





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	
<p>Welcome Text</p> <p>Thank you for visiting the Bureau of Justice Statistics. 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>Welcome Text - Tablet / Phone</p>
<p>Thank You Text</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 website.</p>	<p>Thank You Text - Tablet / Phone</p>
<p>Example Desktop</p> <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>	<p>Example Mobile</p> <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 BJS Mobile Browse
 Model ID Y5d9tQ4xR9wcQA8xcgFolw4C
 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? (1=Very Dissatisfied, 10=Very Satisfied)	5	Look and Feel - Appeal Please rate the visual appeal of the pages that you visited.	20	Return How likely are you to return to BJS?
2	Satisfaction - Expectations How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	6	Look and Feel - Balance Please rate the spacing between items on the pages that you visited.		Primary Resource (1=Very Unlikely, 10=Very Likely)
3	Satisfaction - Ideal How does this site compare to your idea of an ideal mobile website? (1=Not Very Close, 10=Very Close)	7	Look and Feel - Readability Please rate the legibility of the pages that you visited.	21	Primary Resource How likely are you to use BJS as your primary resource for obtaining information from this organization?
	Recommend (NPS) (1=Very Unlikely, 10=Very Likely)		Site Performance (1=Poor, 10=Excellent, Don't Know)		Follow on Social Media (1=Very Unlikely, 10=Very Likely)
4	Recommend How likely are you to recommend BJS to someone else?	8	Site Performance - Loading Please rate the speed that pages and content loaded for you.	22	Follow on Social Media How likely are you to follow BJS on social media such as Twitter?
		9	Site Performance - Consistency Please rate the consistency of complete loading of pages and content.		
		10	Site Performance - Completeness Please rate the responsiveness of the pages to your actions.		
			Navigation (1=Poor, 10=Excellent, Don't Know)		
		11	Navigation - Organized Please rate the ease of finding what you were looking for.		
		12	Navigation - Options Please rate the page layout on displaying content and links where you could find them.		
		13	Navigation - Layout Please rate the links on taking you where you needed to go.		
			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)		
		17	Site Information - Thoroughness Please rate the relevance to your interests of the information that you found.		
		18	Site Information - Understandable Please rate the thoroughness of the information that you found.		
		19	Site Information - Answers Please rate the readability of the information that you found.		

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QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD8901Q001			How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less			Y	Radio button, one-up vertical		Visit Frequency
SBD8901Q002			Which best describes you?	Student Academia Research General Public Education/training Corrections: jails, prisons, parole, probation Law enforcement Courts Government Media Elected/Appointed Office Other	A		Y	Drop down, select one	Skip Logic Group	Role
SBD8901Q003		A	Please tell us your role.				N	Text area, no char limit	Skip Logic Group	OE_Role
SBD8901Q004			What portions of the site did you visit today? (Please select all that apply)	Corrections Courts Crime Type Criminal Justice Data Improvement Program Employment and Expenditure Recidivism Indian Country Justice Statistics Law Enforcement Victims Other	A		Y	Checkbox, one-up vertical	Skip Logic Group	Section Visit
SBD8901Q005		A	Please tell us which portion(s) of the site you visited today.				N	Text area, no char limit	Skip Logic Group	OE_Section
SBD8901Q006			What is your primary reason for visiting the site today?	Research a specific topic or issue Access or download a publication Obtain funding information Look up a key statistic or definition Materials for a course I'm teaching Materials for a course I'm taking Background information on a topic Just browsing Other	A		Y	Drop down, select one	Skip Logic Group	Reason
SBD8901Q007		A	Please tell us why you were visiting today.				N	Text area, no char limit	Skip Logic Group	OE_Reason
SBD8901Q008			How did you find the BJS website?	Search Engine (Google, Yahoo, Bing, etc.) Email Social Media (Twitter, Facebook) Other	A		Y	Drop down, select one	Skip Logic Group	Acquisition Source
SBD8901Q009		A	Please tell us how you found the BJS website.				N	Text area, no char limit	Skip Logic Group	OE_Acq Source
SBD8901Q010			Did you accomplish what you wanted to do today on this site?	Yes No Partially	B A,B,C A,B,C		Y	Drop down, select one	Skip Logic Group*	Accomplish
SBD8901Q011		A	Please tell us why you were unable or partially unable to accomplish your task today.				N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
SBD8901Q012		B	How would you best describe the information on this site?	Very difficult to understand Somewhat difficult to understand Somewhat easy to understand Very easy to understand			Y	Drop down, select one	Skip Logic Group	Ease of Use
SBD8901Q013		C	What do you plan to do next?	Continue looking on this site Try another website Call for assistance Email for assistance Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates Other	D		Y	Radio button, one-up vertical	Skip Logic Group	Do Next
SBD8901Q014		D	What will you do next?				N	Text area, no char limit	Skip Logic Group	OE_Do Next
SBD8901Q015			Please tell us about your navigation experience.	I had no difficulty navigating this site I was able to navigate to the general area, but could not find the specific content I needed Site has too many links Site has too few links Links/labels are difficult to understand Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Other	B A		Y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group	Navigation

SBD8901Q016		A	Please describe your experience navigating the site.				N	Text area, no char limit	Skip Logic Group	OE_Navigation
SBD8901Q017		B	Please tell us what links were broken or the errors received.				N	Text area, no char limit	Skip Logic Group	OE_Nav Errors
SBD8901Q018			What data-related resources did you use today? Please select all that apply.	Data Analysis Tools Key Statistics Data Collections Data and Product Finder Did not use any tools	A A A		Y	Checkbox, one-up vertical	Skip Logic Group	Tools
SBD8901Q019		A	Were these tools helpful?	Yes No Partially	B B B		Y	Radio button, one-up vertical	Mutually Exclusive Skip Logic Group	Tools_Useful
SBD8901Q020		B	Please tell us about your experience with the data analysis tools and other data-related resources on the BJS website.				N	Text area, no char limit	Skip Logic Group	Tools_OE
SBD8901Q021			What form of data is the most useful to you?	PDF .xlsx (Excel) Csv API None of these Other	A		N	Checkbox, two-up vertical	Skip Logic Group	Data Pref
SBD8901Q022		A	Please tell us what form of data is useful to you.				N	Text area, no char limit	Skip Logic Group	OE_Data Pref
SBD8901Q023			Did you use the search feature today?	Yes No	A,B,C		Y	Radio button, one-up vertical	Skip Logic Group	Search
SBD8901Q024		A	What specific search terms did you use to try to find the information/product?				N	Text area, no char limit	Skip Logic Group	OE_Search Terms
SBD8901Q025		B	Were the search results helpful?	Yes No			Y	Radio button, one-up vertical	Skip Logic Group	Search results
SBD8901Q026		C	Did you encounter any difficulty with the search feature?	Yes No	D		Y	Radio button, one-up vertical	Skip Logic Group	Difficulty with Search
SBD8901Q027		D	What type of difficulty did you primarily encounter?	It returned no results. It returned too many results. It returned too few results. Results links were broken. Results were not relevant to my search terms or needs. Results were too similar/redundant. Search required too many attempts. I was not sure what words to use in my search. Search speed was too slow. Search results were not organized well. Other	E		Y	Drop down, select one	Skip Logic Group	What Difficulties
SBD8901Q028		E	Please describe the search difficulties you experienced.				N	Text area, no char limit	Skip Logic Group	OE_Difficulties
SBD8901Q029			Please select your age.	Under 18 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to answer			Y	Drop down, select one		Age
SBD8901Q030			Please select your gender.	Male Female Prefer not to answer			Y	Radio button, one-up vertical		Gender
SBD8901Q031			If you could improve one thing about this website, what would it be?				N	Text area, no char limit		Improvements
SBD8901Q032			Would you be interested in being contacted for our focus group? This would be for additional research only.	Yes No	A		Y	Radio button, one-up vertical	Skip Logic Group	Focus Group
SBD8901Q033		A	Please provide your email address so we can contact you about the focus group.				N	Text field, <100 chars	Skip Logic Group	OE_Focus Group Email

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SBD8901Q001			How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less			Y	Radio button, one-up vertical		Visit Frequency
SBD8901Q002			Which best describes you?	Student Academia Research General Public Education/training Corrections: jails, prisons, parole, probation Law enforcement Courts Government Media Elected/Appointed Office Other	A		Y	Drop down, select one	Skip Logic Group	Role
SBD8901Q003		A	Please tell us your role.				N	Text area, no char limit	Skip Logic Group	OE_Role
SBD8901Q004			What portions of the site did you visit today? (Please select all that apply)	Corrections Courts Crime Type Criminal Justice Data Improvement Program Employment and Expenditure Recidivism Indian Country Justice Statistics Law Enforcement Victims Other	A		Y	Checkbox, one-up vertical	Skip Logic Group	Section Visit
SBD8901Q005		A	Please tell us which portion(s) of the site you visited today.				N	Text area, no char limit	Skip Logic Group	OE_Section
SBD8901Q006			What is your primary reason for visiting the site today?	Research a specific topic or issue Access or download a publication Obtain funding information Look up a key statistic or definition Materials for a course I'm teaching Materials for a course I'm taking Background information on a topic Just browsing Other	A		Y	Drop down, select one	Skip Logic Group	Reason
SBD8901Q007		A	Please tell us why you were visiting today.				N	Text area, no char limit	Skip Logic Group	OE_Reason
SBD8901Q008			How did you find the BJS website?	Search Engine (Google, Yahoo, Bing, etc.) Email Social Media (Twitter, Facebook) Other	A		Y	Drop down, select one	Skip Logic Group	Acquisition Source
SBD8901Q009		A	Please tell us how you found the BJS website.				N	Text area, no char limit	Skip Logic Group	OE_Acq Source
SBD8901Q010			Did you accomplish what you wanted to do today on this site?	Yes No Partially	B A,B,C A,B,C		Y	Drop down, select one	Skip Logic Group*	Accomplish
SBD8901Q011		A	Please tell us why you were unable or partially unable to accomplish your task today.				N	Text area, no char limit	Skip Logic Group*	OE_Not Accomplish
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SBD8901Q013		C	What do you plan to do next?	Continue looking on this site Try another website Call for assistance Email for assistance Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates Other	D		Y	Radio button, one-up vertical	Skip Logic Group	Do Next
SBD8901Q014		D	What will you do next?				N	Text area, no char limit	Skip Logic Group	OE_Do Next
SBD8901Q015			Please tell us about your navigation experience.	I had no difficulty navigating this site I was able to navigate to the general area, but could not find the specific content I needed Site has too many links Site has too few links Links/labels are difficult to understand Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Other	B A		Y	Checkbox, one-up vertical	Mutually Exclusive Skip Logic Group	Navigation

SBD8901Q016		A	Please describe your experience navigating the site.				N	Text area, no char limit	Skip Logic Group	OE_Navigation
SBD8901Q017		B	Please tell us what links were broken or the errors received.				N	Text area, no char limit	Skip Logic Group	OE_Nav Errors
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SBD8901Q019		A	Were these tools helpful?	Yes No Partially	B B B		Y	Radio button, one-up vertical	Mutually Exclusive Skip Logic Group	Tools_Useful
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SBD8901Q022		A	Please tell us what form of data is useful to you.				N	Text area, no char limit	Skip Logic Group	OE_Data Pref
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SBD8901Q024		A	What specific search terms did you use to try to find the information/product?				N	Text area, no char limit	Skip Logic Group	OE_Search Terms
SBD8901Q025		B	Were the search results helpful?	Yes No			Y	Radio button, one-up vertical	Skip Logic Group	Search results
SBD8901Q026		C	Did you encounter any difficulty with the search feature?	Yes No	D		Y	Radio button, one-up vertical	Skip Logic Group	Difficulty with Search
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SBD8901Q028		E	Please describe the search difficulties you experienced.				N	Text area, no char limit	Skip Logic Group	OE_Difficulties
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SBD8901Q030			Please select your gender.	Male Female Prefer not to answer			Y	Radio button, one-up vertical		Gender
SBD8901Q031			If you could improve one thing about this website, what would it be?				N	Text area, no char limit		Improvements
SBD8901Q032			Would you be interested in being contacted for our focus group? This would be for additional research only.	Yes No	A		Y	Radio button, one-up vertical	Skip Logic Group	Focus Group
SBD8901Q033		A	Please provide your email address so we can contact you about the focus group.				N	Text field, <100 chars	Skip Logic Group	OE_Focus Group Email

Attribute	Value
Channel	Mobile
Touchpoint Name	0
Hierarchy	0
Model Type	PredCSAT Desktop Browse
Journey Phase	#N/A
Touchpoint Type	#N/A
Partner Involved	0
Replay	0
Version Number of Model Template	17.3.Y

Survey Type	PREDCSAT_NPS
Look and Feel	Single Page
Theme Color	#009fea