

Model Instance Name: FMCSA Protect Your Move Satisfaction Survey ~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
MID: VRMV9BBN1hMowRcUZN1ckw== pink: ADDITION  
Date: 5/6/2011 blue + -->: REWORDING

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
AML000051		Are you planning to move within:	I just moved Less than 30 days 30 - 60 days 61 - 90 days Not applicable		Radio button, one-up vertical	Single	Y	
AML000052		Which category describes you best?	FMCSA staff General Public Insurance company Moving Company Other Federal or State staff Press/media Student/researcher Other, please specify:	A	Radio button, one-up vertical	Single	Y	OPS Group
AML000053	A	Other, describes you best.			Text field, <100 char		N	OPS Group
AML000054		What information were you trying to find today?	Check mover registration Education/training Facts & research Find a mover Forms Information on moving out of state Information on moving within state Jobs Just curious News Operating Authority Partnering with DOT Rules and Regulations Tool Kit information Search Mover and Complaint History Other, please specify:	A	Radio button, one-up vertical	Single	Y	OPS Group
AML000055	A	Other, information trying to find today.			Text field, <100 char		N	OPS Group
AML000056		Did you find what you were looking for today?	Yes No Still Looking	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000057	A	What were you looking for?			Text area, no char limit	Single	N	Skip Logic Group
AML000058		How would you describe your navigation experience on this site today? (Please select all that apply.)	Did not have difficulty while looking for information on this site Links did not take me where I expected Links/labels were difficult to understand Had technical difficulties (e.g. broken links, error messages, etc.) Did not know how to get back to previous pages visited Too many links to choose from Other	A B	Checkbox, one-up vertical	Single	Y	Skip Logic Group
AML000059	A	What technical difficulties did you encounter?			Text area, no char limit		N	Skip Logic Group
AML000060	B	What other difficulty did you have while looking for information on this site?			Text area, no char limit		N	Skip Logic Group
AML000061		Did you use the search feature today?	Yes No	A,B	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000062	A	Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000063	B	Did you encounter any difficulty with the search feature?	Yes  No	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
AML000064	C	What type of difficulty did you primarily encounter?	It returned no results It returned too many results It returned too few results Results links were broken Results were not relevant to my search terms or needs Results were too similar/redundant Search required too many attempts	D E	Drop down, select one	Single	Y	Skip Logic Group

Model Instance Name: FMCSA Protect Your Move Satisfaction Survey  
 MID: VRMV9BBN1hMowRcUZN1ckw==  
 Date: 5/6/2011

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

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I was not sure what words to use in my search Search speed was too slow Search results were not organized well Other	F				
AML000065	D	Which results links were broken?			Text area, no char limit		N	Skip Logic Group
AML000066	E	What search term/keyword did you use?			Text area, no char limit		N	Skip Logic Group
AML000067	F	What type of difficulty did you primarily encounter?			Text area, no char limit		N	Skip Logic Group
AML000068		How frequently do you visit this site?	First time Daily Weekly Monthly Annually Other		Radio button, one-up vertical	Single	Y	
AML000069		In what language do you prefer to read the content on our site?	English Spanish Arabic Chinese French Other		Radio button, one-up vertical	Single	Y	
AML000070		How did you hear about this site?	Brochure/publication Friend/family/acquaintance News/media Internet search Other Web site Other	A	Radio button, one-up vertical	Single	Y	OPS Group
AML000071	A	Other, how heard about this site.			Text field, <100 char		N	OPS Group
AML000072		What information would you like to see on the site that is not currently available?			Text area, no char limit		N	

<b>CQ Label</b>
Planning to move
Describes you
Other Describes you
Looking for
Other trying to find
Did you find it
If not found what
Navigation
OE Technical Difficulties
OE Navigation
Search
Search Helpful
Encounter Search Difficulty
Search Difficulties

<b>CQ Label</b>
OE_Broken Search Links
OE_Search Keywords Used
OE_Search Difficulties
Frequency of visits
Language to read
Heard about site
Other_Heard about
Like to see other