
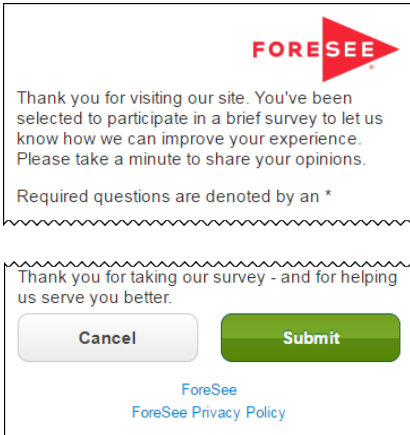




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
Welcome Text	Welcome Text - Tablet / Phone
	Thank you for visiting nij.ojp.gov. 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	Example Mobile
 <p>FORESEE</p> <p>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> <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><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p>	 <p>FORESEE</p> <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> <p>Thank you for taking our survey - and for helping us serve you better.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p> <p>ForeSee ForeSee Privacy Policy</p>

Model Name NIJ Mobile Browse
 Model ID 8tloMYdJNgQMd95ocVUQ1Q4C
 Partitioned Yes - 2MQ
 Date 12/12/2019
 Model Version 17.2.G

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



Label	Satisfaction Questions	Label	Element Questions	Label	Future Behaviors
	Satisfaction		Look and Feel (1=Poor, 10=Excellent, Don't Know)		Return (1=Very Unlikely, 10=Very Likely)
1 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	5 Look and Feel - Appeal	Please rate the visual appeal of this site.	23 Return	How likely are you to return to nij.ojp.gov in the future?
2 Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	6 Look and Feel - Balance	Please rate the balance of graphics and text on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
3 Satisfaction - Ideal	How does this site compare to an ideal mobile website ? (1=Not Very Close, 10=Very Close)	7 Look and Feel - Readability	Please rate the readability of the pages on this site.	24 Trust - Best Interests	I can count on this agency to act in my best interests .
	Recommend Company (NPS) (1=Very Unlikely, 10=Very Likely)		Site Performance (1=Poor, 10=Excellent, Don't Know)	25 Trust - Trustworthy	I consider this agency to be trustworthy .
4 Recommend Agency	How likely are you to recommend this agency to someone else ?	8 Site Performance - Loading	Please rate how quickly pages load on this site.	26 Trust - Do Right	This agency can be trusted to do what is right .
		9 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.		
		10 Site Performance - Completeness	Please rate how completely the page content loads on this site.		
			Navigation (1=Poor, 10=Excellent, Don't Know)		
		11 Navigation - Organized	Please rate how well this site is organized .		
		12 Navigation - Options	Please rate the options available for navigating this site.		
		13 Navigation - Layout	Please rate how well the site layout helps you find what you need .		
			Information Browsing (1=Poor, 10=Excellent, Don't Know)		
		14 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.		
		15 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.		
		16 Information Browsing - Features	Please rate how well the features on the site help you find the information you need .		
		16	Site Information (1=Poor, 10=Excellent, Don't Know)		
		16 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.		
		17 Site Information - Understandable	Please rate how understandable this site's information is.		
		18 Site Information - Answers	Please rate how well the site's information provides answers to your questions .		

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Model ID	8tloMYdJNgQMd95ocVUQ1Q4C	Underlined & Italicized: Re-order	
Partitioned	Yes - 2MQ	Pink: Addition	
Date	12/12/2019	Blue: Reword	

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
SBD8883Q001		How often do you visit this site?	First time Daily Weekly Monthly Once every few months Once every 6 months or less	A,B A,B A,B A,B A,B	Y	Drop down, select one	Skip Logic Group*	Visit Frequency
SBD8883Q002	A	We recently made some changes to our site. Overall how do you feel about the new design compared to what it was previously?	Better About the same Worse I did not notice any change		Y	Radio button, one-up vertical	Skip Logic Group*	New Site Rating
SBD8883Q003	B	If you have any thoughts or suggestions about the new design, please share them here.			N	Text area, no char limit	Skip Logic Group*	New Site Comment
SBD8883Q004		What is your role in visiting the site today?	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Author/Journalist Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Elected/appointed official, or a member of their staffs Student General Public Other		Y	Drop down, select one	Skip Logic Group*	Role
SBD8883Q005	A	What else best describes your role?			N	Text area, no char limit	Skip Logic Group*	OE_Role
SBD8883Q006	B	Which profession or professions do you hope to pursue? (Select all that apply)	Agency administrator/manager Law enforcement officer Corrections officer Officer of the Court Trainer or educator Behavioral/social science researcher Forensic Science Practitioner Technology researcher/developer Author/Journalist Elected/appointed official, or a member of their staffs Non-justice related field A profession that is not listed here		Y	Checkbox, one-up vertical	Skip Logic Group*	Profession
SBD8883Q007		What is your primary reason for visiting the NIJ site today?	Guidance on a policy/practice decision or change Guidance on developing/changing a practice or intervention program Guidance on using or buying technology/equipment Information for a technology development project Apply for/find information on available funding Find or take training Materials for a course I'm teaching Materials for a course I'm taking Information for a research project Background information on a topic List of resources on a topic Other		Y	Radio button, one-up vertical	Skip Logic Group*	MainReason
SBD8883Q008	A	What was the other primary reason for your visit to the NIJ site today?			N	Text area, no char limit	Skip Logic Group*	OE_MainReason
SBD8883Q009		What specifically were you doing on the NIJ site today?			N	Text area, no char limit		Doing on Site
SBD8883Q010		What prompted you to visit the NIJ site?	Search engine Another website/link Email		Y	Radio button, one-up vertical	Skip Logic Group*	PromptedYou

			A colleague or instructor						
			Social media post						
			Prior use of the site						
			Other						
			I don't remember						
SBD8883Q011	B	Which website/link prompted you to visit?	Another DOJ site		Y	Radio button, one-up vertical	Skip Logic Group*	Website/Link	
			Another government site						
			An association site						
			A university or college site						
			A commercial site						
			Other	D					
SBD8883Q012	D	Which other website/link prompted you to visit the NIJ Site?			N	Text area, no char limit	Skip Logic Group*	OE_Other Website/Link	
SBD8883Q013	C	Where was the email sent from ?	From a colleague		Y	Radio button, one-up vertical	Skip Logic Group*	Email Origin	
			From NIJ						
			From another email service						
			Other						
SBD8883Q014		Did the page you arrived on have the content you expected?	Yes		Y	Radio button, one-up vertical		Expected Destination	
			No						
			I don't remember						
SBD8883Q015		Did you accomplish what you wanted to do today on this site?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish	
			No	A					
SBD8883Q016	A	Please tell us why you were unable to accomplish your task today:			N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish	
SBD8883Q017		Other than what you were originally looking for, did you find anything else interesting on the site?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Other Info	
			No						
SBD8883Q018	A	What other interesting information did you find on the site?			N	Text area, no char limit	Skip Logic Group*	OE_Other Info	
SBD8883Q019		How did you look for information on the site today?	I used the search box on this website	A	Y	Radio button, one-up vertical	Skip Logic Group*	How info found	
			I browsed the content on this website						
			I browsed the content and used the search box on this website	A					
			I used a bookmark or link to go there directly						
			I used a web search engine, like Google or Bing						
			Other						
SBD8883Q020	A	Were the search results helpful ?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Search results	
			No	C					
SBD8883Q021	C	Why were the search results not helpful ? (Choose your primary reason)	It returned no useful results		Y	Radio button, one-up vertical	Skip Logic Group*	Search Difficulties	
			It returned too many results						
			Results links were broken						
			Results were not relevant to my search terms or needs						
			Results showed old versions of pages/documents						
			Search required too many attempts						
			Results were too similar/redundant						
			I was not sure what words to use in my search						
			Search speed was too slow						
			Other	D					
SBD8883Q022	D	Please describe the search difficulties you experienced :			N	Text area, no char limit	Skip Logic Group*	OE_Search Difficulties	
SBD8883Q023		How much time did you spend on the site today compared to what you expected?	Less time than I expected		Y	Radio button, one-up vertical		Time on Site	
			About the same amount of time as I expected						
			More time than I expected						
			Not sure						
SBD8883Q024		How likely are you to discourage someone from interacting with this agency ?	1=Very Unlikely		Y	Radio button, scale, no don't know		WordofMouthIndex	
			2						
			3						
			4						
			5						
			6						
			7						

			8				
			9				
			Very Likely=10				
SBD8883Q025		What is your gender?	Male		Y	Radio button, one-up vertical	Gender
			Female				
			Prefer not to respond				
SBD8883Q026		Which category includes your age?	Under 18		Y	Radio button, one-up vertical	Age
			18 - 24				
			25 - 34				
			35 - 44				
			45 - 54				
			55 - 64				
			65 or older				
			Prefer not to respond				
SBD8883Q027		If you could improve one thing about this website , what would it be?			N	Text area, no char limit	OE_Improvement