

FDIC.gov User Experience Survey

Audience: FDIC.gov users (Bankers, Non-Bankers, Regulatory Users, students, banking customers, unbanked), n<.5% of site users.

Introduction:

FDIC.gov has been in production for more than 20 years and utilized by bankers, regulators, and third parties that conduct business with the FDIC, as well as bank customers and the unbanked (people without traditional bank accounts). Over that course of time, its look-and-feel and capabilities have not kept pace with the quickly evolving digital experience that consumers now expect. In keeping with OMB M-23-22, we intend to modernize and streamline FDIC.gov, as well as follow on with progressive updates in an ongoing manner, to provide a digital environment that positively represents FDIC's brand identity and enables users to seamlessly access the tools and applications needed to perform their missions in a consistent and intuitive manner.

Website Questions:

1. How satisfied are you with your visit to the website today?

Question type = Likert scale / multiple-choice

- Satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Dissatisfied

2. Please indicate your level of agreement with the following statements:

Question type = Likert scale / matrix table / random order

- I understood the information on the website today.
- It took a reasonable amount of time to find or complete what I needed to today.
- It was easy to find or complete what I needed to today.
- The visit increased my confidence in the website.
- I was able to find or complete what I needed to today.

With available responses:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3. Please share any additional feedback you have about your visit to the website today, or just click “Next.”
 - Question type = open ended / text entry

API Questions:

1. How satisfied are you with your visit to the website today?

Question type = Likert scale / multiple-choice

- a. Satisfied
- b. Somewhat satisfied
- c. Neutral
- d. Somewhat dissatisfied
- e. Dissatisfied

2. Which API are you providing feedback on?

- a. Question type = open ended / text entry

3. Please share any feedback you have about the API’s functionality today.

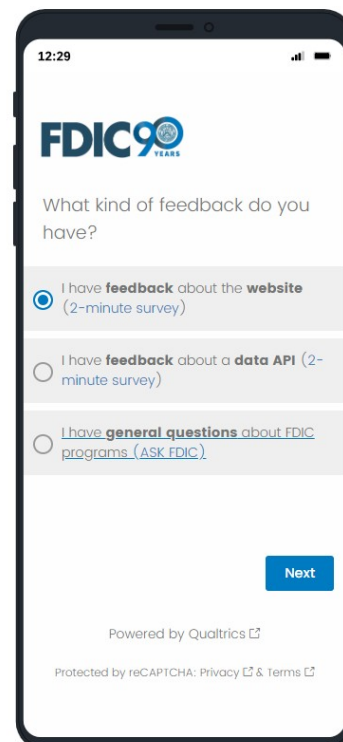
- a. Question type = open ended / text entry



What kind of feedback do you have?

- ☒ I have **feedback** about the **website** (2-minute survey)
- ☐ I have **feedback** about a **data API** (2-minute survey)
- ☐ I have **general questions** about FDIC programs ([ASK FDIC](#))

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Expiration Date: July 31, 2026

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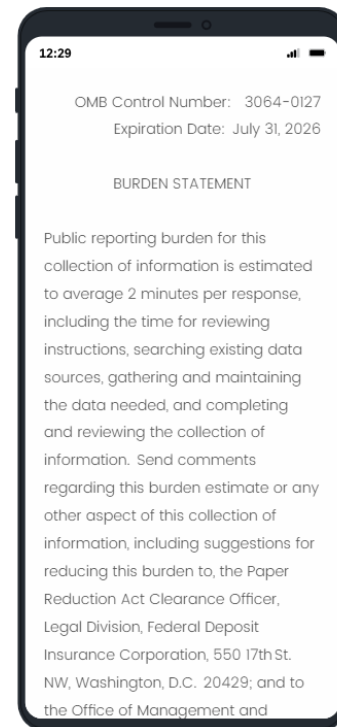
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Website questions:





Q1. How satisfied are you with your visit to the website, today?

- ☐ Satisfied
- ☐ Somewhat satisfied
- ☐ Neutral
- ☐ Somewhat dissatisfied
- ☐ Dissatisfied

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FDIC 90 YEARS

Q1. How satisfied are you with your visit to the website, today?

☐ Satisfied

☐ Somewhat satisfied

☐ Neutral

☐ Somewhat dissatisfied

☐ Dissatisfied

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Q2. Please indicate your level of agreement with the following statements:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
It was easy to find or complete what I needed to today.	☐	☐	☐	☐	☐
It took a reasonable amount of time to find or complete what I needed to today.	☐	☐	☐	☐	☐
This visit increased my confidence in the website.	☐	☐	☐	☐	☐
I was able to find or complete what I needed to today.	☐	☐	☐	☐	☐
I understood the information on the website today.	☐	☐	☐	☐	☐

12:29

FDIC 90 YEARS

Q2. Please indicate your level of agreement with the following statements:

It was **easy** to find or complete what I needed to today. ^

☐ Strongly agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Strongly disagree

It took a **reasonable amount of time** to find or complete what I needed to today. v



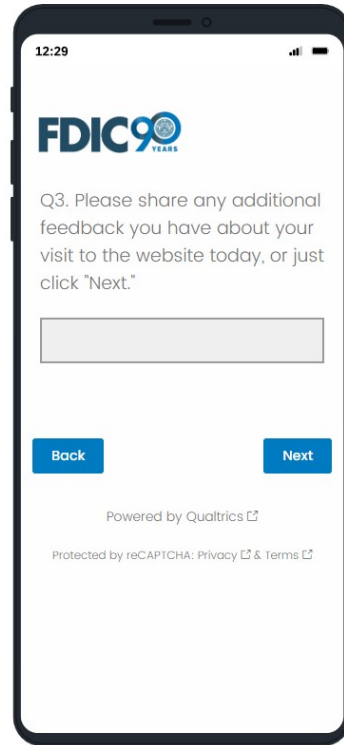
Q3. Please share any additional feedback you have about your visit to the website today, or just click "Next."

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API questions:



Q1. How satisfied are you with your interaction with the API today?

☐ Satisfied

☐ Somewhat satisfied

☐ Neutral

☐ Somewhat dissatisfied

☐ Dissatisfied

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Q1. How satisfied are you with your interaction with the API today?

☐ Satisfied

☐ Somewhat satisfied

☐ Neutral

☐ Somewhat dissatisfied

☐ Dissatisfied

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Q2. Which API are you providing feedback on?

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Q3. Please share any feedback you have about the API's functionality today.

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Q3. Please share any feedback you have about the API's functionality today.

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