

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

Thank you for visiting the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking (SMART). 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 share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

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

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.

Welcome Text - Tablet / Phone

Thank You Text - Tablet / Phone

Example Desktop



Customer Satisfaction Survey

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.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an st

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

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.

Cancel

Submit

Example Mobile



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.

Required questions are denoted by an *

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

Cancel

Submit

ForeSee Privacy Policy

Model Name SMART Desktop

Model ID J5VEJRJB4IEMUNsJkUwZFg4C

Partitioned Yes - 2MQ
Date
Model Version 17.3.Y

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

Blue: Reword



Label Label Satisfaction Questions **Element Questions** Label **Future Behaviors** te Performance (1=Poor, 10=Excellent, Don't Know) 1 Satisfaction - Overall What is your overall satisfaction with this site? 5 Site Performance -Please rate the speed that pages and content loaded for you. 20 Brand Confidence lease rate your level of confidence in SMART. (1=Very Dissatisfied, 10=Very Satisfied) Speed 2 Satisfaction -How well does this site meet your expectations? 6 Site Performance -Please rate the consistency of complete loading of pages and content. 1=Very Unlikely, 10=Very Likely) Expectations (1=Falls Short, 10=Exceeds) Satisfaction - Ideal 7 Site Performance -21 Return How likely are you to return to smart.ojp.gov in the future? How does this site compare to an ideal website? Please rate the responsiveness of the pages to your actions. (1=Not Very Close, 10=Very Close) Responsiveness ook and Feel (1=Poor, 10=Excellent, Don't Know) ecommend (NPS) =Very Unlikely, 10=Very Likely) Recommend Company (1=Very Unlikely, 10=Very Likely) 8 Look and Feel -How likely are you to recommend SMART to someone else? Recommend How likely are you to recommend smart.ojp.gov to someone else? Please rate the visual appeal of the pages that you visited. 22 Recommend Appeal ompany 9 Look and Feel -Please rate the **spacing** between items on the pages that you visited. Primary Resource 1=Very Unlikely, 10=Very Likely) Spacing How likely are you to use smart.ojp.gov as your **primary resource** for information about SMART? 10 Look and Feel -Please rate the legibility of the pages that you visited. 23 Primary Resource Readability Navigation (1=Poor, 10=Excellent, Don't Know) 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. ite Information (1=Poor, 10=Excellent, Don't Know) 14 Site Information -Please rate the **relevance** to your interests of the information that you Relevance 15 Site Information -Please rate the thoroughness of the information that you found. Thoroughness 16 Site Information -Please rate the readability of the information that you found. Readability

Model Name Model ID Partitioned Date (Model Na SMART Desktop (MID) J5VEJRJB4IEMUNSJkUwZFg4C SELECT OYes - 2MQ 1/1/2016

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



| QID | AP Question Tag | Skip From | Question Text | Answer Choices | Skip To | AP Answer Tag | Required Y/N | Туре | Special Instructions | CQ Label |
|-------------|-----------------------------------|--------------|---|--|---------|---------------------------------------|-----------------|----------------------------------|----------------------|-------------------------------|
| SBD8959Q001 | primary_reason_g ovt | | What is your primary reason for visiting the site today? | Find information regarding the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking | | find_organization_info | Y | Radio button, one-up vertical | Skip Logic Group* | Primary Reason |
| | | | | Find information about the Adam Walsh Act, Sex Offender Registration and Notification Act (SORNA) | | | | | Randomize | |
| | | | | Find specific federal sex offender-related policies and regulations | | | 1 | | | |
| | | | | Access Sex Offender Registration and Notification Act (SORNA) tools | | | | | | |
| | | | | Do research on SORNA, implementation efforts or sex offending in general | | do_research | | | | |
| | | | | Find statistics on SORNA implementation | | find_data | 1 | | | |
| | | | | Find tribal-specific information | | _ | | | | |
| | | | | Read news about SMART or SORNA implementation | | read_news | | | | |
| | | | | Find Adam Walsh Act funding opportunities | | | | | | |
| | | | | Find other funding opportunities Find information on the Dru Sjodin National Sex Offender Public Website (nsopw.gov) | | | | | | |
| | | | | Find sexual abuse education and prevention resources Find Sex Offender Management Assessment and Planning Initiative | | | ‡ | | | |
| | | | | (SOMAPI) Information | | | | | | |
| | | | | Find information on sex offenders | | | 4 | | | |
| | | | | Watch a video | | watch_video | 4 | | | |
| | | | | Find contact information for the SMART Office | Α | find_contact_info | - | | Anahar Anauga Chaiga | |
| SBD8959Q002 | | Α | Please specify the other reason for your visit. | Other (please specify) | A | | N | Text area, no char limit | Anchor Answer Choice | Primary Reason - |
| | | | | | | | | | | Other |
| SBD8959Q003 | accomplish | | Did you accomplish what you wanted to do today on this site? | Yes | В | yes | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish |
| | | | | No No | Α | no | | | | |
| | why_not_accompli sh | | Please tell us why you were unable to accomplish your task today. | | | | N | Text area, no char limit | Skip Logic Group* | Why Not Accomplish |
| SBD8959Q005 | accomplish_experi ence | В | Was the information easy to find? | Yes | | yes | Y | Radio button, one-up vertical | Skip Logic Group* | Accomplish Experience |
| | | | | No | B1 | no | | | | |
| SBD8959Q006 | not_easy_accompl ish | B1 | Why was this information difficult to find? | | | | N | Text area, no char limit | Skip Logic Group* | Not Easy Accomplish |
| SBD8959Q007 | acquisition_source _government | | How were you referred to the site today? | An email or mailing from SMART | | clilent_email | Y | Radio button, one-up vertical | Skip Logic Group* | Acquisition Source |
| | | | | Social media (e.g., Facebook, Twitter, etc.) | | social_media | | | | |
| | | | | SMART social network post, tweet, video, etc. | | | _ | | | |
| | | | | Non-SMART social network post, tweet, video, etc. | | | | | Randomize | |
| | | | | Another government site | | other_government_site | - | | | |
| | | | | Search engine results Recommendation from someone I know | | search_engine personal_recommendation | + | | | |
| | | | | Other (please specify) | Α | other_please_specify | \dashv | | Anchor Answer Choice | |
| | | | | I was not referred to the site by anything specific | | was_not_referred_by_anything_specific | 1 | | Anchor Answer Choice | |
| SBD8959Q008 | | Α | Please specify how else you were referred to the site. | , , , | | | N | Text field, <100 char | Skip Logic Group* | Acquisition Source - Other |
| SBD8959Q009 | 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) | Α | other_please_specify | | | | |
| SBD8959Q010 | | Α | Please specify what your primary role in visiting the site is today | | | | N | Text area, no char limit | Skip Logic Group* | OE_Role |
| SBD8959Q011 | visit_frequency | | How often do you visit this site? | This is my first visit | | first_visit | Y | Radio button, one-up vertical | | Visit Frequency |
| | | | | Once every 6 months or less often | | six_months | 1 | | | |
| | | | | Once every few months | | few_months | | | | |
| | | | | Monthly | | monthly | | | | |
| | | | | Weekly | | weekly | _ | | | |
| | | | | Daily or more often | | daily | | | | |
| SBD8959Q012 | | | | Yes | A | | Y | Radio button, one-up vertical | Skip Logic Group* | Search |
| | | A | | No Yes | | | Y | Radio button, one-up | Skip Logic Group* | Locate Results |
| SBD8959Q013 | | | | No | В | | | vertical | | |
| SBD8959Q014 | | В | What search term(s) did you try and what results were you hoping to find? | INO . | В | | N | Text area, no char limit | Skip Logic Group* | No Results |
| SBD8959Q015 | improve | | What else would you like to share with us to help improve your | | | | N | Text area, no char limit | | Improve |
| | | | online experience with smart.ojp.gov? | | | | | | L | |

| 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 | | | | |