Survey Invitation

This is the standard survey invitation. Default text is included. If you would like to modify this text please check with your analyst/client manager.

Welcome and Thank You Text

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

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency wit the model, these questions are standardized and have been tested and validated. Standardization of model questio allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts. Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data - Know what changes are being made based on the intelligence	Why
- Change Custom Questions so that stakeholders see a clear "must do"	Analys
Focus Area #2: Aligning Data to Business Strategies	Top-Pr
 Update your Custom Questions as business cycles change Integrate Executive Level questions to evaluate initiatives 	Open-
Focus Area #3: Strategic and Tactical Value	Shift w
- Influence Board Room Decisions	Inform
- Change Operational Approaches	Evalua
- Mature Your Research	

Making Changes

Simply make the change that you desire and highlight that change with a different color text. Red works well becaus stands out.

If the change is "complicated" a brief explanation about what you would like to accomplish will help us understand you request and figure out the best way to implement. -Or- Just give us a call; talking through changes over the phone makes it quick and easy.

pdate Your Custom Questions?

ncovered new questions to ask
ty areas influence resource use
s for quantifiable recommendations
Seasonal Needs
Re-launch or Re-design
Vlarketing Initiatives



Welcome and Thank You Text

Welcome Text

Thank you for visiting this 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. Please take a few minutes to let us know how we can improve your mobile experience.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Example Mobile Welcome Text





Customer Satisfaction Survey

Thank you for visiting this 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.

Please take a few minutes to let us know how we can improve your mobile experience.

Example Mobile Thank You Text

Thank you for taking our survey - and for helping us serve you better.

We appreciate your input!

Acker, Maria:

Acker, Maria:
Will ovc.gov change per the
site that this survevy is placed
on? We have 3, ovc.gov;
crimevictims.gov;
ovc.ncjrs.gov. Are you able to
look back and see how we
handled this in 2013?

 Model Name
 DOJ OVC Mobile Browse

 Model ID
 pAhs28p.JQ:IJxAEU00QRBA4C

 Partitioned
 Yes - 2MQ

 Date
 9/12/2016

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



Label	Element Questions		Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)			Satisfaction		Primary Resource (1=Very Unlikely, 10=Very Likely)
Look and Feel - Appeal	Please rate the visual appeal of this site.		tisfaction - verall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Primary Resource	How likely are you to use this site as your primary online resourd regarding information for victims of crime?
Look and Feel - Balance	Please rate the balance of graphics and text on this site.		tisfaction -	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
Look and Feel - Readability	Please rate the readability of the pages on this site.	18 Sa Ide	itisfaction - eal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Return	How likely are you to return to this site in the future?
	Site Performance (1=Poor, 10=Excellent, Don't Know)					Recommend Site (1=Very Unlikely, 10=Very Likely)
Site Performance - Loading	Please rate how quickly pages load on this site.				Recommend Site	How likely are you to recommend this site to someone else?
Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.					
Site Performance - Completeness	Please rate how completely the page content loads on this site.					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
Navigation - Organized	Please rate how well this site is organized.					
Navigation - Options	Please rate the options available for navigating this site.	1				
Navigation - Layout	Please rate how well the site layout helps you find what you need.	1				
	Information Browsing (1=Poor, 10=Excellent, Don't Know) Please rate the ability to sort information by criteria that are important to you on this site.					
Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.					
	Please rate how well the features on the site help you find the information you need.					
Site Information - Thoroughness	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of information provided on this site.					
Site Information - Understandable	Please rate how understandable this site's information is.					
Site Information - Answers	Please rate how well the site's information provides answers to your questions.					

For ovc.gov and ovc.ncjrs.gov; I think we can use ovc.gov as reference, but what should be done for crimevictims.gov? How was this handled in 20113?

A:Used "this site". We can go back to that if you wish.

 Model Name
 DOJ OVC Mobile Browse

 Model ID
 pAhs28pJQ1IJxAEU00QRBA4C

 Partitioned
 Yes - 2MQ

 Date
 9/12/2016

OMB Approval REQUIRED

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order <u>Pink:</u> Addition <u>Blue:</u> Reword



HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q003 Accomplish Old you find the information you were looking for on over.gov? HAJ7022Q004 A Please tell us specifically what you were unable to find. What will you do next? Ny primary reason for visiting the Department of Justice Office for Victims excitic mercines for funding program information on program grants or funding program information on the gradue in the gradue in the program information on the gradue in the gradue	
Print or Informational Non-Profit Distain information or program grants or funding Learn about crime victim rights or legal remedies Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Anchor Answer Choice Anchor Answer Ch	
Obtain information on program grants or funding Learn about crime victim rights or legal remedies Find training/technical assistance for victim service providers Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research of find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. M Text field, <100 Skip Logic Char's Corpup' Other Other Yes Y Radio button, one-up vertical One-up vertical N Text area, on Skip Logic Group' Not OE HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by relain	
Learn about program information or best practices Learn about program information or best practices Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Anchor Answer Choice Anchor Answer	
Learn about program information or best practices Access OVC pulsications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Anchor Answer Choice Anchor Answer C	
Access OVC publications, videos, or other reference material Find events, forums or confirences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A What will you do next? Contact OVC by telephone Contact OVC Dy telephone Contact	
Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Complish Did you find the information you were looking for on ovc.gov? Yes No I Radio button, one-up vertical Find events, forums or conferences Anchor Answer Choice Anchor An	
Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. Did you find the information you were looking for on ovc.gov? Yes N Text field, <100 Skip Logic Other on one-up vertical one-up vertical of Group* No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. Contact OVC by telephone Contact OVC by teleplar mail	
HAJ7022Q002	
Choice Accomplish A Please specify the other reason for your visit. A Please specify the other reason for your visit. BAJ7022Q003 Accomplish Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A What will you do next? Contact OVC by telephone Contact OVC by telephone Contact OVC by telephone Contact OVC by telephone Contact OVC by teleplar mail Contact OVC by teleplar mail	
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HAJ7022Q003 Accomplish Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by telephone Contact OVC by regular mail	
No	
No No No No No No No No	
HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by telephone Contact OVC by regular mail Contact OVC by regular mail N Text area, no Carl imit Contact ovC by regular mail N Text area, no Carl imit Contact ovC by regular mail N Text area, no Carl imit Contact ovC by telephone Contact ovC by regular mail	
HAJ7022Q005 A What will you do next? Continue looking on this site or try again later Y Radio button, one-up vertical Contact OVC by telephone Contact OVC by regular mail Contact OVC by regular mail	
Contact OVC by telephone Contact OVC by email Contact OVC by regular mail	
Contact OVC by telephone Contact OVC by email Contact OVC by regular mail	
Contact OVC by regular mail	
Try another website or other resource	
Nothing	
Other B HAJ7022Q006 B Please describe what you will do next. N Text area, no Skip Logic Do Next - Other	
char limit Group*	
HAJ7022Q007 What method(s) did you use to locate information on this site? I used the main navigation tabs/headings near the top of the home Y Checkbox, one- Skip Logic Navigation page up vertical Group* Methods	
opened the Topics A-Z tab first, then browsed by Topic links within #	
used links in the center of the home page (News & Randomize Features/Tools/Current Resources, etc.)	
used the Site Search box at the top right of the screen S	
I used another search feature on the site (Publication search,	
Frequent questions, etc.) I used a Web search engine, such as Google or Bing	
used the Site Map	
Had specific page bookmarked	
Other A AAnchor Answer Choice Choice	
Not sure Mutually	
HAJ7022Q008 A What other method did you use to look for the information you Rethod N Text area, no Skip Logic Navigation Method	
wanted/needed? char limit Group* - Other	
HAJ7022Q011 S Please tell us about your experience with the ovc.gov search I had issues with the basic search process (how to use it, terms to feature today. (Select all that apply.) Y Checkbox, one-lup vertical group* Skip Logic Group* Search Experience	
I had issues with the visual display of the search results (text size, images)	
I had issues with search results I received Randomize	
I had issues with sorting, filtering, advanced search, or lack of these options	
I had technical issues with the search feature	
I had an issue with the search feature not listed B Anchor Answer Choice	
I had no difficulty with search/results were helpful Mutually Exclusive	
HAJ7022Q012 B Please specify the search issue you experienced. N Text area, no Skip Logic Search Issue - char limit Group* Other	
HAJ7022Q013 S If you could make one improvement to the search feature, which of the following would you make? Narrow results by a specific date Y Radio button, one-up vertical Group* Improvements	
Sort results by the most popular to least popular	
Narrow by searching within the first set of results I receive Randomize	
Search by document type, pdf, mp3/mp4, etc. Other C Anchor Answer	
Choice Choice	
HAJ7022Q014 C Please specify your suggestion to improve search. N Text area, no Skip Logic Search	
HAJ7022Q014 C Please specify your suggestion to improve search. N Text area, no char limit Group* Improvement - Other	

				Links and labels were difficult to understand There were too many links or navigation options to choose from I had technical difficulties (error messages, broken links, etc.)	U			Randomize	
				I could not navigate back to previous information I had a different difficulty while browsing I had no difficulty browsing the site	A			Anchor Answer Choice Mutually Exclusive	
HAJ7022Q016		L	Please describe any specific links or paths that did not take you where they should have.			N	Text area, no char limit	Skip Logic Group*	Browse Links Not Expected OE
HAJ7022Q017		U	What specific links or labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group*	Browse Labels OE
HAJ7022Q018		Т	Please describe the technical difficulty you encountered			N	Text area, no	Skip Logic	Browse Tech Issue
HAJ7022Q019		Α	(include as much detail as possible). Please tell us about your other browsing difficulty.			N	char limit Text area, no	Group* Skip Logic	OE Browse
							char limit	Group*	Experience - Other
NEW			Did you use any of the following resources during your visit today?	Helping Victims of Mass Violence & Terrorism Toolkit (MVT Toolkit)	Α	Υ	Checkbox, one- up vertical	Skip Logic Group*	Resources Used
				Vicarious Trauma Toolkit	В		,		
				Model Standards for Serving Victims & Survivors of Crime Existe Ayuda Toolkit	C D				
				None of these				Mutually Exclusive	
NEW		Α	How useful were the materials provided in the Mass Violence & Terrorism Toolkit?	Not at all useful		Y	Radio button, one-up vertical	Skip Logic Group*	Resources Rate - MVT
			Terronsin Toolkit:	Somewhat useful			one-up vertical	Group	IVI V I
		A	How could we improve the Mass Violence & Terrorism Toolkit?	Very useful		N	Text area, no	Skip Logic	OE_Resources
						.,	char limit	Group*	Improve MVT
NEW		В	How useful were the materials provided in the Vicarious Trauma Toolkit?	a Not at all useful		Y	Radio button, one-up vertical	Skip Logic Group*	Resources Rate Vicarious Trauma
				Somewhat useful Very useful					
		В	How could we improve the Vicarious Trauma Toolkit?	very userui		N	Text area, no	Skip Logic	OE_Resources
							char limit	Group*	Improve Vicarious Trauma
NEW		С	How useful were the materials provided in the Model Standards for Serving Victims & Survivors of Crime?	Not at all useful		Υ	Radio button, one-up vertical	Skip Logic Group*	Resources Rate Model Standards
			ior serving victims & survivors or crime?	Somewhat useful			one-up vertical	Group	Woder Standards
		С	How could we improve the Model Standards for Serving Victims	Very useful		N	Text area, no	Skip Logic	OE_Resources
		Ŭ	& Survivors of Crime?				char limit	Group*	Improve Model Standards
NEW		D	How useful were the materials provided in the Existe Ayuda Toolkit?	Not at all useful		Y	Radio button,	Skip Logic	Resources Rate Existe Ayuda
			TOURIL?	Somewhat useful			one-up vertical	Group*	Existe Ayuua
		D	How could we improve the Existe Ayuda Toolkit?	Very useful		N	Text area, no	Skip Logic	OE_Resources
			How could we improve the Existe Ayuda Toolkit?			IN .	char limit	Group*	Improve Existe Ayuda
HAJ7022Q020 Acquisi	sition Source		What prompted your visit to the site today?	I have been on the site previously		Y	Radio button, one-up vertical	Anchor Answer Choice	Acquisition Source
				An email from Department of Justice Office for Victims of Crime			J	Skip Logic Group*	
				As a victim, was referred by doctor, nurse, therapist, counselor, etc.				Стоир	
				As a victim, was referred by legal or law enforcement professional					
				Department of Justice Office for Victims of Crime social network post, tweet, video, etc.	В			Randomize	
				Non - Department of Justice Office for Victims of Crime social	В				
				network post, tweet, video, etc. Internet blogs or discussion forums					
				News source (magazine/newspaper/radio/television)					
				Referred by a friend or family member Referred by a professional or academic acquaintance					
				Search engine results (e.g. Google, Bing)				l	
				Other	Α			Anchor Answer Choice	
				None of these				Anchor Answer Choice	
HAJ7022Q021		Α	Please tell us what else prompted your visit today.			N	Text field, <100 char		Acquisition Source - Other
HAJ7022Q022		В	Which social network led you to ovc.gov today?	Facebook		Y	Radio button,	Skip Logic	Social Network
				Twitter			one-up vertical	Group*	
				YouTube					
HAJ7022Q023		С	Please tell us the other social network that led you to ovc.gov	Other	С	N	Text field, <100	Skip Logic	Social Network -
			today.				char	Group*	Other
HAJ7022Q024			Have you ever shared information found on OVC with others?	Yes		Y	Radio button, one-up vertical		Share Info
HOP0301868			Are you interested in following OVC on social media?	No Yes, I'm interested	A	Y	Radio button,	Skip Logic	Social Media
			,			· ·	one-up vertical	Group*	June
				I'm already signed up	В				

				No, I'm not interested					
HOP0301887		A	You can find OVC on Twitter, Facebook, and YouTube. Are there other social media platforms you would prefer?			N	Text area, no char limit	Skip Logic Group*	Social Media Prefer
HOP0301888		В	Which of these social media channels do you use to follow OVC? (Please select all that apply.)	Twitter		Y	Checkbox, one- up vertical		Social Media Follow
				Facebook					
				YouTube					
				Not sure				Mutually Exclusive	
HAJ7022Q026			Which of the following best describes you in relation to your visi to ovc.gov today?	t Victim of crime		Y	Drop down, select one	Skip Logic Group*	Role
				Friend or family member of crime victim				Cioup	
				Victim services provider/professional					
				Law enforcement officer or official					
				Attorney/Legal Services professional					
				Corrections/Probation/Parole officer or official					
				Educator or academic administration					
				Student					
				Medical/Nursing/Health service professional					
				Mental health professional					
				Social worker/counselor					
				General public					
				Other	Α				
HAJ7022Q027		А	Please briefly describe your other role.			N	Text field, <100 char	Skip Logic Group*	Role - Other
Visit Frequency	Visit Frequency		How often do you visit this site?	This is my first visit		Y	Drop down, select one	Skip Logic Group*	Visit Frequency
				Once every 6 months or less often	A				
				Once every few months	A				
				Monthly	A				
				Weekly	A				
				Daily or more often	A				
RAJ0430836		A	We redesigned our site in late June 2020. Please tell us whether you agree or disagree with the following statements about the new site: The new site look and feel is visually pleasing.	Strongly Disagree		Y	Radio button, one-up vertical	Skip Logic Group*	Redesign - Visuall Pleasing
				Disagree	1				
				Neutral	1				
				Agree	1				
				Strongly Agree	1				
				Don't know	1				
RAJ0430837		Α	The new site made it easier to determine which section I needed to navigate to.	Strongly Disagree		Y	Radio button, one-up vertical	Skip Logic Group*	Redesign - Easier Navigation
				Disagree					
				Neutral					
				Agree					
				Strongly Agree					
				Don't know					
RAJ0430838		Α	The new layout on the site made it easier to find the information I was looking for.	Strongly Disagree		Y	Radio button, one-up vertical	Skip Logic Group*	Redesign - Easier Find
				Disagree					
				Neutral					
				Agree					
				Strongly Agree	1				
				Don't know					
RAJ0430839		A	The new site design is an improvement over the previous design.	Strongly Disagree		Y	Radio button, one-up vertical	Skip Logic Group*	Redesign - Improvement
				Disagree					
				Neutral					
				Agree					
				Strongly Agree					
				Don't know					
RAJ0430840		A	Is there anything additional you'd like to share with us about the redesigned site?			N	Text area, no cha	rSkip Logic Group*	OE_Redesign
HAJ7022Q029 C	OE Improve		What else would you like to share with us to help improve your			N	Text area, no		Improve

 Model Name
 DOJ OVC Mobile Browse

 Model ID
 pAhs28pJQ1IJxAEU00QRBA4C

 Partitioned
 Yes - 2MQ

 Date
 9/12/2016

OMB Approval REQUIRED

Red & Strike-Through: Delete <u>Underlined & Italicized</u>: Re-order <u>Pink:</u> Addition <u>Blue:</u> Reword



HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. HAJ7022Q003 Accomplish Old you find the information you were looking for on over.gov? HAJ7022Q004 A Please tell us specifically what you were unable to find. What will you do next? Ny primary reason for visiting the Department of Justice Office for Victims excitic mercines for funding program information on program grants or funding program information on the gradue in the gradue in the program information on the gradue in the gradue	
Print or Informational Non-Profit Distain information or program grants or funding Learn about crime victim rights or legal remedies Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Anchor Answer Choice Anchor Answer Ch	
Obtain information on program grants or funding Learn about crime victim rights or legal remedies Find training/technical assistance for victim service providers Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research of find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. M Text field, <100 Skip Logic Char's Corpup' Other Other Yes Y Radio button, one-up vertical One-up vertical N Text area, on Skip Logic Group' Not OE HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by relain	
Learn about program information or best practices Learn about program information or best practices Learn about program information or best practices Access OVC publications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Anchor Answer Choice Anchor Answer	
Learn about program information or best practices Access OVC pulsications, videos, or other reference material Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Anchor Answer Choice Anchor Answer C	
Access OVC publications, videos, or other reference material Find events, forums or confirences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A What will you do next? Contact OVC by telephone Contact OVC Dy telephone Contact	
Find events, forums or conferences Conduct research or find statistics on a topic or issue Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Complish Did you find the information you were looking for on ovc.gov? Yes No I Radio button, one-up vertical Find events, forums or conferences Anchor Answer Choice Anchor An	
Find an evaluation about the victim assistance field Just browsing Other A Please specify the other reason for your visit. HAJ7022Q002 A Please specify the other reason for your visit. Did you find the information you were looking for on ovc.gov? Yes N Text field, <100 Skip Logic Other on one-up vertical one-up vertical of Group* No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. Contact OVC by telephone Contact OVC by teleplar mail	
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Choice Accomplish A Please specify the other reason for your visit. A Please specify the other reason for your visit. BAJ7022Q003 Accomplish Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. A Please tell us specifically what you were unable to find. A What will you do next? Contact OVC by telephone Contact OVC by telephone Contact OVC by telephone Contact OVC by telephone Contact OVC by teleplar mail Contact OVC by teleplar mail	
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HAJ7022Q003 Accomplish Did you find the information you were looking for on ovc.gov? Yes No I wasn't looking for anything in particular HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by telephone Contact OVC by regular mail	
No	
No No No No No No No No	
HAJ7022Q004 A Please tell us specifically what you were unable to find. HAJ7022Q005 A What will you do next? Contact OVC by telephone Contact OVC by regular mail Contact OVC by regular mail N Text area, no Carl imit Contact ovC by regular mail N Text area, no Carl imit Contact ovC by regular mail N Text area, no Carl imit Contact ovC by telephone Contact ovC by regular mail	
HAJ7022Q005 A What will you do next? Continue looking on this site or try again later Y Radio button, one-up vertical Contact OVC by telephone Contact OVC by regular mail Contact OVC by regular mail	
Contact OVC by telephone Contact OVC by email Contact OVC by regular mail	
Contact OVC by telephone Contact OVC by email Contact OVC by regular mail	
Contact OVC by regular mail	
Try another website or other resource	
Nothing	
Other B HAJ7022Q006 B Please describe what you will do next. N Text area, no Skip Logic Do Next - Other	
char limit Group*	
HAJ7022Q007 What method(s) did you use to locate information on this site? I used the main navigation tabs/headings near the top of the home Y Checkbox, one- Skip Logic Navigation page up vertical Group* Methods	
opened the Topics A-Z tab first, then browsed by Topic links within #	
used links in the center of the home page (News & Randomize Features/Tools/Current Resources, etc.)	
used the Site Search box at the top right of the screen S	
I used another search feature on the site (Publication search,	
Frequent questions, etc.) I used a Web search engine, such as Google or Bing	
used the Site Map	
Had specific page bookmarked	
Other A AAnchor Answer Choice Choice	
Not sure Mutually	
HAJ7022Q008 A What other method did you use to look for the information you Rethod N Text area, no Skip Logic Navigation Method	
wanted/needed? char limit Group* - Other	
HAJ7022Q011 S Please tell us about your experience with the ovc.gov search I had issues with the basic search process (how to use it, terms to feature today. (Select all that apply.) Y Checkbox, one-lup vertical group* Skip Logic Group* Search Experience	
I had issues with the visual display of the search results (text size, images)	
I had issues with search results I received Randomize	
I had issues with sorting, filtering, advanced search, or lack of these options	
I had technical issues with the search feature	
I had an issue with the search feature not listed B Anchor Answer Choice	
I had no difficulty with search/results were helpful Mutually Exclusive	
HAJ7022Q012 B Please specify the search issue you experienced. N Text area, no Skip Logic Search Issue - char limit Group* Other	
HAJ7022Q013 S If you could make one improvement to the search feature, which of the following would you make? Narrow results by a specific date Y Radio button, one-up vertical Group* Improvements	
Sort results by the most popular to least popular	
Narrow by searching within the first set of results I receive Randomize	
Search by document type, pdf, mp3/mp4, etc. Other C Anchor Answer	
Choice Choice	
HAJ7022Q014 C Please specify your suggestion to improve search. N Text area, no Skip Logic Search	
HAJ7022Q014 C Please specify your suggestion to improve search. N Text area, no char limit Group* Improvement - Other	

			The new site look and feel is visually pleasing.						
			whether you agree or disagree with the following statements about the new site:				one-up vertical	L.up Logic Group	Pleasing
NEW		Α	We redesigned our site in late June 2020. Please tell us	Daily or more often	A	Y	Radio button,	Skip Logic Group	*Redesign - Visual
				Monthly Weekly	A				
				Once every 6 months or less often Once every few months	A				
HAJ7022Q028	Visit Frequency		How often do you visit this site?	This is my first visit		Y	Drop down, select one	Skip Logic Group*	Visit Frequency
	Moit Fraguenay	Α		This is one first visit			char	Group*	
HAJ7022Q027				Other	Α	N	Text field, <100	Skip Logic	Role - Other
				Social worker/counselor General public					
				Mental health professional					
				Student Medical/Nursing/Health service professional					
				Educator or academic administration					
				Attorney/Legal Services professional Corrections/Probation/Parole officer or official					
				Law enforcement officer or official					
				Victim services provider/professional					
			to ovc.gov today?	Friend or family member of crime victim			select one	Group*	
HAJ7022Q026			Which of the following best describes you in relation to your visit	Victim of crime		Y	Drop down,	Skip Logic	Role
				Not sure				Mutually Exclusive	
				Facebook YouTube					
			OVC? (Please select all that apply.)	Eachank			up vertical	Group*	Follow
HOP0301888		В	there other social media platforms you would prefer? Which of these social media channels do you use to follow	Twitter		Y	Checkbox, one-	Group* Skip Logic	Social Media
HOP0301887		Α	You can find OVC on Twitter, Facebook, and YouTube. Are	NO, THE HOLING SEE		N	Text area, no char limit	Skip Logic	Social Media Prefer
				I'm already signed up No, I'm not interested	В				
HOPU301868			pare you interested in following OVC on social media?	Yes, I'm interested	Α	Y	Radio button, one-up vertical	Skip Logic Group*	Social Media
HOP0301868			Are you interested in following OVC on social media?	No Yes I'm interested	A	Y	Radio hutton	Skip Logic	Social Media
HAJ7022Q024			Have you ever shared information found on OVC with others?	Yes		Y	Radio button, one-up vertical		Share Info
			today.				char	Group*	Other
HAJ7022Q023			Please tell us the other social network that led you to ovc.gov	54.0		N		Skip Logic	Social Network -
				YouTube Other	С				
				Twitter					
HAJ7022Q022		В	Which social network led you to ovc.gov today?	Facebook		Y	Radio button, one-up vertical	Skip Logic Group*	Social Network
							char	Group*	- Other
HAJ7022Q021		Α	Please tell us what else prompted your visit today.			N	Text field, <100	Skip Logic	Acquisition Source
				Other	Α			Anchor Answer Choice	
				Search engine results (e.g. Google, Bing)					
				Referred by a friend or family member Referred by a professional or academic acquaintance					
				News source (magazine/newspaper/radio/television)					
				network post, tweet, video, etc. Internet blogs or discussion forums					
				Non - Department of Justice Office for Victims of Crime social	В				
				Department of Justice Office for Victims of Crime social network post, tweet, video, etc.	В			Randomize	
				As a victim, was referred by legal or law enforcement professional					
				As a victim, was referred by doctor, nurse, therapist, counselor, etc.					
				An email from Department of Justice Office for Victims of Crime				Skip Logic Group*	
,							one-up vertical	Choice	
HAJ7022Q020	Acquisition Source		What prompted your visit to the site today?	I have been on the site previously		Y	Radio button,	Anchor Answer	Acquisition Source
11A37022Q019		A	rease tell us about your other prowsing difficulty.			N	char limit	Group*	Experience - Othe
HAJ7022Q019		Α	(include as much detail as possible). Please tell us about your other browsing difficulty.			N	char limit Text area, no	Group*	OE Browse
HAJ7022Q018		Т	Please describe the technical difficulty you encountered			N	char limit Text area, no	Group* Skip Logic	Browse Tech Issu
HAJ7022Q017			What specific links or labels were difficult to understand?			N	Text area, no	Skip Logic	Browse Labels OF
HAJ7022Q016			Please describe any specific links or paths that did not take you where they should have.			N	Text area, no char limit	Skip Logic Group*	Browse Links Not Expected OE
				I had no difficulty browsing the site				Mutually Exclusive	
								Choice	
				I could not navigate back to previous information I had a different difficulty while browsing	Α			Anchor Answer	
				I had technical difficulties (error messages, broken links, etc.)	Т			Randonize	
				There were too many links or navigation options to choose from				Randomize	

AJ7022Q029	OE_Improve Experience		What else would you like to share with us to help improve your online experience with this site?			N	Text area, no char limit		Improve
IEW		Α	Is there anything additional you'd like to share with us about the redesigned site?			N	Text area, no cha	Skip Logic Group*	OE_Redesign
				Don't know					
				Agree Strongly Agree	1				
				Neutral Agree					
				Disagree	-				
			uesigii.	Strongly Disagree			one-up vertical		improvement
IEW		Α	The new site design is an improvement over the previous design.	0		Υ	Radio button, one-up vertical	Skip Logic Group*	Redesign - Improvement
				Don't know					
				Strongly Agree					
				Agree					
				Neutral					
				Disagree					
				Strongly Disagree			one-up vertical		Find
IEW	N	Α	The new layout on the site made it easier to find the	Software		Y	Radio button.	Skip Logic Group*	Redesign - Easier
				Don't know	1				
				Strongly Agree	1				
				Agree	1				
				Disagree Neutral	-				
			needed to navigate to.	Strongly Disagree	1		one-up vertical		Navigation
IEW		Α	The new site made it easier to determine which section I			Y	Radio button,	Skip Logic Group*	Redesign - Easier
				Don't know					
				Strongly Agree					
				Agree					
				Neutral	1				
				Disagree					

 Model Name
 DOJ OVC Mobile Browse

 Model ID
 pAhs28pJQ1J3AEU00QRBA4C

 Partitioned
 Yes - 2MQ

 Date
 912/2016

OMB Approval REQUIRED

Red & Strike Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition Blue: Reword



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label	NOTES
HAJ7022Q001	Primary Reason: Federal Government or Informational Non-		My primary reason for visiting the Department of Justice Office for Victims of Crime (OVC) website today was to	Find a victim services/assistance program		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason	
	Profit									
				Obtain information on program grants or funding				L		
				Learn about crime victim rights or legal remedies Find training/technical assistance for victim service providers		-		Randomize		
				Learn about program information or best practices		1				
				Access OVC publications, videos, or other reference material		1				
				Find events, forums or conferences						
				Conduct research or find statistics on a topic or issue		-				
				Find an evaluation about the victim assistance field Just browsing		1		Anchor Answer		
								Choice		
				Other	Α			Anchor Answer Choice		
HAJ7022Q002		Α	Please specify the other reason for your visit.			N	char	Skip Logic Group*	Primary Reason - Other	
HAJ7022Q003	Accomplish		Did you find the information you were looking for on ovc.gov?	Yes	A	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish	
				I wasn't looking for anything in particular	A	1				
HAJ7022Q004		Α	Please tell us specifically what you were unable to find.			N	Text area, no char limit	Skip Logic Group*	Accomplish - Did Not OE	
HAJ7022Q005		Α	What will you do next?	Continue looking on this site or try again later		Y	Radio button, one-up vertical	Skip Logic Group*	Do Next	
				Contact OVC by telephone						
				Contact OVC by email Contact OVC by regular mail						
				Try another website or other resource						
				Nothing						
HA 170220006		P	Please describe what you will do nove	Other	В	NI	Text area no	Skin Logic	Do Next, Other	
HAJ7022Q006		В	Please describe what you will do next. What method(s) did you use to locate information on this site?	I used the main navigation tabs/headings near the top of the home		N	Text area, no char limit Checkbox, one-	Skip Logic Group* Skip Logic	Do Next - Other	
11A31022Q001			what method(s) did you use to locate information on this site?	page I opened the Topics A-Z tab first, then browsed by Topic links within	Ŧ	'	up vertical	Group*	Navigation Methods	
				that menu I used links in the center of the home page (News & Features/Tools/Current Resources, etc.)		-		Randomize		
				I used the Site Search box at the top right of the screen	S					
				I used another search feature on the site (Publication search, Frequent questions, etc.)						
				I used a Web search engine, such as Google or Bing I used the Site Map		-				
				Had specific page bookmarked						
				Other	Α			Anchor Answer Choice		
				Not sure				Mutually Exclusive		
HAJ7022Q008			What other method did you use to look for the information you wanted/needed?	Fugaritime Usini the cite		N	Text area, no char limit	Skip Logic Group*	Navigation Method - Other	
HAJ7022Q009		Ŧ	How often do you use the "A to Z" topic pages?	Every time I visit the site Most of the time when I visit the site		*	one up vertical	Skip Logic Group*	A to Z Topic Use Frequency	
				Most of the time when I visit the site About half the time I visit the site						
				Occasionally when I visit the site						
114 17000000			Mark information did conserved to the state of the state	This is the only time I have used them			T	Chie I e i	A 4- 7 T- :	-
HAJ7022Q010		Ŧ	What information did you expect to find on the topical page you reviewed?			N	Text area, no char limit	Skip Logic Group*	A to Z Topic Expectations OE	
HAJ7022Q011		S	Please tell us about your experience with the ovc.gov search feature today. (Select all that apply.)	I had issues with the basic search process (how to use it, terms to enter)		Y	Checkbox, one- up vertical	Skip Logic Group*	Search Experience	
				I had issues with the visual display of the search results (text size, images)						
				I had issues with search results I received I had issues with sorting, filtering, advanced search, or lack of these		-		Randomize		
				options I had technical issues with the search feature						
				I had an issue with the search feature not listed	В			Anchor Answer Choice		
				I had no difficulty with search/results were helpful				Mutually Exclusive		
HAJ7022Q012		В	Please specify the search issue you experienced.			N	Text area, no char limit	Skip Logic Group*	Search Issue - Other	
HAJ7022Q013		S	If you could make one improvement to the search feature, which of the following would you make?	Narrow results by a specific date		Y	Radio button, one-up vertical	Skip Logic Group*	Search Improvements	
				Sort results by the most popular to least popular Narrow by searching within the first set of results I receive				Randomize		
				Search by document type, pdf, mp3/mp4, etc.				- Carlounize		
				, , , , , , , , , , , , , , , , , , ,						'

				Other	С			Anchor Answer Choice	
HAJ7022Q014		С	Please specify your suggestion to improve search.			N	Text area, no char limit	Skip Logic Group*	Search Improvement - Other
AJ7022Q015			How would you describe your browsing experience on the site today? (Please select all that apply.)	Links often did not take me where I expected	L	Y	Checkbox, one- up vertical	Skip Logic Group*	Browse Experience
				I had difficulty finding relevant information					
				Links and labels were difficult to understand	U				
				There were too many links or navigation options to choose from I had technical difficulties (error messages, broken links, etc.)	Т	1		Randomize	
				I could not navigate back to previous information		1			
				I had a different difficulty while browsing	Α			Anchor Answer Choice	
				I had no difficulty browsing the site		1		Mutually	
AJ7022Q016		L	Please describe any specific links or paths that did not take you			N	Text area, no	Exclusive Skip Logic	Browse Links No
			where they should have.				char limit	Group*	Expected OE
IAJ7022Q017		U	What specific links or labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group*	Browse Labels O
AJ7022Q018		Т	Please describe the technical difficulty you encountered (include as much detail as possible).			N	Text area, no char limit	Skip Logic Group*	Browse Tech Issi
AJ7022Q019		A	Please tell us about your other browsing difficulty.			N	Text area, no	Skip Logic	Browse
							char limit	Group*	Experience - Othe
AJ7022Q020	Acquisition Source		What prompted your visit to the site today?	I have been on the site previously		Y	Radio button,	Anchor Answer	Acquisition Source
				An email from Department of Justice Office for Victims of Crime		+	one-up vertical	Choice Skip Logic	
				·				Group*	
				As a victim, was referred by doctor, nurse, therapist, counselor, etc.					
				As a victim, was referred by legal or law enforcement professional		1		L	
				Department of Justice Office for Victims of Crime social network post, tweet, video, etc.	В			Randomize	
				Non - Department of Justice Office for Victims of Crime social	В	1			
				network post, tweet, video, etc. Internet blogs or discussion forums		+			
				News source (magazine/newspaper/radio/television)		1			
				Referred by a friend or family member Referred by a professional or academic acquaintance		-			
				Search engine results (e.g. Google, Bing)					
				Other	Α			Anchor Answer Choice	
HAJ7022Q021		Α	Please tell us what else prompted your visit today.			N	Text field, <100 char	Skip Logic Group*	Acquisition Source - Other
HAJ7022Q022		В	Which social network led you to ovc.gov today?	Facebook		Y	Radio button,	Skip Logic	Social Network
				Twitter		-	one-up vertical	Group*	
				YouTube					
AJ7022Q023		С	Please tell us the other social network that led you to ovc.gov	Other	С	N	Text field, <100	Skip Logic	Social Network -
1AJ / UZZQUZ3			today.			I N	char	Group*	Other
HAJ7022Q024			Have you ever shared information found on OVC with others?	Yes		Y	Radio button,		Share Info
				No		+	one-up vertical		
NEW			Are you interested in following OVC on social media?	Yes, I'm interested	Α	Υ	Radio button,	Skip Logic	Social Media
				I'm already signed up	В	1	one-up vertical	Group*	
				No, I'm not interested					
IEW		A	You can find OVC on Twitter, Facebook, and YouTube. Are there other social media platforms you would prefer?			N	Text area, no char limit	Skip Logic Group*	Social Media Prefer
NEW		В	Which of these social media channels do you use to follow OVC? (Please select all that apply.)	Twitter		Y	Checkbox, one-	Skip Logic	Social Media Follow
			OVC? (Please select all that apply.)	Facebook		1	up vertical	Group*	Pollow
				YouTube		1			
				Not sure				Mutually Exclusive	
IAJ7022Q025			Do you subscribe to any email updates or RSS feeds from OVC?	I subscribe to both email updates and RSS feeds from OVC		¥	Radio button, one up vertical		Subscribe
				I subscribe only to email updates		1	one up vertical		
				I subscribe only to RSS feeds		1			
				No, but I intend to use at least one of them in the future No, nor do I intend to		+			
AJ7022Q026			Which of the following best describes you in relation to your visit			Y	Drop down,	Skip Logic	Role
			to ovc.gov today?	Friend or family member of crime victim		-	select one	Group*	
				Victim services provider/professional					
				Law enforcement officer or official					
				Attorney/Legal Services professional Corrections/Probation/Parole officer or official					
				Educator or academic administration		1			
				Student Medical/Nursing/Health service professional		-			
				Mental health professional		1			
				Social worker/counselor					
				General public					

				Other	Α				
HAJ7022Q027		A	Please briefly describe your other role.			N	Text field, <100 char	Skip Logic Group*	Role - Other
HAJ7022Q028	Visit Frequency		How often do you visit this site?	This is my first visit			Drop down, select one		Visit Frequency
				Once every 6 months or less often					
				Once every few months					
				Monthly					
				Weekly					
				Daily or more often					
HAJ7022Q029	OE_Improve Experience		What else would you like to share with us to help improve your online experience with this site?				Text area, no char limit		Improve