

Identity Theft Feed

FCG IA number:

Question Text

Q1. How was your overall experience using IdentityTheft.gov?

Q2. Did you find it easy to use the IdentityTheft.gov site?

Q3. Would you recommend IdentityTheft.gov to someone else?

Q4. Please explain your rating.

Q5. What is your feedback related to?

Q6. Please describe your experience. (Only shows if "Other" is selected in Q5)

Q7. What task were you trying to accomplish on the site today and what prevented you from accomplishing it? (Only shows if "Could not accomplish task" is selected in Q5).

Q8. What type of difficulty, if any, did you encounter with the navigation process on this site?

Q9. Were the labels and links intuitive and clear? Please provide a reason to support your answer. (Only shows if "Links did not take me where expected" is selected in Q8.)

Q10. What information were you looking for that you could not find? (Only shows if "Could not find the information I was looking for" is selected in Q8)

Q11. Click here to type your comment. (Only shows if "Other" is selected in Q8.)

Q12. Which of the following issues, if any, did you experience on this s

Q13. Please describe what content was unclear or confusing on this page. (Only shows if select answers chosen in Q11)

Q14. Please describe the issue you experienced on this site/page today. (Only shows if "Other" is selected on Q12)

Q15. What type of site performance issue(s) or technical error(s) did you encounter? (Select all that apply)

Q16. Please describe the issue you experienced on this site/page today. (Only shows if "Other" is selected in Q15).

Q17. Did the IdentityTheft.gov recovery steps help you address the problems caused by identity theft?

Q18. What IdentifyTheft.gov recovery steps do you feel most benefit identity theft victims? (Only shows if "Yes" is selected in Q17)

Q19. What other features or resources could be added to IdentityTheft.gov to help victims of identity theft? (Only shows if "Yes" is selected in Q17).

Q20. Were you able to successfully log in to your account?

Q21. Please describe the problem that you encountered while attempting to log in to your IdentityTheft.gov account. (Only shows if "No" is selected on Q20)

Q22. What IdentityTheft.gov account features do you feel most benefit identity theft victims? (Only shows if "Yes" is selected on Q20).

Q23. If you could make one improvement to the site, what would it be?

back Survey
32013

Answer Text

Star rating (5 stars)

Star rating (5 stars)

Star rating (5 stars)

(Open text)

- Could not accomplish task
- Could not find information
- Information was unclear or difficult to find
- Technical difficulties
- Suggestion
- Compliment
- Other

(Open text)

(Open text)

Too many links to choose from
Links did not take me where expected
Link labels were difficult to understand
Could not find the information I was looking for
Other

(Open text)

(Open text)

(Open text)

Information was not up to date
Information did not answer my questions
Language was not clear and concise
Wording used was confusing
Text was difficult to read
Errors or typos on the page
Other

(Open text)

(Open text)

Pages were loading slowly or not at all
I could not log into My Account
Error messages that could not be resolved
Broken links
Other

(Open text)

- Yes
- No
- Not sure

(Open text)

Open text

- Yes
- No

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(Open text)

(Open text)

(Open text)

[CLIENT NAME & SURVEY NA
FCG IA number: [EAM can help

Question Text

Q1.

Q2.

Q3.

Q4.

Q5.

Q6.

Q7.

ME] Feedback Survey
provide this number]

Answer Text

Start rating (5 stars)

(Open ended question)