

The survey will be accessible via a standing feedback tab on all gsa.gov pages.

Questions with Asterisks * will be required responses from users. The following shown is Q1 & Q2



We appreciate your feedback. Your opinions will help us provide a better experience.

*Required Field **

Rate your overall experience with this page

Excellent	Good	Average	Poor	Terrible
☐	☐	☐	☐	☐

What type of feedback would you like to provide? *

- ☐ I'm having a technical issue
- ☐ I'm having trouble finding information or completing a task
- ☐ I have a complaint/suggestion
- ☐ Other

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[Click here to see Paperwork Reduction Act Statement & GSA Privacy Act Statement](#)

PRA Statement and Privacy Act Statement is hyperlinked to the below page. The approval date will be updated after PRA is officially approved.

Paperwork Reduction Act Statement

OMB No: 3090-0297
Expires 08/31/2022

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandel/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

The information you provide to complete the survey being conducted is collected pursuant to 5 USC § 552a (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#), and 40 USC § 501.

The information that you submit is used to improve the user experience on this GSA website. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice [GSA/ICIO-3](#). All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)

The following will appear if in Q2 "Technical Issue" is selected

Please take a screen shot of the issue.

Please briefly explain what happened.

The following will appear If in Q2 “Trouble finding information or completing a task” is selected



What were you trying to look for or complete? If possible, please be specific.

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The following will appear If in Q2 “complaint/suggestion” or “other” is selected



Please share your feedback.

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We'll use A/B testing to show different versions of the following questions. 50% of respondents will see Version A of Q3, 50% will see Version B of Q3

Version A



Choose up to five of the following words which best describes the content on this page?

- ☐ Confusing
- ☐ Useful
- ☐ Cluttered
- ☐ Outdated
- ☐ Clean
- ☐ Up to Date
- ☐ Trustworthy
- ☐ Unreliable
- ☐ Useless
- ☐ Clear

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Version B



Do you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
The content on this page is easy to understand.	☐	☐	☐	☐	☐
The content on this page is up-to-date.	☐	☐	☐	☐	☐
The content of this page is trustworthy.	☐	☐	☐	☐	☐
The content on this page is cleanly laid out.	☐	☐	☐	☐	☐
The content on this page is useful.	☐	☐	☐	☐	☐

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Q4



Why did you visit GSA.gov today? *

- ☐ Auctions/surplus property
- ☐ Building information
- ☐ GSA agency information
(for example, contacts, regions, news, organization, etc.)
- ☐ Forms
- ☐ Jobs
- ☐ Per diem and/or travel
(mileage rates, airfare, lodging, etc.)
- ☐ Policy and/or regulations
- ☐ Purchase and/or look for information on purchasing products and/or services
- ☐ Sell and/or look for information on selling products and/or services
- ☐ Small business contracting and/or partnering
- ☐ Training and/or events
- ☐ Other (please specify)

Q5

Were you able to find what you were looking for on this website? *

- ☐ Yes
- ☐ Partially
- ☐ No
- ☐ I'm Still Looking

Q6

Please select the role that most closely aligns with your position. *

- ☐ GSA employee
- ☐ Federal, civilian government employee
- ☐ Member of the armed services/military
- ☐ State/local/tribal government employee
- ☐ Small business vendor/contractor
- ☐ Large business vendor/contractor
- ☐ Non-government real property professionals
(for example, realty specialists, community planners, facility managers, architects, engineers, etc.)
- ☐ General public
(for example, tax professional, non-federal government traveler, retired military, student/academic, non-profit, etc.)

Q6a Will appear if small or large business vendor/contractor is selected in Q6

Do you currently have a GSA contract?

- ☐ Yes
- ☐ No

Q7



Overall, how satisfied are you with your gsa.gov experience today?

- | | | | | |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|
| Very Dissatisfied | Dissatisfied | Neither Satisfied
nor Dissatisfied | Satisfied | Very Satisfied |
| ☐ | ☐ | ☐ | ☐ | ☐ |

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Submit