

survey 3: website satisfaction

RABQSA International is committed to offering the highest quality products. We value our customers' opinions, and through your input we are able to continually improve our service and products. Please take a few moments to provide feedback and share your thoughts with us by completing this form. Please indicate by marking the button with an X. Please fax back to RABQSA's Sydney Office on +61 2 4731 6466. We thank you for your time and feedback!

name

customer number (if applicable)

email

country

How frequently do you visit RABQSA's website?

THIS IS THE
FIRST TIME



ONCE PER YEAR



ONCE EVERY 6
TO 11 MONTHS



ONCE EVERY 3
TO 5 MONTHS



ONCE EVERY 1
TO 2 MONTHS



ONCE EVERY
OTHER WEEK



ONCE A WEEK



MORE THAN
ONCE A WEEK



Why did you visit RABQSA's website? Choose all that apply:

Researching a topic



Looking to obtain certification



Keeping up on certification news



Looking for a training course



Looking for a Training Provider



Searching for certified personnel



Looking for scheme development information



Looking for emomentum



To learn more about my RABQSA certification benefits



Other, please specify: _____

Were you able to find what you were looking for?

Yes No

If no, why not?

How did you locate our website?

Search Engine



Direct email



Advertisement



Referral from a colleague



Referral from another website



Training course



Other, please specify: _____

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What other things do you/would you find valuable on RABQSA's website? Choose all that apply:

- Ability to research/find jobs
- Up-to-date emomentum
- Relevant information and resources on a topic
- Ability to connect with other's online
- Ability to create a learning path to obtain a certification
- Ability to customize news content
- Ability to ask questions and get expert advice on a topic
- Information on my certifications
- Access to information on the training courses I have taken
- Ability to save content in an area for easier future reference
- Ability to bookmark content or view links to my most visited areas
- Information on certification benefits
- Ability to update my account information
- Ability to access the web in other languages
- Ability to complete surveys and leave feedback for RABQSA
- Other, please specify: _____

Please rate the following:

- | | VERY UNLIKELY | | | | | VERY LIKELY | | | | |
|------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| How likely are you to visit RABQSA's website again? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How likely are you to recommend RABQSA's website to your colleagues or associates? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- | | VERY DISSATISFIED | | | | | VERY SATISFIED | | | | |
|--------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Overall, how satisfied are you with RABQSA's Web site? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

What led to your level of satisfaction?

Do you have any additional suggestions or comments regarding the RABQSA website?

Can we contact you in future for your feedback on our products and services? Yes No