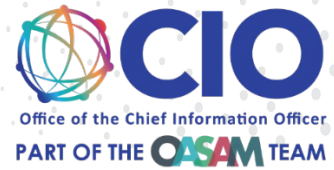


SURVEY QUESTIONS

Customer Satisfaction Survey (CSAT) on Dol.gov



Questions

1) Help us improve our website by answering this 2-minute survey. Did using our website increase your trust in the [Agency's name] ability to provide helpful services to the public?

- a) Thumbs up
- b) Thumbs down

i) Thumbs Up = What about this interaction made the difference?

(a) [Multi-select]

- (i) I was able to complete my task using the website.
- (ii) It was easy to complete my task.
- (iii) It took a reasonable amount of time to complete my task.
- (iv) The website was easy to understand.
- (v) I found something useful I wasn't looking for.

a. Was there anything else that made it satisfying about your experience? [Text response]

ii) Thumbs down = What could have been better?

(a) [Multi-select]

- (i) I was not able to complete my task using the website.
- (ii) It was difficult to complete my task.
- (iii) It took too much time to complete my task.
- (iv) The website was hard to understand.
- (v) The website was hard to navigate.

a. Was there anything else that could have been better about your experience? [Text response]

2) What was your primary purpose for visiting our website today?

- a) To look up information
- b) To submit a form or required information
- c) To find a Department of Labor agency
- d) To receive updates on an application or process
- e) Other (please specify)

3) For your visit to our website today, which group are you representing?

- Self
- Business
- Government
- Nonprofit organization



- Other (please specify)
- 4) Please provide any other feedback or let us know how we can further improve DOL.gov.
- [text response]
 - [submit response]
- 5) Closeout: Thank you for taking the time to share your feedback with us. We'll use the feedback you provide to improve DOL.gov.

Paperwork Reduction Act Statement

The OMB control number for this collection is 1225-0059 and expires on February 29, 2024. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. Responding to this form is voluntary.

URLs of where the survey will be displayed

- All pages on <https://www.dol.gov>
 - Exclude <https://www.dol.gov/agencies/ebsa>
 - Exclude <https://www.dol.gov/agencies/owcp/energy>
- All pages on <https://www.msha.gov/>
- All pages on <https://osha.gov/>
 - Exclude <https://www.osha.gov/vpp/>