





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 	Welcome Text - Tablet / Phone Thank you for visiting the Bureau of Justice Assistance (BJA). 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.
Thank You Text 	Thank You Text - Tablet / Phone Thank you for taking our survey - and for helping us serve you better. We appreciate your input!
Example Desktop <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p style="text-align: center;">Customer Satisfaction Survey</p><p>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.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p>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.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>	Example Mobile <div style="border: 1px solid black; padding: 10px;"><div style="text-align: right;"></div><p>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.</p><p>Required questions are denoted by an *</p><hr/><p>Thank you for taking our survey - and for helping us serve you better.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p><p style="text-align: center;">ForeSee ForeSee Privacy Policy</p></div>

Model Name BJA Mobile
 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 What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5	Site Performance - Speed 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 BJA.
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.		Return Return (1=Very Unlikely, 10=Very Likely)
3	Satisfaction - Ideal How does this site compare to an ideal mobile website ? <i>(1=Not Very Close, 10=Very Close)</i>	7	Site Performance - Responsiveness Please rate the responsiveness of the pages to your actions.	21	Return How likely are you to return to bja.ojp.gov in the future?
4	Recommend Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to recommend bja.ojp.gov to someone else?	8	Look and Feel - Appeal Please rate the visual appeal of the pages that you visited.	22	Recommend Company Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend BJA to someone else?
		9	Look and Feel - Spacing Please rate the spacing between items on the pages that you visited.	23	Primary Resource Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use bja.ojp.gov as your primary resource for information about BJA?
		10	Look and Feel - Readability Please rate the legibility of the pages that you visited.		
		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.		
		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.		

