
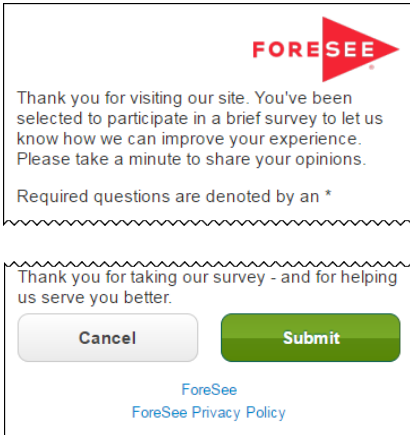




The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text	
Welcome Text	Welcome Text - Tablet / Phone
	Thank you for visiting Office of Justice Programs (OJP). 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 OJP Mobile
 Model ID QM5FhFxZk4oF9QAURY5ZRg4C
 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? <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 OJP.
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) How likely are you to return to ojp.gov in the future?
3	Satisfaction - Ideal How does this site compare to an ideal mobile 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 Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to ojp.gov in the future?
4	Recommend Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to recommend 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 OJP 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 ojp.gov as your primary resource for information about OJP?
		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.		

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD8955Q001	fs_primary_reason_govt		What is your primary reason for visiting the site today?	Find information regarding the Office of Justice Programs.		find_organization_info	Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
				Read news		read_news				
				Find grant application resources.		find_grant_application_resources				
				Do research		do_research				
				Find contact information		find_contact_info				
				Download a template, report, form, or other document (please specify).	C	download_a_template_report_form_or_other_document_please_specify				
				Provide feedback		provide_feedback				
				Watch a video		watch_video				
				Find statistics on OJP		find_data				
				Find funding opportunities		find_funding_opportunities				
				Find Career Opportunities, OJP Pathways Internship Opportunities, or Fellowship Opportunities.		find_employment				
				Find specific policies and regulations		find_policies_regulations				
				Find training and technical assistance or information on upcoming events of interest to the juvenile and criminal justice, victim assistance, and drug policy communities.		find_events				
				Find program information (please specify)	B	find_program_information_please_specify				
SBD8955Q002	us_department_of_justice_ojp_program_office	B	Please specify what Program Office information you were looking to find. (Select all that apply)	Bureau of Justice Assistance		bureau_of_justice_assistance	Y	Checkbox, one-up vertical	Skip Logic Group*	Program Office
				Bureau of Justice Statistics		bureau_of_justice_statistics				
				National Institute of Justice		national_institute_of_justice				
				Office of Juvenile Justice and Delinquency Prevention		office_of_juvenile_justice_and_delinquency_prevention				
				Office for Victims of Crime		office_for_victims_of_crime				
SBD8955Q003	nt_of_justice_ojp	C	Please specify the other document you came to the site for.	Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking		office_of_sex_offender_sentencing_monitoring_apprehending_registering_and_tracking	N	Text area, no char limit	Skip Logic Group*	OE Document
				Other		other				
SBD8955Q004	us_department_of_justice_ojp_primary_reason_other	A	Please specify the other reason for your visit.				N	Text area, no char limit	Skip Logic Group*	Primary Reason - Other
SBD8955Q005	fs_accomplish		Did you accomplish what you wanted to do today on this site?	Yes	B	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
				No	A	no				
SBD8955Q006	fs_why_not_accomplish	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
SBD8955Q007	fs_accomplish_experience	B	Was the information easy to find?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
SBD8955Q008	fs_not_easy_accomplish	B1	Why was this information difficult to find?	No		no	N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
SBD8955Q009	fs_acquisition_source_government		How were you referred to the site today?	An email or mailing from OJP		client_email	Y	Radio button, one-up vertical	Skip Logic Group*	Acquisition Source
				Social media (e.g., Facebook, Twitter, etc.)		social_media				
				OJP social network post, tweet, video, etc.		ojp_social_network_post_tweet_video_etc				
				Non-OJP social network post, tweet, video, etc.		non_ojp_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)	A	other_please_specify				
SBD8955Q010	us_department_of_justice_ojp_acquisition_source_other	A	Please specify how else you were referred to the site.	I was not referred to the site by anything specific		was_not_referred_by_anything_specific	N	Text area, no char limit	Skip Logic Group*	Acquisition Source - Other
SBD8955Q011	fs_role_govt		What is your primary role in visiting the site today?	General public		general_public	Y	Drop down, select one	Skip Logic Group*	Role
				Industry professional		industry_professional				
				Government employee (federal, state or local)		government_employee				
				Other (please specify)	A	other_please_specify				
SBD8955Q012	us_department_of_justice_ojp_role	A	Please specify what your primary role in visiting the site is today				N	Text area, no char limit	Skip Logic Group*	OE_Role
SBD8955Q013	fs_visit_frequency		How often do you visit this site?	This is my first visit		first_visit	Y	Drop down, select one	Skip Logic Group*	Visit Frequency
				Once every 6 months or less often		six_months				
				Once every few months		few_months				
				Monthly		monthly				
				Weekly		weekly				
				Daily or more often		daily				
SBD8955Q014	us_department_of_justice_ojp_search		Did you use the search box on the site?	Yes	A	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Search
				No		no				
SBD8955Q015	us_department_of_justice_ojp_locate_results	A	Were you able to locate the results you were looking for?	Yes		yes	Y	Radio button, one-up vertical	Skip Logic Group*	Locate Results
				No	B	no				
SBD8955Q016	us_department_of_justice_ojp_no_results	B	What search term(s) did you try and what results were you hoping to find?				N	Text area, no char limit	Skip Logic Group*	No Results

SBD8955Q017	us_department_of_justice_ojp_frequent_visitor		Are you a frequent visitor and familiar with our website prior to our recent redesign?	Yes	A	yes	Y	Radio button, one-up vertical	Skip Logic Group*	Frequent Visitor
				No		no				
SBD8955Q018	us_department_of_justice_ojp_compare_experience	A	Please rate your new experience compared to your prior experiences	1=Very Dissatisfied		1	Y	Radio button, scale, has don't know	Skip Logic Group*	Compare Experience
				2		2				
				3		3				
				4		4				
				5		5				
				6		6				
				7		7				
				8		8				
				9		9				
				Very Satisfied=10		10				
				NA		na				
SBD8955Q019	us_department_of_justice_ojp_oefrequent_visitor	A	Is there anything you are unable to do or find more difficult to do? Is there something you find is missing or incomplete?				N	Text area, no char limit	Skip Logic Group*	OE_Frequent Visitor
SBD8955Q020	fs_improve		What else would you like to share with us to help improve your online experience with ojp.gov?				N	Text area, no char limit		Improve

Attribute	Value
Channel	Web
Touchpoint Name	Informational
Hierarchy	No
Model Type	PredCSAT Desktop Info
Journey Phase	Awareness
Touchpoint Type	Standard
Partner Involved	No
Replay	Yes
Version Number of Model Template	17.3.Y

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