Benefits.gov Citizen Satisfaction Survey

1. What brought you to Benefits.gov today? (select one)
    Find government benefit information for myself
    Find government benefit information for someone else
    Partner with Benefits.gov as a media outlet or affiliate
    Government agency looking to add benefits to Benefits.gov
    Other (please specify)_____

2. Do you agree that you found what you were looking for?
    Strongly Agree
    Agree
    Neither Agree or Disagree
    Disagree
    Strongly Disagree

- Describe any challenges you had while visiting Benefits.gov. (Skip logic question, only shown if a user did not find what they were looking for.)

3. Do you agree that there was enough information on the topic you were looking for?
    Strongly Agree
    Agree
    Neither Agree or Disagree
    Disagree
    Strongly Disagree

4. Did Benefits.gov help you apply for benefits today?
    Yes
    No
    Other____

- Describe any challenges you had trying to apply for benefits. (Skip Logic Question, only shown if user was unsuccessful applying for benefits.)

5. Which of the following site features did you use today? (Select Multiple)
    Benefit Finder
    Browse by Agency or Category

Chatbot
News
Search Page
Video Guides
Other (please specify) _____
No, I did not use any of these features.

The following questions are only shown for each feature selected in question 5.

Benefit Finder
Were you satisfied with your experience using the Benefit Finder?
      Very satisfied
      Somewhat satisfied
      Neither satisfied or dissatisfied
      Somewhat unsatisfied
      Very unsatisfied

- What contributed to your dissatisfaction? (Skip logic question, only shown if a negative response was given to the previous question.)
  - Number of questions
  - Navigation issues
  - Wording of questions
  - Amount of time it took to complete
  - Other

Were the results easy to understand?
      Very easy
      Somewhat easy
      Neutral
      Somewhat difficult
      Very difficult

Chatbot
Were you satisfied with the information the chatbot provided?
      Very satisfied
      Somewhat satisfied
      Neither satisfied or dissatisfied
      Somewhat unsatisfied
      Very unsatisfied

- How can we improve the chatbot? (Skip logic question, only shown if a negative response was given to previous question.)

Video Guides/News
Did you find this information helpful?
      Very helpful

Somewhat helpful
Neither helpful or unhelpful
Somewhat unhelpful
Very unhelpful

What topics would you like to be covered in the future? (Open ended)

Browse by Category
Did you find this feature helpful?
Very helpful
Somewhat helpful
Neither helpful or unhelpful
Somewhat unhelpful
Very unhelpful

- How can we improve the benefit categories? (Skip logic question, only shown if a negative response was given to previous question.)

Search Feature
Were you satisfied with your search results?
Very satisfied
Somewhat satisfied
Neither satisfied or dissatisfied
Somewhat unsatisfied
Very unsatisfied

- How can we improve your experience? (Skip logic question, only shown if a negative response was given to previous question.)

Thank you for your response! Your feedback will help us improve Benefits.gov and help us better serve the American citizens. Click "Submit" below to submit your responses and exit the survey.