

Model questions utilize the Foresee methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content</b> (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate the <b>accuracy of information</b> on this site.</p> <p>2 Please rate the <b>quality of information</b> on this site.</p> <p>3 Please rate the <b>freshness of content</b> on this site.</p> <p><b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)</p> <p>4 Please rate the usefulness of the services provided on this site.</p> <p>5 Please rate the convenience of the services on this site.</p> <p>6 Please rate the ability to accomplish what you wanted to on this site.</p> <p>7</p> <p>8</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>23</p> <p>24</p> <p>25</p> <p>26</p>	<p><b>Satisfaction</b> (1=Poor, 10=Excellent)</p> <p>23 What is your <b>overall satisfaction</b> with this site?</p> <p>24 How well does this site <b>meet your expectations</b>?</p> <p>25 How does this site <b>compare to your idea of an ideal website</b>?</p>	<p><b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)</p> <p>26 How likely are you to <b>return to this site</b>?</p> <p><b>Recommend</b> (1=Not Very Likely, 10=Very Likely)</p> <p>27 How likely are you to <b>recommend this site to someone else</b>?</p>

