
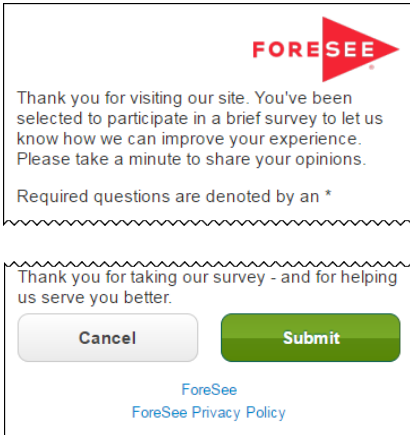




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.


| 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. | | |
| | | | 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. | | |

| | | | |
|-------------|--------------------------|-----------------------------------|---|
| Model Name | NIJ Mobile Browse | Red & Strike-Through: Delete |  |
| 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 | | | | | | |
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|-------------|--|--|-----------------------|--|---|-------------------------------|----------------|
| | | | 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 |