
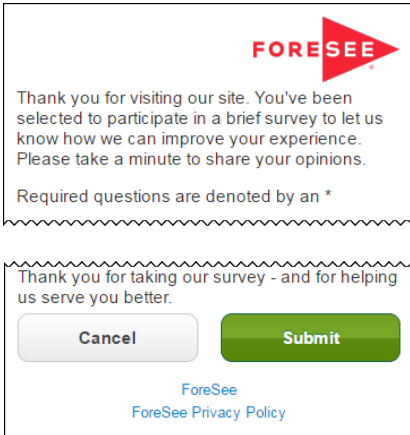




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

| Welcome and Thank You Text | |
|---|---|
| Welcome Text | Welcome Text - Tablet / Phone |
| | Thank you for visiting ojdpo.jp.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> <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><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> <hr/> <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 OJJDP Mobile
 Model ID sBtE0F5VoQ9RV88ws1kYJA4C
 Partitioned Yes - 2MQ
 Date 12/18/2019
 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 OJJDP. |
| 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 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 ojdp.ojp.gov in the future? |
| 4 | Recommend Recommend (NPS) Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend ojdp.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 OJJDP 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 ojdp.ojp.gov as your primary resource for information about OJJDP? |
| | | 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. | | |

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| QID | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Type | Special Instructions | CQ Label |
|-------------|-----------|---|--|---------|--------------|-------------------------------|--------------------------------|------------------------|
| SBD8885Q001 | | What is your primary reason for visiting the site today? | Find information regarding this organization | | Y | Radio button, one-up vertical | Skip Logic Group* Randomize | Primary Reason |
| | | | Read news, including JUVJUST, OJJDP News @ a Glance, blogs or press releases | | | | | |
| | | | Do research | | | | | |
| | | | Find points of contact | | | | | |
| | | | Provide feedback | | | | | |
| | | | Access a training video or previously held webinar | | | | | |
| | | | Find employment opportunities | | | | | |
| | | | Find facts or statistics | | | | | |
| | | | Find funding opportunities | | | | | |
| | | | Find information on events and conferences | | | | | |
| | | | Find legislation related to OJJDP | | | | | |
| | | | Learn about what state compliance activities | | | | | |
| | | | Learn about OJJDP programs | | | | | |
| | | | Find training or technical assistance | | | | | |
| | | Other (please specify) | A | | | Anchor Answer Choice | | |
| SBD8885Q002 | A | Please specify the other reason for your visit. | | | N | Text field, <100 char | Skip Logic Group* | Primary Reason - Other |
| SBD8885Q003 | | Did you accomplish what you wanted to do today on this site? | Yes | B | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | No | A | | | | |
| | | | Partially | A | | | | |
| SBD8885Q004 | A | Please tell us why you were unable to accomplish your task today. | | | N | Text area, no char limit | Skip Logic Group* | Why Not Accomplish |
| SBD8885Q005 | A | What will you do next? | Try another website or other resource | | Y | Radio button, one-up vertical | | Do Next |
| | | | Nothing, although I did not find what I was looking for | | | | | |
| | | | Other | | | | | |
| SBD8885Q006 | B | Was the information easy to find? | Yes | | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish Experience |
| | | | No | B1 | | | | |
| SBD8885Q007 | B1 | Why was this information difficult to find? | | | N | Text area, no char limit | Skip Logic Group* | Not Easy Accomplish |
| SBD8885Q008 | | Are you accessing the site on the go? | Yes | A | Y | Radio button, one-up vertical | Skip Logic Group* | On the go |
| | | | No | | | | | |
| SBD8885Q009 | A | Are you accessing the site from a conference? | Yes | | Y | Radio button, one-up vertical | Skip Logic Group* | Conference |
| | | | No | | | | | |
| SBD8885Q010 | | How were you referred to the site today? | An email from OJJDP, including JUVJUST | | Y | Radio button, one-up vertical | Skip Logic Group* Randomize | Acquisition Source |
| | | | OJJDP social network post, tweet, video, etc. | | | | | |
| | | | Non - OJJDP social network post, tweet, video, etc. | | | | | |
| | | | Obtained link from an OJJDP publication or mailing | | | | | |
| | | | Another government site | | | | | |
| | | | Search engine results | | | | | |
| | | | Recommendation from someone I know | | | | | |
| | | | Learned about the site at a conference or event | | | | | |
| | | Other (please specify) | A | | | Anchor Answer Choice | | |
| | | I was not referred to the site by anything specific | | | | Anchor Answer Choice | | |

| | | | | | | | | |
|-------------|---|---|---|---|---|-------------------------------|--------------------|----------------------------|
| SBD8885Q011 | A | Please specify how else you were referred to the site. | | | N | Text field, <100 char | Skip Logic Group* | Acquisition Source - Other |
| SBD8885Q012 | | How often do you visit this site? | This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often | | Y | Drop down, select one | | Visit Frequency |
| SBD8885Q013 | | Do you subscribe to JUVJUST or to OJJDP News @ a Glance | I only subscribe to JUVJUST I subscribe only to OJJDP News @ a Glance I subscribe to both JUVJUST and OJJDP News @ a Glance No, but I plan to subscribe to at least one of these options in the future No, I am not interested in subscribing | A | Y | Radio button, one-up vertical | Skip Logic Group* | Subscribe |
| SBD8885Q014 | A | Why are you not interested in subscribing? | You send too many emails It is unclear how to sign up I am not interested in receiving information from OJJDP I would be interested in receiving a weekly recap of all announcements I would be more interested in topical notifications | | Y | Radio button, one-up vertical | Skip Logic Group* | Why Not Subscribe |
| SBD8885Q015 | | Did you use any search features on this site today? | Yes No | A | Y | Radio button, one-up vertical | Skip Logic Group* | Search |
| SBD8885Q016 | A | Was it clear how to perform a search via your device? | Yes No | | Y | Radio button, one-up vertical | Skip Logic Group* | Search Clear |
| SBD8885Q017 | A | Tell us about your experience with the site's search features today. (Please select the best description) | Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results I experienced a different search issue (please explain) | B | Y | Radio button, one-up vertical | Skip Logic Group* | Search Experience |
| SBD8885Q018 | B | Please describe the search issue you encountered. | | | N | Text area, no char limit | Skip Logic Group* | Search Experience Other |
| SBD8885Q019 | | What is the primary method you first used to locate information on this site? | I clicked on Search at the top of the site pages I accessed links in the center of the home page I used the top navigation links to browse (Funding, News & Events, Research & Statistics, etc.) I used the Contact Us link at the top of the home page Already knew the area to land on or had specific page bookmarked Other | | Y | Radio button, one-up vertical | | Primary Method |
| SBD8885Q020 | | Is your primary way to access this site on a mobile or tablet device? | Yes No | | Y | Radio button, one-up vertical | | Primary Access |
| SBD8885Q021 | | Was the navigation clearly visible on your mobile device? | Yes No | | Y | Radio button, one-up vertical | | Navigation Visible |
| SBD8885Q022 | | How would you describe your navigation experience on this site today? (Please select all that apply) | Links often did not take me where I expected Had difficulty finding relevant information Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above I had no difficulty navigating/browsing on this site | | Y | Checkbox, one-up vertical | Mutually Exclusive | Navigation |

| | | | | | | | | |
|-------------|---|---|--|---|---|-------------------------------|-------------------|----------------------------|
| SBD8885Q023 | | In general, which of these topics best match your main topic(s) of interest? (Please select all that apply) | Bullying Child Protection (e.g., child abuse, etc.) Courts Delinquency Prevention Ethnic or race-specific programs and information Gangs Gender/gender specific programs Health including mental health or substance abuse Human Trafficking Internet Safety Juvenile Corrections and Detention Law Enforcement Mentoring Missing children Offenses/Offenders Public Safety or Crime Prevention Restorative Justice Risk and Protective Factors School Safety Statistics Tribal Youth Victims I was just browsing or was interested in very general information Other | | Y | Checkbox, one-up vertical | Skip Logic Group* | Topics |
| SBD8885Q024 | A | Please specify your additional topic(s) of interest. | | A | N | Text field, <100 char | Skip Logic Group* | Topics Other |
| SBD8885Q025 | | Which category best describes your professional field? | Law Enforcement Corrections or Detention Courts/judicial system Child Protection Delinquency Prevention Trainer Researcher Education Student Congressional Federal Government or Agency Community or faith-based organization associate Youth Service (e.g., mentoring organization) Media General public Other | | Y | Radio button, one-up vertical | | Professional Field |
| SBD8885Q026 | | What best describes your organizational affiliation? | State government County government Municipal government Indian Tribal government Federal government or agency University/college/school faculty or staff Private sector Non-profit Student Media Other | | Y | Radio button, one-up vertical | | Organizational Affiliation |
| SBD8885Q027 | | What else would you like to share with us to help improve your online experience with ojtdp.ojp.gov? | | | N | Text area, no char limit | | Improve |