

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 Mobile Example Desktop** FORESEE **Customer Satisfaction Survey** Thank you for visiting our site. You've been selected to participate in a brief survey to let us 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 know how we can improve your experience. we can improve. Please take a minute to share your opinions. Please take a few minutes to share your opinions, which are essential Required questions are denoted by an \* in helping us provide the best online experience possible. Required questions are denoted by an \* Thank you for taking our survey - and for helping us serve you better. Submit Cancel Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your ForeSee survey comments. If you would like us to contact you about your ForeSee Privacy Policy feedback, please visit the Contact Us section of our web site. Submit Cancel

BJA Mobile

Yes - 2MQ

Model Name Model ID Partitioned Date Model Version 17.3.Y

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

Blue: Reword



Label	Satisfaction Questions	estions Label Element Questions		Label	Future Behaviors  Brand Confidence (1=Not At All Confident, 10=Very Confident)		
Satisfaction			Site Performance (1=Poor, 10=Excellent, Don't Know)				
Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	5 Site Performance - Speed	Please rate the <b>speed</b> that pages and content loaded for you.	20 Brand Confidence	Please rate your level of <b>confidence</b> in BJA.		
Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	6 Site Performance - Completeness	Please rate the consistency of <b>complete loading</b> of pages and content.		Return (1=Very Unlikely, 10=Very Likely)		
	How does this site <b>compare to an ideal mobile website</b> ? (1=Not Very Close, 10=Very Close)	7 Site Performance - Responsiveness	Please rate the <b>responsiveness</b> of the pages to your actions.	21 Return	How likely are you to return to bja.ojp.gov 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)		
Recommend	How likely are you to <b>recommend bja.ojp.gov</b> to someone else?	8 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the pages that you visited.	22 Recommend Company	How likely are you to recommend BJA to someone else?		
		9 Look and Feel - Spacing	Please rate the <b>spacing</b> between items on the pages that you visited.		Primary Resource (1=Very Unlikely, 10=Very Likely)		
		10 Look and Feel - Readability	Please rate the <b>legibility</b> of the pages that you visited.	23 Primary Resource	How likely are you to use bja.ojp.gov as your <b>primary resource</b> for information about BJA?		
			Navigation (1=Poor, 10=Excellent, Don't Know)				
		11 Navigation - Ease	Please rate the ease of finding what you were looking for.				
			Please rate the <b>page layout</b> on displaying content and links where you could find them.				
		13 Navigation - Links	Please rate the <b>links</b> on taking you where you needed to go.				
			Site Information (1=Poor, 10=Excellent, Don't Know)				
		14 Site Information - Relevance	Please rate the <b>relevance</b> to your interests of the information that you found.				
		15 Site Information - Thoroughness	Please rate the <b>thoroughness</b> of the information that you found.				
		16 Site Information - Readability	Please rate the <b>readability</b> of the information that you found.				

 Model Name
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 SELECT OYes - 2MQ
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 Date
 1/1/2016
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)	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ La
pr ov	primary_reason_g ovt		What is your primary reason for visiting the site today?	Find information regarding the Bureau of Justice Assistance		find_organization_info	Y	Radio button, one-up vertical	Skip Logic Group*	Primary Re
				Read news		read_news			Randomize	
				Find information about previous funding awards						
				Do research		do_research				
				Find contact information		find_contact_info				
				Find employment opportunities		find_employment				
				Provide feedback		provide_feedback				
				Watch a video		watch_video				
				Find statistics on BJA		find_data				
				Find funding opportunities		find_funding_opportunities				
				Find upcoming events, conferences, in-person training opportunities, online events, funding webinars, or webinar materials		find_events				
				Find specific policies and regulations		find_policies_regulations	_			
				Find program information (please specify)	В	iliu_policies_regulations	_			
				Other (please specify)	A		-		Anchor Answer Choice	
		В	Please specify the program information you were looking for	Union (piedase specify)			N	Text area, no char limit		Program
			today.							on
		Α	Please specify the other reason for your visit.				N	Text area, no char limit	Skip Logic Group*	Primary Other
	accomplish		Did you accomplish what you wanted to do today on this site?	Yes	В	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Accomp
				No	Α	no				
	why_not_accompli sh	Α	Please tell us why you were unable to accomplish your task today.				N	Text area, no char limit	Skip Logic Group*	Why No Accomp
	accomplish_experi	В	Was the information easy to find?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Accomp
				No	B1	no				
	not_easy_accompl ish	B1	Why was this information difficult to find?				N	Text area, no char limit	Skip Logic Group*	Not Eas Accomp
	acquisition_source government		How were you referred to the site today?	An email or mailing from BJA		clilent_email	Y	Radio button, one-up vertical	Skip Logic Group*	Acquisiti
				An email or mailing from someone other than BJA						
				Social media (e.g., Facebook, Twitter, etc.)		social_media				
				BJA social network post, tweet, video, etc.					Randomize	
				Non-BJA social network post, tweet, video, etc.						
				Another government site		other_government_site				
				Search engine results		search_engine				
				Recommendation from someone I know		personal_recommendation				
				Other (please specify)	Α	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_oth er	Α	Please specify how else you were referred to the site.	The state of the s			N	Text area, no char limit	Skip Logic Group*	Acquisit - Other
role	role_govt		What is your primary role in visiting the site today?	General public		general_public	Y	Radio button, one-up vertical	Skip Logic Group*	Role
				Industry professional		industry, professional	-	vertical		
				Industry professional		industry_professional	_			
				Government employee (federal, state or local)	Α	government_employee	-			
		Α	Please specify what your primary role in visiting the site is today	Other (please specify)	A	other_please_specify	N	Text area, no char limit	Skip Logic Group*	OE_Rol
visit_frequ	visit_frequency		How often do you visit this site?	This is my first visit		first_visit	Y	Radio button, one-up vertical	Skip Logic Group*	Visit Fre
				Once every 6 months or less often		six_months	$\dashv$			
				Once every few months		few_months	-			
				Monthly		monthly	$\dashv$			
				Weekly		weekly	-			
				Daily or more often		daily	$\dashv$			
			Did you use the search box on the site?	Yes Yes	Α	ceny	Y	Radio button, one-up vertical	Skip Logic Group*	Search
				No						
		Α	Were you able to locate the results you were looking for?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Find Re
				No	В					
		В	What search term(s) did you try and what results were you hoping to find?				N	Text area, no char limit	Skip Logic Group*	Results
	improve		What else would you like to share with us to help improve your online experience with bja.ojp.gov?				N	Text area, no char limit		Improve