TITLE OF INFORMATION COLLECTION: USA.gov Website Customer Satisfaction Feedback Surveys

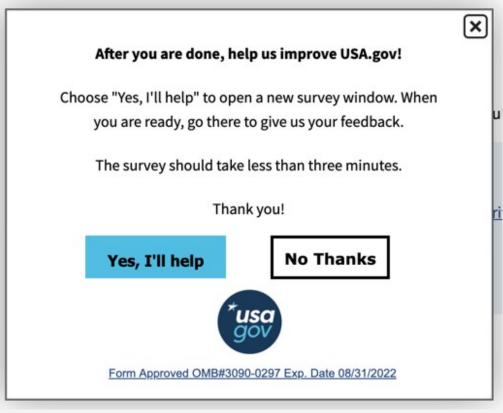
CONTACT: David Kaufmann <u>david.kaufmann@gsa.gov</u>

Pop-up invite Customer Satisfaction Survey English Version

1)

## **Paperwork Reduction Act Statement**

The feedback surveys on USA.gov (information collections) meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for our collections is 3090-0297. We estimate that it will take 4 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.





feedback.gsa.gov/jfe/form/SV\_cubVtdWknQHvPtb?Q\_CHL=si&UVP...



This survey will wait for you to be done!

### When you are finished with your task, return to this window

and click "Get Started".

Thank you. Your honest feedback will help us better serve you in the future.

Get Started



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Do you agree or disagree with the following statement: "I am **satisfied** today with my experience on the website USA.gov." (Response required)

- O Strongly agree
- O Agree
- O Neutral
- Disagree
- O Strongly disagree

Next >



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Do you agree or disagree with the following statement: "I am able to **accomplish** what I want to on USA.gov." (Response required)

Strongly agree
Agree
Neutral
Disagree
Strongly disagree
This question does not apply to me

### SURVEY BRANCHES

If response to (5) is "Disagree" or "Strongly Disagree" then proceed to (5B). If response to (5) is "This question does not apply to me" then proceed to (10). Otherwise, proceed to (6)

5B)



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Do you agree or disagree with the following statement: "I believe I can **accomplish my main goal** eventually."

- O Strongly Agree
- O Agree
- O Neutral
- O Disagree
- O Strongly disagree

Next >



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Do you agree or disagree with the following statement: "I am **able to find** information related to my topic of interest on USA.gov."

- O Strongly agree
- O Agree
- O Neutral
- Disagree
- O Strongly disagree
- This question does not apply to me







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Do you agree or disagree with the following statement: "USA.gov has **useful** information."

- O Strongly agree
- O Agree
- O Neutral
- O Disagree
- Strongly disagree

< Back

Next >



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Do you agree or disagree with the following statement: "I **trust** that the information on USA.gov is **correct**." (Response required)

- O Strongly agree
- O Agree
- O Neutral
- Disagree
- Strongly disagree

< Back

Next >

• • •	Customer Satisfaction Survey   USAGov						
	gsa.gov/jfe/form/SV_cubVtdWknQHvPtb?Q_CHL=si&UVF						
Please tell us more about what you were trying to do and why you were not able to do it.							
I was try	ing to:						
Characters i	remaining: 500	1					
What hap	opened was:						
Characters i	remaining: 500	_//					
	Next >						

For this card, the text shown above is displayed if someone suggests they were not able to accomplish their task through their response to the question on card (5). The text is different for other choices. Other text:

If neutral, then "... and what happened."

If Agree or Strongly Agree then "... and had some success."



feedback.gsa.gov/jfe/form/SV\_cubVtdWknQHvPtb?Q\_CHL=si&UVP...



We are sorry to hear that you had a poor experience on USA.gov.

How can we make USA.gov a more helpful website?

naracters remaining: 500	
< Back	Submit

The message, "We are sorry to hear that you had a poor experience on USA.gov" only appears if the participant selects "Disagree" or "Strongly Disagree" for the first question about satisfaction on card 4.

(11)



feedback.gsa.gov/jfe/form/SV\_cubVtdWknQHvPtb?Q\_CHL=si&UVP...



### Thank you!

We will use your valuable input to help us improve USA.gov.

If you need further help answering your question, please contact the live agents in the USAGov Contact Center. They are available Monday to Friday from 8 AM to 8 PM Eastern Time, except federal holidays.

The survey will also be offered in Spanish.

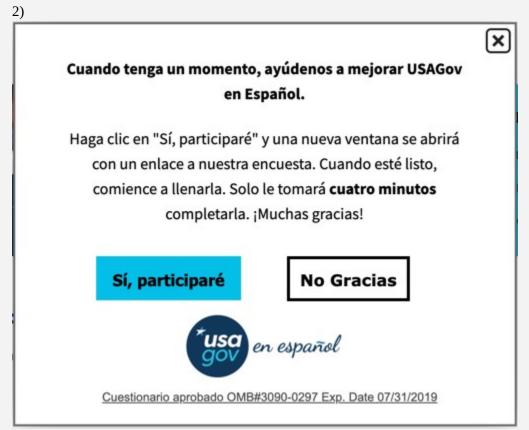
Pop-up invite Customer Satisfaction Survey Spanish Version

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# Declaración de la Ley de Reducción del Papeleo

Las encuestas de opinión sobre USAGov en Español (recopilaciones de datos) cumplen con los requisitos de la sección 3507 del título 44 del Código de Estados Unidos (U.S.C., sigla en inglés), modificado por la sección 2 de la Ley de Reducción del Papeleo de 1995. Usted no tiene que responder estas preguntas a menos que le mostremos un número de control válido de la Oficina de Administración y Presupuesto (OMB, sigla en inglés). El número de control de la OMB para nuestras recopilaciones de datos es 3090-0297. Estimamos que le tomará 4 minutos leer las instrucciones, reunir los datos y contestar las preguntas. Envíe solo comentarios sobre este cálculo de tiempo, incluyendo sugerencias para reducirlo o cualquier otro aspecto de esta recopilación de datos a:

General Services Administration, Regulatory Secretariat Division (MVCB), IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.





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iEsta encuesta esperará a que termine su visita!

## Cuando haya terminado su búsqueda, vuelva a esta ventana

y haga clic en "Empezar la encuesta".

Su sincera opinión nos ayudará a servirlo mejor en el futuro. Gracias.

Empezar la encuesta



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¿Está de acuerdo en que su experiencia general en USAGov en Español es satisfactoria? (Requiere una respuesta)

- O Totalmente de acuerdo
- De acuerdo
- O Neutral
- En desacuerdo
- O Totalmente en desacuerdo

< Regresar

Continuar >



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¿Está de acuerdo en que puede cumplir con el propósito de su visita a USAGov en Español? (Requiere una respuesta)

0	Tota	Imente	de	acuerdo
$\cup$	TOLA	mente	ue	acueruo

- De acuerdo
- O Neutral
- En desacuerdo
- Totalmente en desacuerdo
- Esta pregunta no aplica a mi situación

< Regresar

Continuar >

#### SURVEY BRANCHES

If response to (5) is "Disagree" or "Strongly Disagree" then proceed to (5B). If response to (5) is "This question does not apply to me" then proceed to (10). Otherwise, proceed to (6)

5B)

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Ayúdenos a mejorar USAGov en Español

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¿Está de acuerdo en que eventualmente podrá cumplir con el propósito de su visita?

- Totalmente de acuerdo
- De acuerdo
- O Neutral
- En desacuerdo
- O Totalmente en desacuerdo

Continuar >

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Ayúdenos a mejorar USAGov en Español

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¿Está de acuerdo en que puede encontrar información relacionada a sus temas de interés en USAGov en Español?

- Totalmente de acuerdo
- O De acuerdo
- O Neutral
- En desacuerdo
- O Totalmente en desacuerdo
- Esta pregunta no aplica a mi situación

< Regresar

Continuar >



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¿Está de acuerdo en que USAGov en Español ofrece información útil?

- Totalmente de acuerdo
- De acuerdo
- O Neutral
- En desacuerdo
- O Totalmente en desacuerdo

< Regresar

Continuar >

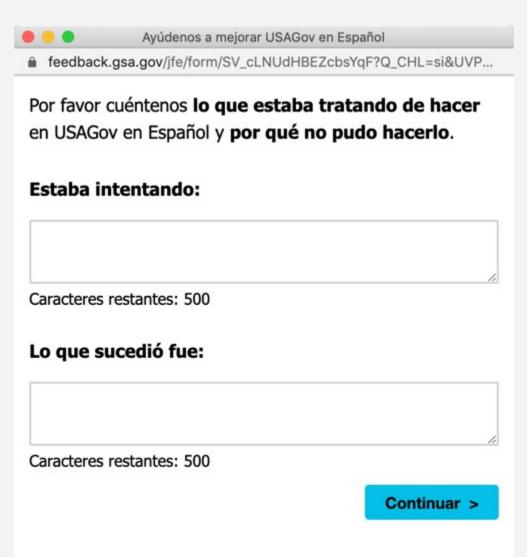


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¿Está de acuerdo en que confía en que la información en USAGov en Español es correcta? (Requiere una respuesta)

Totalmente de acuerdo
De acuerdo
Neutral
En desacuerdo
Totalmente en desacuerdo
< Regresar Continuar >



For this card, the text shown above is displayed if someone suggests they were not able to accomplish their task through their response to the question on card (5). The text is different for other choices. Other text:

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feedback.gsa.gov/jfe/form/SV\_cLNUdHBEZcbsYqF?Q\_CHL=si&UVP...



Lamentamos saber que tuvo una mala experiencia en USAGov en Español.

¿Qué podemos hacer para que USAGov en Español sea un sitio web más útil?

Caracteres restantes: 500	
< Regresar	Enviar

The message, "We are sorry to hear that you had a poor experience on USA.gov" only appears if the participant selects "Disagree" or "Strongly Disagree" for the first question about satisfaction on card 4.

(11)

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Ayúdenos a mejorar USAGov en Español

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## ¡Gracias!

Usaremos su valiosa aportación para mejorar USAGov en Español.

Si necesita más ayuda para responder su pregunta, <u>comuníquese con los Especialistas en Información del</u> <u>Centro de Contacto de USAGov</u>. Están disponibles de lunes a viernes de 8 AM a 8 PM, hora del Este, excepto los días festivos federales.