



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 Bureau of the Fiscal Service website. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the U.S. Department of the Treasury . Please take a few minutes to give us your feedback. All results are strictly confidential.	Welcome Text - Tablet / Phone
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 web site.	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. <i>Required questions are denoted by an *</i> ~~~~~ 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 ForeSee Privacy Policy

Model Name	Fiscal Service website	Red & Strike-Through: Delete	
Model ID	RBEoo1pMg8YpQRZ1NRo5YA4C	<u>Underlined & Italicized</u> : Re-order	
Partitioned	Yes - 2MQ	Pink: Addition	
Date		Blue: Reword	
Model Version	17.2.G		

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Brand Confidence (1=Not At All Confident, 10=Very Confident)
1 Look and Feel - Appeal	Please rate the visual appeal of this site.	19 Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	22 Brand Confidence	Please rate your level of confidence in Fiscal Service.
2 Look and Feel - Balance	Please rate the balance of graphics and text on this site.	20 Satisfaction - Expectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)		Return (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this site.	21 Satisfaction - Ideal	How does this site compare to an ideal website ? (1=Not Very Close, 10=Very Close)	23 Return	How likely are you to return to fiscal.treasury.gov in the future?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Recommend Company (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			24 Recommend Company	How likely are you to recommend Fiscal Service to someone else?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				Primary Resource (1=Very Unlikely, 10=Very Likely)
6 Site Performance - Completeness	Please rate how completely the page content loads on this site.			25 Primary Resource	How likely are you to use this site as your primary resource for obtaining information from Fiscal Service?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well this site is organized .				
8 Navigation - Options	Please rate the options available for navigating this site.				
9 Navigation - Layout	Please rate how well the site layout helps you find what you need .				
	Information Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.				
11 Information Browsing - Narrow	Please rate the ability to narrow choices to find the information you are looking for on this site.				
12 Information Browsing - Features	Please rate how well the features on the site help you find the information you need .				
	Site Information (1=Poor, 10=Excellent, Don't Know)				
13 Site Information - Thoroughness	Please rate the thoroughness of information provided on this site.				
14 Site Information - Understandable	Please rate how understandable this site's information is.				
15 Site Information - Answers	Please rate how well the site's information provides answers to your questions .				

Model Name	BJw9AE5plE5YJEA5dhFRVA4C	#REF!	Red & Strike-Through: Delete	FORESEE
Model ID			Underlined & Italicized: Re-order	
Partitioned		#REF!	Pink: Addition	
Date	11/7/2019		Blue: Reword	

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
SBD8828Q001			How often do you visit this site?	This is my first time Once every 6 months or less often Once every few months Monthly Weekly Daily or more often			Y	Radio button, one-up vertical		Visit frequency
SBD8828Q002			Do any of the following apply to you? (Select all that apply.) I am a(n) ...	Private citizen Federal government employee Military member/veteran Retiree Tax preparer/accountant/attorney Educator/teacher/professor Student Financial institution employee Member of the media Other			Y	Checkbox, one-up vertical	Skip Logic Group*	Role
SBD8828Q003		A	What other role applies to you?		A		N	Text field, <100 char	Skip Logic Group*	Other Role
SBD8828Q004			What type of information are you primarily looking for today?	Accounting guidance and Financial Management Standards (i.e., TFM, USSGL) Government financial reports (i.e., Monthly Treasury Statement) Benefit payments Debt owed Foreign currency rates of exchange Tax payments Surety bonds Judgment Fund Contact information Stored value cards (i.e., Eagle Cash, Navy Cash, EZPay) Forms Unclaimed assets Direct deposit Conferences or training sessions Job openings Other (Please specify)			Y	Radio button, one-up vertical	Skip Logic Group* Randomize	Type of info
SBD8828Q005		A	What other type of information are you looking for?		A		N	Text area, no char limit	Skip Logic Group*	OE_Other info type
SBD8828Q006			Did you find what you were looking for?	Yes No Partially	B		Y	Radio button, one-up vertical	Skip Logic Group*	Find info
SBD8828Q007		B	Did the information meet your needs?	Yes No	B		Y	Radio button, one-up vertical	Skip Logic Group*	Info meet needs
SBD8828Q008		C	What can we do to improve information on our site? (Select all that apply.)	Use easier to understand language Include more detail in the information Cover the topic more comprehensively Provide more up-to-date information Other (Please describe)	C		N	Checkbox, one-up vertical	Skip Logic Group*	How to improve info
SBD8828Q009		D	What other way can we improve information on our site?		D		N	Text area, no char limit	Skip Logic Group*	OE_Improve info
SBD8828Q010			Did you have any difficulty navigating our site?	Yes No	E		Y	Radio button, one-up vertical	Skip Logic Group*	Difficulty Navigating
SBD8828Q011		E	What issue(s) did you have while navigating our site? (Select all that apply.)	Some links did not take me where I expected Broken links, error messages or other technical difficulties Too many links or navigational choices Links/navigational headings were confusing Other (Please describe)	F F F F G		N	Checkbox, one-up vertical	Skip Logic Group*	Navigation issue
SBD8828Q012		G	What other issue did you have while navigating our site?		G		N	Text area, no char limit	Skip Logic Group*	OE_Other navigation issue
SBD8828Q013		F	Please provide any additional detail about your navigation issue you would like to share.				N	Text area, no char limit	Skip Logic Group*	OE_Detail about navigation issue
SBD8828Q014			How can we improve your experience with our site?				N	Text area, no char limit		OE_Improve Experience

Attribute	Value
Channel	Web
Touchpoint Name	Informational
Hierarchy	No
Model Type	CSAT Web
Journey Phase	Awareness
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	18.1.J

Survey Type	CSAT
Look and Feel	Single Page
Theme Color	#009fea