Model Instance Name: US Dept of Treasury Satisfaction Survey MID: OwOpZ3vdoYvWtfQHqMLW+A== Client: U.S. Department of the Treasury Date: 1/16/2012

	e Name: US Dept of Treasury Satisfaction Survey MODEL Q	
Model of	questions utilize the ACSI methodology to determine scores and	impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	24 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	27 How likely are you to return to this site?
2 Please rate the quality of information on this site.	25 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	28 Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	26 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	25 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know) Please rate the usefulness of the website tools provided on this site.		
Please rate the convenience of the website tools on this site. Please rate the variety of website tools on this site. Look and Feel (1=Poor, 10=Excellent, Don't Know)		
4 Please rate the visual appeal of this site.		
5 Please rate the balance of graphics and text on the Please rate the readability of the pages on this site. Plain Language (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the clarity of the wording on this site. 8 Please rate how well you understand the wording on this site.		
9 Please rate this site on its use of short, clear sentences. Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized.		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for.		
13 Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
 14 Please rate how quickly pages load on this site. 15 Please rate the consistency of speed from page to page on this site. 		
16 Please rate the ability to load pages without getting error messages on this site. Online Transparency (1=Poor, 10=Excellent, Don't Know)		
17 Please rate how thoroughly this site discloses information about what this agency is doing.		
18 Please rate how quickly agency information is made available on this site.		
19 Please rate how well information about this agency's actions can be accessed by the public on this site. Search (1=Poor, 10=Excellent, Don't Know)		
20 Please rate the relevance of search results on this site.		
21 Please rate the organization of search results on this site.		
22 Please rate how well the search results help you decide what to select.		
23 Please rate how well the search feature helps you to narrow the results to find what you want.		

MID: OwOpZ3vdoYvWtfQHqMLW+A== Client: U.S. Department of the Treasury

Date: 1/27/2012

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blue + -->: REWORDING

Model Instance Name: US Dept of Treasury Satisfaction Survey CUSTOM QUESTION LIST

OID	Skip Logic	Oversion Tout		Answer Choices (limited to 50 characters)	Chin to	Time (calcat from list)	Single
QID	Label	Question Text	MANA/10F1 A 01	, ,	Skip to	Type (select from list)	Multi
MMW1351		How frequently do you visit this site?	MMW1351A01	First time	_	Drop down, select one	singl
			MMW1351A02	More than once a day			
			MMW1351A03	Daily	_		
			MMW1351A04	About once a week	_		
			MMW1351A05	About once a month			
			MMW1351A06	Every 6 months or less			
MMW1352		What is your role in visiting this site?	MMW1352A01	General Public		Drop down, select one	singl
			MMW1352A02	Investor			
			MMW1352A03	Compliance Officer			
			MMW1352A04	Banker or financial institution			
			MMW1352A05	Small Business			
			MMW1352A06	Large Business			
			MMW1352A07	Teacher / Educator / Student			
			MMW1352A08	Government			
			MMW1352A09	Press / Media			
			MMW1352A10	Other	Α		
MMW1353	Α	Please specify your role/capacity in which you are visiting Treasury.gov today?				Text area, no char limit	
MMW1354		Which of the following best categorizes what you are	MMW1354A01	General information about the U.S. Department of the Treasury		Radio button, one-up vertical	sing
		primarily looking for:	MMW1354A02	Treasury news		,	
			MMW1354A03	Forms, reports, or documents			
			MMW1354A04	Savings bonds information			
			MMW1354A05	Daily or historical interest rate statistics			
			MMW1354A06	Currency or coins			
			MMW1354A07	Wallstreet Reform			
			MMW1354A08	Debt limit/public debt/national debt information	-		
			MMW1354A09	How to report fraud, waste, or email scams	_		
			MMW1354A10	How to resolve an issue with a U.S. Treasury check			
			MMW1354A11	OFAC/Sanctions/Specially Designated Nationals List	-		
			MMW1354A11	Auction/seized property for sale	_		
			MMW1354A13	Cuba	-		
			MMW1354A14	Contact information			
			MMW1354A14 MMW1354A15				
				Research about a specific topic or service	_		
			MMW1354A16	Freedom of Information Act (FOIA) Information	_		
NANA 44 OFF	-	National and office the constraint of the City of the	MMW1354A17	Other		Total and the second se	+
MMW1355		What specifically were you looking for? Please be as specific as possible.				Text area, no char limit	
MMW1356		How did you primarily look for the information you	MMW1356A01	Browsed (that is, followed links)	С	Drop down, select one	sing
		wanted?	MMW1356A02	Used the site index	С		
			MMW1356A03	Used the Treasury search engine	A,E		
			MMW1356A04	Used a third-party search engine (i.e. Google, Yahoo, etc.)			
			MMW1356A05	SDN Search			
MMW1357	Α	When you used the Treasury search engine, which of the	MMW1357A01	Search results were helpful		Radio button, one-up vertical	sing
		following describe your experience?	MMW1357A02	Returned too many results			
			MMW1357A03	Returned not enough or no results			
			MMW1357A04	Search required too many refinements to get what I wanted			
			MMW1357A05	Search results were not relevant to my search terms/needs			
			MMW1357A06	I was not sure what words to use in my search			
			MMW1357A07	Other, please specify:	— в		
MMW1358	В	Other search experience		The state of the s		Text area, no char limit	
MMW1359		What search term did you use today to find what you were				Text area, no char limit	
		looking for?				. sac arou, no ona milit	

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Model Instance Name: US Dept of Treasury Satisfaction Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
MMW1360	С		MMW1360A01	Found the information with no difficulty		Radio button, one-up vertical	single
		to find information, which of the following describe your	MMW1360A02	Could not determine the best link on most pages			
		experience?	MMW1360A03	Could not navigate back to previous information			
			MMW1360A04	Would often feel lost, not know where I was			
			MMW1360A05	Had difficulty finding detailed information			
			MMW1360A06	Too many links or navigational choices			
			MMW1360A07	Links did not take me where I expected			
			MMW1360A08	Could not get started or did not know where to begin			
			MMW1360A09	Had technical difficulties (e.g. broken links, error messages)			
			MMW1360A10	Links/labels are difficult to understand			
			MMW1360A11	Other, please specify:	D		
MMW1361	D	Other navigational experience					
MMW1362		Did you find what you were looking for?	MMW1362A01	Yes		Drop down, select one	single
			MMW1362A02	No			
			MMW1362A03	Not yet			
MMW1363		How did you find out about Treasury.gov?	MMW1363A01	Another website/link		Drop down, select one	single
			MMW1363A02	Friend / relative			
			MMW1363A03	Librarian or educator			
			MMW1363A04	Media / news story			
			MMW1363A05	Search engine			
			MMW1363A06	Other			
MMW1364		If you could improve one thing on this website, what would that be?				Text area, no char limit	
MMW1365		What did you like about Treasury.gov during your current site visit?				Text area, no char limit	

	Required Y/N	Special Instructions	Cq Label
	Y		
	Y	Skip logic	
	N		
	Y	Skip logic	
ŀ	Υ		Specific info
	Y	Skip logic	
	N		
-	N N		Search
			terms

Required Y/N	Special Instructions	Cq Label
N		
Y	Ckin logio	
ı ı	Skip logic	
Y		
N		
Y		Like About Treasury

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi	
235		How frequently do you visit this site?	First time		Drop down, select one	single	Y	
200		Trow frequently do you visit this site.	More than once a day		Brop down, select one	Sirigic		
			Daily					
			About once a week					
			About once a month	-				
				_				
00		What is one or as Is in visiting this site O	Every 6 months or less		Drop down coloct one	Danie davise and at an a	-titi-	
88		What is your role in visiting this site?	Banker or financial institution	_	Drop down, select one	single)	
			General Public	_				
			Government	_				
			International Visitor	_				
			Job seeker					
			Press / Media					
			Student					
			Teacher / Educator					
			Other	A				
			Business					
			Collector					
123	А	If you chose 'other' for "what is your role in visiting this site", please specify:			Text area, no char limit			
1480		Are you looking for property/items to buy which have	Yes		Drop down, select one	single	,	
		been seized by the government?	No		Brop down, coloct one	0g.o		
90		What were you primarily looking for when you came to	Contact information for government officials		Checkbox, one-up vertical	multi	٠.	
30		Treasury.gov?	Download a Treasury form, report, or document	_	Checkbox, one-up vertical		maia	maia
		Treasury.gov.	General information about the US Treasury Dept.	-				
				_				
			Treasury news	_				
			Information about a Treasury office or program					
			Just curious					
			Research about a specific topic					
			SDN List					
			Seized Government property					
			Specific Treasury service					
			Other					
			To do business with Treasury					
			Currency and coins					
			Health Savings Accounts (HSA)					
			OFAC	_				
			Freedom of Information Act (FOIA) Information					
1735		If you are looking for research on a particular topic, please specify the topic:	recom of mormation set (1 orsy mormation		Text area, no char limit			
512		How did you primarily look for the information you	Browsed (that is, followed links)	С	Drop down, select one	single		
J12		wanted?	Used the site index	_	Diop down, Scient one	Sirigio		
			Used the Treasury search engine					
				_ A				
20/101	_	When you used the Traceury search armine which of the	Used a third-party search engine (i.e. Google, Yahoo, etc.)		Dadio button and un vertical	oinala		
004181	Α	When you used the Treasury search engine , which of the	Search results were helpful		Radio button, one-up vertical	single		
		following describe your experience?	Returned too many results					
			Returned not enough or no results					
			Search required too many refinements to get what I wanted					
			Search results were not relevant to my search terms/needs					
			I was not sure what words to use in my search					
		Other, please specify:	В					
004182	В	Other search experience			Text area, no char limit			

MID: OwOpZ3vdoYvWtfQHqMLW+A== Client: U.S. Department of the Treasury

Date: 6/3/2011

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
AED04183		When you used navigation (browsed or used the site index) to find information, which of the following describe your experience?	Found the information with no difficulty Could not determine the best link on most pages		Radio button, one-up vertical	single	N
		experience.	Could not navigate back to previous information Would often feel lost, not know where I was				
			Had difficulty finding detailed information	4			
			Too many links or navigational choices	\dashv			
			Links did not take me where I expected Could not get started or did not know where to begin	-			
			Had technical difficulties (e.g. broken links, error messages)	\dashv			
			Links/labels are difficult to understand	\dashv			
			Other, please specify:	D			
AED04184	D	Other navigational experience	Cuter, piedes specify.	+ -	+		
91		Did you find what you were looking for?	Yes		Drop down, select one	single	Y
			No	Α		Jan.g.c	
			Not yet	Α			
AED04185	Α	If you didn't find what you were looking for, please specify information not found.			Text area, no char limit		N
89		How did you find out about Treasury.gov?	Another website/link		Drop down, select one	single	Y
			Friend / relative	7	•		
			Librarian or educator				
			Media / news story				
			Search engine				
			Other				
166		If you are looking for seized property, what improvements would you like to see in the auctions website?			Text area, no char limit		N
92		What other types of information do you think should be available on the Treasury site?			Text area, no char limit		N
AED04186		If you could improve <u>one thing</u> on this website, what would that be?			Text area, no char limit		N
QOsl000492		Please rate the simplicity of the words used on this site.	1=Poor		Radio button, scale, has don't know	S	¥
2			2				
			3				
			4	4			
			5				
			6	_			
			/	4			
			8	_			
			10=Excellent	=			
			Don't know	_			
QOsl000492		Please rate the site on its use of short, clear sentences.	1=Poor	+	Radio button, scale, has don't know	S	¥
.QUSIUUU492 3		i lease rate the site on its use of short, clear semences.	2	\dashv	Nadio buttori, Scale, Has don't KHOW	•	T
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	Skin						
	Skip Logic Label		Answer Choices			Single or	Required
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
ACOO: 000403		Diagon rate how logically toyt in argenized on this site	Den't know 1=Poor		Padia buttan, coala has don't know	S	¥
ACQOsl000492 4		Please rate how logically text is organized on this site.	±= r001	+	Radio button, scale, has don't know	5	+
_			2	1			
			<u>র্ব</u>	-			
				-			
			6	1			
			7	1			
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			Δ	1			
			10=Excellent	1			
			Don't know	1			
ACQOsl000492		Please rate how well the site's language is focused on a	1=P00r		Radio button, scale, has don't know	S	¥
5-		central topic.	2	1			
-			2	1			
			4	1			
			5	1			
			6	1			
			7	1			
			8	1			
			9	1			
			10=Excellent	1			
			Don't know				
ACQOsl000492		Please rate how well terminology is explained on this site.	1=Poor		Radio button, scale, has don't know	S	¥
6			2	1			
			3	1			
			4	1			
			5	1			
			6]			
			7				
			8				
			9				
			10=Excellent				
			Don't know				
ACQOsl000492 7		Please rate this site's use of language that people like me	1=Poor		Radio button, scale, has don't know	S	¥
7		can understand.	2				
			3]			
			4				
			5				
			6	1			
			7	1			
			8	1			
			9	_			
			10=Excellent	-			
			Don't know	-	8 5 1 5 1 1 1 5 1	—	L
ACQOsl000492 8		Please rate the clarity of the language used on this site.	1=Poor	4	Radio button, scale, has don't know	S	¥
ŏ			<u>≠</u>	-			
			3	4			
			4	4			
			6	4			
	l		0]		1	I

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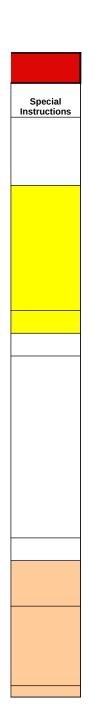
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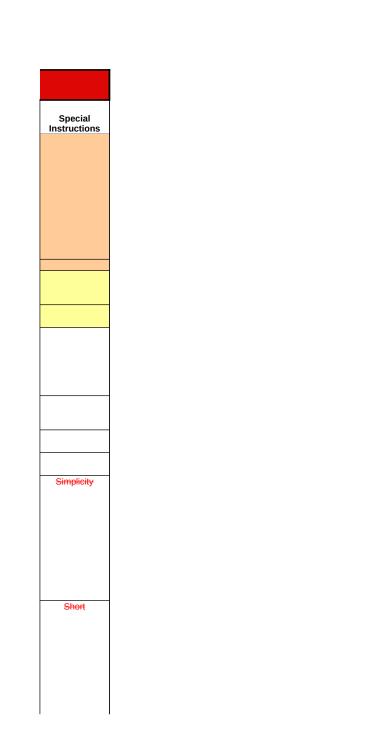
underlined & italicized: RE-ORDER

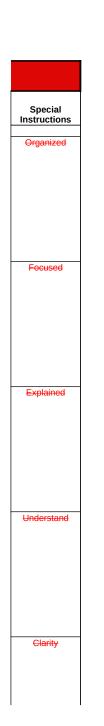
pink: Addition

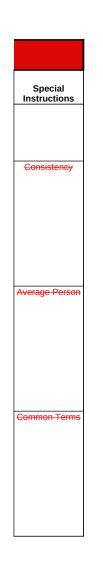
blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	
-			7 8					
			9					
			10=Excellent					
			Don't know					
ACQOsl000492		Please rate the consistency of language usage on this site.	1=Poor		Radio button, scale, has don't know	S	S	¥
9			2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Excellent					
			Don't know					
ACQOsl000486		Please rate this site's use of language that the average	2's use of language that the average 1=Poor Radio button, scale, has don't know	S	¥			
5		person can understand.	2					
			3					
			4					
			5					
			6					
			7					
			8					
İ			9					
			10=Excellent					
			Don't know					
ACQOsl000486		Please rate how well this site uses common terms to	1=Poor		Radio button, scale, has don't know	S	¥	
6		express ideas.	2					
			3					
			4					
			5					
			6					
			7					
			8					
			9					
			10=Excellent					
			Don't know					









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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requir		
235		How frequently do you visit this site?	First time More than once a day		Drop down, select one	single	Y		
			Daily About once a week	-					
			About once a month						
			Every 6 months or less						
88		What is your role in visiting this site?	Banker or financial institution		Drop down, select one	single	Υ		
		and the second second	General Public		, , , , , , , , , , , , , , , , , , , ,				
			Government						
			International Visitor						
			Job seeker						
			Press / Media						
			Student						
			Teacher / Educator						
			Other	Α					
			Business						
			Collector						
123	А	If you chose 'other' for "what is your role in visiting this site", please specify:			Text area, no char limit		N		
4480		Are you looking for property/items to buy which have	Yes		Drop down, select one	single	Y		
		been seized by the government?	No No						
90		What were you primarily looking for when you came to	Contact information for government officials		Checkbox, one-up vertical	multi	multi	multi	Y
		Treasury.gov?	Download a Treasury form, report, or document						
			General information about the US Treasury Dept.						
			Treasury news						
			Information about a Treasury office or program						
			Just curious						
			Research about a specific topic						
			SDN List	_					
			Seized Government property	_					
			Specific Treasury service	_					
			Other	_					
			To do business with Treasury	_					
			Currency and coins	_					
			Health Savings Accounts (HSA)	_					
			OFAC	_					
4705		Marian and tablica for a second and a second and a second as	Freedom of Information Act (FOIA) Information	+	Tara ann an aban Kasa		N		
4735		If you are looking for research on a particular topic, please specify the topic:		_	Text area, no char limit				
512		How did you primarily look for the information you	Browsed (that is, followed links)	_	Drop down, select one	single	Y		
		wanted?	Used the site index	_ c					
			Used the Treasury search engine	_ A					
D04404		NATIONAL CONTRACTOR OF THE CON	Used a third-party search engine (i.e. Google, Yahoo, etc.)		Dadia badaa aaa aa aa a	ain at			
D04181	A	When you used the Treasury search engine , which of the following describe your experience?	Search results were helpful		Radio button, one-up vertical	single	N		
		lollowing describe your experience?	Returned too many results						
			Returned not enough or no results						
			Search required too many refinements to get what I wanted						
			Search results were not relevant to my search terms/needs						
			I was not sure what words to use in my search						
			Other, please specify:	В					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
AED04183	С	When you used navigation (browsed or used the site index)	Found the information with no difficulty		Radio button, one-up vertical	single	N
		to find information, which of the following describe your	Could not determine the best link on most pages				
		experience?	Could not navigate back to previous information				
			Would often feel lost, not know where I was				
			Had difficulty finding detailed information				
			Too many links or navigational choices				
			Links did not take me where I expected				
			Could not get started or did not know where to begin				
			Had technical difficulties (e.g. broken links, error messages)				
			Links/labels are difficult to understand				
			Other, please specify:	D			
AED04184	D	Other navigational experience					
91		Did you find what you were looking for?	Yes	-	Drop down, select one	single	Y
			No No	A			
AED0410E	—	If you didn't find what you ways looking for places and if	Not yet	Α	Tout avec no show limit		N.
AED04185	Α	If you didn't find what you were looking for, please specify information not found.			Text area, no char limit		N
89		How did you find out about Treasury.gov?	Another website/link		Drop down, select one	single	Y
			Friend / relative				
			Librarian or educator				
			Media / news story				
			Search engine				
			Other				
166		If you are looking for seized property, what improvements would you like to see in the auctions website?			Text area, no char limit		N
92		What other types of information do you think should be available on the Treasury site?			Text area, no char limit		N
AED04186		If you could improve <u>one thing</u> on this website, what would that be?			Text area, no char limit		N
NEW		Please rate the simplicity of the words used on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2	-			
			3	-			
			4	-			
			5	-			
			0	-			
			0	-			
			0	-			
			10=Excellent				
			Don't know	-			
NEW		Disease rate the site on its use of short, clear contended			Radio button, coale, has don't know	S	Y
INEVV		Please rate the site on its use of short, clear sentences .	1=Poor	1	Radio button, scale, has don't know	3	1
			2	+			
			4	+			
				1			
			<u>0</u>	-			
			7	-			
			0	-			
			0	4			
			9	4			
			6 7 8 9 10=Excellent				

MID: OwOpZ3vdoYvWtfQHqMLW+A== Client: U.S. Department of the Treasury

Date: 4/22/2011

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION
blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Don't know	Skip to	Type (select from list)	Single or Multi	Require Y/N
NEW		Please rate how logically text is organized on this site.	1=Poor 2		Radio button, scale, has don't know	S	Y
			3 4 5				
			6 7				
			9 10=Excellent				
			Don't know				
NEW		Please rate how well the site's language is focused on a central topic .	1=Poor 2		Radio button, scale, has don't know	S	Y
			3 4				
			5 6				
			7 8				
			9 10=Excellent				
NEW		Please rate how well terminology is explained on this site.	Don't know		Radio button, scale, has don't know	S	V
INEVV		Prease rate now wen terminology is explained on this site.	1=Poor 2	_	radio button, scale, has don't know		Y
			4				
			6				
			7 8				
			9 10=Excellent				
NEW		Please rate this site's use of language that people like me	Don't know 1=Poor		Radio button, scale, has don't know	S	Y
		can understand.	3				
			4 5				
			6 7 				
			9				
			10=Excellent Don't know				
NEW		Please rate the clarity of the language used on this site.	1=Poor 2		Radio button, scale, has don't know	S	Y
			4				
			5				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			7				
			8				
			9				
			10=Excellent				
			Don't know				
NEW		Please rate the consistency of language usage on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			10=Excellent				
			Don't know				
NEW		Please rate this site's use of language that the average person can understand.	1=Poor		Radio button, scale, has don't know	S	Υ
		person can understand.	2				
			3				
			4				
			5				
			6				
			/				
			8				
			9				
			10=Excellent				
		Diagram and a large with the site was a survey of the same of	Don't know		Dadia kustan araba kan danti baran		
NEW		Please rate how well this site uses common terms to express ideas.	1=Poor		Radio button, scale, has don't know	S	Υ
		express ideas.	2				
			3				
			4				
			5				
			6				
			/				
			8				
			9				
			10=Excellent				
	1		Don't know	[1	1

