

Model Instance Name:  
DHHS Program Support Center

MID: Jdgox5s1osEgVRgEohslgA==

Date:



## Welcome and Thank You Text

### Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

### Welcome Text

Thank you for visiting PSC.gov. You have been randomly selected to take part in a brief survey to let the Program Support Center 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.

### Thank You Text

Thank you for taking our survey – and for helping PSC 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.

## Examples

### Welcome Text Example

The screenshot shows a web browser window displaying a survey page. The page has the ForeSee Results logo at the top right. The main heading is "Customer Satisfaction Survey". Below the heading, there is a paragraph of text: "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." This is followed by another paragraph: "Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible." Below this, it says "Required questions are denoted by an \*". The first question is "1: \*What is your overall satisfaction with this survey?". Below the question is a scale from 1 to 10. The scale is labeled "1=Very Dissatisfied" and "Very Satisfied=10". The scale has radio buttons for each number from 1 to 10.

### Thank You Text Example

The screenshot shows a web browser window displaying a survey page. At the top, there are two dropdown menus for "Football" and "Hockey", both set to "Please Select". Below these is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size column has radio buttons for sizes 1, 3, 5, 7, 9, 11, and 13. The style column has radio buttons for "Boot cut", "Low rise", "Flare", "Relaxed fit", and "Slim cut". Below the question, there is a paragraph of text: "Thank you for taking our survey - and for helping us serve you better." This is followed by another paragraph: "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." At the bottom of the survey area, there are two buttons: "Cancel" and "Submit". Below the buttons, it says "Copyright 2010 - all rights reserved" and "ForeSee Results Privacy Policy Survey Support". The browser window shows "Internet | Protected Mode: On" and "100%" zoom.

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Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction)  | CUSTOMER SATISFACTION   | FUTURE BEHAVIORS   |
|---|---|--|
| <p><b>Content (1=Poor, 10=Excellent, Don't Know)</b><br/>Please rate the <b>accuracy of information</b> on this site.</p> <p>Please rate the <b>quality of information</b> on this site.</p> <p>Please rate the <b>freshness of content</b> on this site.</p>   | <p><b>Satisfaction</b><br/>What is your <b>overall satisfaction</b> with this site?<br/>(1=Very Dissatisfied, 10=Very Satisfied)</p> <p>How well does this site <b>meet your expectations</b>?<br/>(1=Falls Short, 10=Exceeds)</p> <p>How does this site <b>compare to your idea of an ideal website</b>?<br/>(1=Not Very Close, 10=Very Close)</p> | <p><b>Return (1=Very Unlikely, 10=Very Likely)</b><br/>How likely are you to <b>return to this site</b>?</p> <p><b>Recommend (1=Very Unlikely, 10=Very Likely)</b><br/>How likely are you to <b>recommend this site to someone else</b>?</p> |
| <p><b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b><br/>Please rate the <b>visual appeal</b> of this site.</p> <p>Please rate the <b>balance of graphics and text</b> on this site.<br/>Please rate the <b>readability of the pages</b> on this site.</p>  |   | <p><b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b><br/>How likely are you to use this site as your <b>primary resource for obtaining information from this organization</b>?</p>   |
| <p><b>Navigation (1=Poor, 10=Excellent, Don't Know)</b><br/>Please rate <b>how well the site is organized</b>.</p> <p>Please rate the <b>options available for navigating</b> this site.<br/>Please rate <b>how well the site layout helps you find what you are looking for</b>.<br/>Please rate the <b>number of clicks to get where you want</b> on this site.</p> <p><b>Search (1=Poor, 10=Excellent, Don't Know)</b><br/>Please rate the <b>relevance of search results</b> on this site.<br/>Please rate the <b>organization of search results</b> on this site.<br/>Please rate how well the <b>search results help you decide what to select</b>.<br/>Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.</p> |   |  |
| <p><b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b><br/>Please rate how <b>quickly pages load</b> on this site.<br/>Please rate the <b>consistency of speed from page to page</b> on this site.<br/>Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>   |   |  |

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~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
pink: ADDITION  
blue + -->: REWORDING

DHHS Program Support Center CUSTOM QUESTION LIST

| QID     | Skip Logic Label | Question Text   | Answer Choices<br>(limited to 50 characters) | Skip to | Type (select from list)       | Single or Multi |
|---------|------------------|---|--|---------|-------------------------------|-----------------|
| SAC0426 |                  | Which of the following best describes why you decided to visit PSC.gov today? | To find information on a service or product  | A       | Radio button, one-up vertical | Single          |

| Required<br>Y/N | Special<br>Instructions |
|-----------------|-------------------------|
| Y               | Skip Logic Group        |