were seeking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness of product descriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the bidding process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 4

Display this question if respondent did not select a score of 7, 8, 9 or 10 from the scale above for the answer choice titled Thoroughness of product descriptions OR
Display this question if respondent did not select a score of 7, 8, 9, or 10 from the scale above for the answer choice titled Ease of find the product(s) you were seeking



We are sorry the product descriptions on the GSA Auctions site did not meet your expectations. Please select the problem(s) you encountered from the following list.

- Not enough pictures
- Poor picture quality
- Description did not address the working condition of the item
- Description did not specify shipping terms
- Other

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Screen 5



Did you experience any problems using the GSA Auctions site search feature today?

- Yes
- No

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Screen 6

Display this question if respondent selected yes from the above question



We are sorry you experienced problems with the search feature on GSA Auctions. Please select the problem(s) you encountered from the following list.

- The results I received were not relevant to the search terms I entered.
- The results I received were too similar and/or redundant.
- I had to refine my search terms too many times to see the product(s) I wanted.
- My searches returned too many results.
- My searches did not return enough results.
- The search speed was too slow.
- Other

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Screen 7



Which of the following best describes the type of product you primarily came to the GSA Auctions site to find?

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Respondent selects from the drop down list below:

I was Not Looking for Anything Specific
Agricultural Equipment and Supplies
Aircraft and Aircraft Parts
Boats and Marine Equipment
Communication Equipment
Computer Equipment and Accessories
Construction Equipment
Electrical and Electronic Equipment
Fire Trucks and Fire Fighting Equipment
Furniture
Hand Tools and Shop Equipment
Household/Personal
Industrial Machinery
Jewelry and Exotic Collectibles
Lab Equipment
Medical, Dental and Veterinary Equipment and Supplies
Motorcycles and Bicycles
NASA Shuttle/Hubble
Office Equipment and Supplies
Photographic Equipment
Real Estate (houses, buildings, land and farms)
Trailers, Tractors and Manufactured Housing
Vehicles and Vehicle Parts
Other

Screen 8

Display this question if the choice “I was Not Looking for Anything Specific” was not selected



Did you find everything that you were looking for?

Yes

No

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Screen 9



How likely are you to recommend the GSA Auctions website to a friend or colleague?

	1	2	3	4	5	6	7	8	9	10
1 - Not at all likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 - Very likely										

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Screen 10



Please provide any additional comments.

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Screen 11



Which of the below best describe(s) you? Please select all that apply.

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- Citizen/General Public
- Reseller
- Realtor
- Car Dealer
- Small Business Owner
- Other
- I Prefer Not to Answer

What is your age?

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- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or older
- I Prefer Not to Answer

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Screen 12



Would you like a GSA representative to contact you to discuss the feedback you have provided in this survey?

Yes

No

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Screen 13

If yes is selected from above, display the following question
If no is selected from above, "Thank You" Screen appears



Please enter your contact information below and we will follow up with you shortly.

First Name

Last Name

Email Address

Telephone Number

Screen 14



Thank you for the time you spent giving us feedback on the [GSA Auctions website](#). This survey is an important tool in gauging how successful we are at meeting our customers' needs, and we will use your response to improve the service we provide to you.

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[Submit Survey](#)

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