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2/27/2012



Partitioned (Y/N)? N Date:

				CVC Tour				
		Model questions ut	ilize tl	ne ACSI methodology to de	termine scores and impacts			
	MQ Label	ELEMENTS (drivers of satisfaction)	T		CUSTOMER SATISFACTION			FUTURE BEHAVIORS
		US Government (1=Poor, 10=Excellent)			Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
1	US Govt - Connect Citizens	U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour Foster connections between citizens and their government.	22	Satisfaction - Overall	What is your overall satisfaction with the U.S. Capitol Tour? (1=Very Dissatisfied, 10=Very	25	Return	How likely are you to return to the U.S. Capitol Visitor Center?
2	US Govt - Enhance Understanding	Enhance understanding of the legislative branch of government.	23	Satisfaction - Expectations	Satisfied) How well does this tour meet your expectations ? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
3	US Govt - Explain Roles	Explain the different roles and responsibilities of the House and Senate.	24		How does this tour compare to your idea of an ideal tour? (1=Not Very Close, 10=Very Close)	26	Recommend Company	How likely are you to recommend the U.S. Capitol Tour to someone else?
		Capitol History (1=Poor, 10=Excellent)						Perception (1=Very Unlikely, 10=Very Likely)
4	US History - Create Interest	US <u>History and the U.S. Capitol Tour</u> - How well did the presented information Arouse curiosity in the history of the United States, Congress and the Capitol.				27	Brand Commitment -	Visitor Center as a result of taking the tour today?
5	US History - Develop Context	Develop context about important people, places, and events in US history.						Future Participation (1=Very Unlikely, 10=Very Likely)
6		Increase understanding of the role of citizen involvement to develop the United States.				28	Future Participation	How likely are you to express your thoughts about the U.S. Capitol Visitor Center in the next 90 days?
		Tour Content (1=Strongly Disagree, 10=Strongly Agree)						Community Service (1=Very Unlikely, 10=Very Likely)
7	Tour Content - Advanced Knowledge	Please rate your level of agreement with the following statements: The tour advanced my knowledge and understanding of the US government.				29		How likely are you to donate time and effort to community service in your local area?
8	Tour Content - Helpful Experience	The tour is a helpful experience toward understanding US history.						
9	Tour Content - Covers Objectives							
		Communication (1=Poor, 10=Excellent)						
10		Thinking about your tour guide, please rate how well the guide performed in the following areas: <u>Communication</u> Tour guide's understanding of your questions during the tour.						
11	Communication - Accuracy	Accuracy of information provided about things viewed at the Capitol.						
12		Ability to clearly communicate content and information throughout the tour.						
		Engagement (1=Poor, 10=Excellent)						
13	Engagement - Friendliness	Engagement Friendliness when speaking.						
14		Promptness to acknowledge questions and comments.						
15	Engagement - Respect	Respect for traditions, cultures, and needs of visitors and guests. Interactivity (1=Poor, 10=Excellent)						
16	Interactivity - Engage Others	Interactivity The ability of the guide to engage in discussions.						
17	Interactivity - Connect Content	The capacity to connect content with questions and discussions during the tour.						
18	Interactivity - Group Involvement	The skill of the guide to create involvement among members of the tour group.			<u> </u>			
19	Tour Guide - Professionalism	Tour Guide (1=Strongly Disagree. 10=Strongly Agree) Please rate your level of agreement with the following statements: The tour guide demonstrated professionalism throughout the tour.	_					
20	Tour Guide - Responsiveness	The tour guide was responsive to the questions and needs arising during the tour.						
21	Tour Guide - Enthusiasm	The tour guide was enthusiastic about my participation at the U.S. Capitol.						

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CVC Tour	CUSTOM C	DUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	or Multi	
CJI0045		How did you obtain your tour passes?	CJI0045A001	Booked reservation online	I, J	Radio button, one-up vertical	Single	Y
			CJI0045A002	Booked reservation through a Congressional office	I, J			
			CJI0045A003	Booked reservation through a tour group organizer	I, J			
			CJI0045A004	Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes				
			CJI0045A005	Other (please specify)	F			
CJI0046	F	What other way did you obtain your tour passes?				Text area, no char limit		N
CJI0047	I	I was satisfied with the overall experience of booking a reservation.	CJI0047A001	Strongly agree		Drop down, select one	Single	Y
			CJI0047A002	Agree	1			
			CJI0047A003	Disagree	1			
			CJI0047A004	Strongly disagree	1			
			CJI0047A005	Not sure	1			
CJ10048	J	Please tell us of any issue you may have had while booking your reservation or obtaining tour passes.				Text area, no char limit		N
CJI0049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	CJI0049A001	Exhibition Hall		Checkbox, two-up vertical	Multi	Y
			CJI0049A002	Emancipation Hall	1			
			CJI0049A003	Gift Shops	1			
			CJI0049A004	Restaurant	1			
			CJI0049A005	Other (please specify)	в			
CJ10050	В	What other areas did you visit?				Text area, no char limit		N
CJI0051		Did you take a special tour while at the U.S. Capitol? (Please select all that apply.)	CJI0051A001	Brumidi Corridors Tour		Checkbox, two-up vertical	Multi	Y
			CJI0051A002	Civil War Tour	1			
			CJI0051A003	Capitol Grounds Tour	1			
			CJI0051A004	Other (please specify)	D			
			CJI0051A005	I did not take a special tour.			8889	
CJI0052	D	What other special tour did you take at the U.S. Capitol?				Text area, no char limit		N
CJ10053		Who guided you on your U.S. Capitol Tour?	CJI0053A001	A staff member of a Representative's office		Drop down, select one	Single	Y
			CJI0053A002	A staff member of a Senator's office				
			CJI0053A003	A U.S. Capitol Visitor Guide	Х			
CJI0054	X	I was satisfied with the experience provided by my U.S. Capitol Visitor Guide .	CJI0054A001	Strongly agree	U	Drop down, select one	Single	Y
			CJI0054A002	Agree	U			
			CJI0054A003	Disagree	т			
			CJI0054A004	Strongly disagree	Т			
			CJI0054A005	Not sure				

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			C\	/C Tour CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
CJ10055	U	Please provide any additional comments about your tour experience.				Text area, no char limit		N
CJI0056	Т	Please tell us, in as much detail as possible, what you didn't like so that we can attempt to correct any concerns you may have had.				Text area, no char limit		N
JI0057		If you could make one suggestion to improve your tour experience , what would it be?				Text area, no char limit		N
JI0058		What was the approximate size of the entire group that was led by your tour guide?	CJI0058A001	Under 10		Radio button, one-up vertical	Single	Y
			CJI0058A002	10-20				
			CJI0058A003	20-30	_			
			CJI0058A004	30-40	-			
			CJI0058A005	40-50	-			
			CJI0058A006	More than 50				
JI0059		Approximately how much time did you spend touring the U.S. Capitol ?	CJI0059A001	Less than 15 minutes		Drop down, select one	Single	Y
			CJI0059A002	15 - 30 minutes				
			CJI0059A003	30 - 45 minutes				
			CJI0059A004	More than 45 minutes				
JI0060		How did you learn about tours of the U.S. Capitol?	CJI0060A001	While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button, one-up vertical	Single	Y
			CJI0060A002	While researching online information about Congress				
			CJI0060A003	From the Office of my Senator and/or Representative				
			CJI0060A004	From previous experience of being on a tour				
			CJI0060A005	From a friend/coworker				
			CJI0060A006	From a teacher/instructor/professor				
			CJI0060A007	From another organization's website	G			
			CJI0060A008	From a social networking site (Twitter, Facebook, etc.)	н			
			CJI0060A009	Other (please specify)	1			
JI0061	G	Through which other organization's website did you find out about the tour?				Text area, no char limit		N
JI0062	н	Through which social networking site did you find out about the tour?				Text area, no char limit		N
JI0063	I	Where did you find out about the tour?				Text area, no char limit		N
JI0064		What, if anything, did you do to prepare for your visit to the U.S. Capitol Visitor Center/ the U.S. Capitol?				Text area, no char limit		N
JI0065			CJI0065A001	I live outside of the United States.	a drop	ollins: not going to fil o-down menu t er is too long.		Y
			CJI0065A002	Alabama				
			CJI0065A003	Alaska				
			CJI0065A004	Arizona				
			CJI0065A005	Arkansas				
			CJI0065A006	California				
			CJI0065A007	Colorado				

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	
•			CJI0065A008	Connecticut				
			CJI0065A009	Delaware	1			
			CJI0065A010	District of Columbia	1			
			CJI0065A011	Florida	1			
			CJI0065A012	Georgia	1			
			CJI0065A013	Hawaii	1			
			CJI0065A014	Idaho	1			
			CJI0065A015	Illinois	1			
			CJI0065A016	Indiana	1			
			CJI0065A017	Iowa	1			
			CJI0065A018	Kansas	1			
			CJI0065A019	Kentucky	1			
			CJI0065A020	Louisiana	1			
			CJI0065A021	Maine				
			CJI0065A022	Maryland	1			
				Massachusetts				
			CJI0065A024	Michigan	1			
			CJI0065A025	Minnesota	1			
				Mississippi	1			
			CJI0065A027	Missouri	1			
			CJI0065A028	Montana	1			
				Nebraska	1			
			CJI0065A030	Nevada	1			
				New Hampshire	1			
			CJI0065A032	New Jersey	1			
				New Mexico	1			
			CJI0065A034	New York	1			
				North Carolina	1			
				North Dakota	1			
			CJI0065A037	Ohio	1			
				Oklahoma	1			
			CJI0065A039	Oregon	1			
				Pennsylvania	1			
				Rhode Island	1			
			CJI0065A042	South Carolina	1			
			CJI0065A043	South Dakota	1			
			CJI0065A044	Tennessee	1			
			CJI0065A045	Texas	1			
			CJI0065A046	Utah	1			
			CJI0065A047	Vermont	1			
			CJI0065A048	Virginia	1			
				Washington				
				West Virginia	-			
			CJI0065A051	Wisconsin	-			
			CJI0005A051	Wyoming	-			
			CJ10065A052		-			
				American Samoa	-			
			CJI0065A054 CJI0065A055	Federated States of Micronesia Guam	-			

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		•		Midway Islands		, í		
			CJI0065A057	Northern Mariana Islands				
			CJI0065A058	Puerto Rico	1			
			CJI0065A059	Republic of Palau	1			
			CJI0065A060	Republic of the Marshall Islands	1			
			CJI0065A061	U.S. Virgin Islands				
			CJI0065A062	Prefer not to answer				
10066	A	What country do you live in?	CJI0066A001	Afghanistan		Drop down, select one	Single	Y
			CJI0066A002	Albania	1			
			CJI0066A003	Algeria	1			
				Andorra				
			CJI0066A005	Angola				
			CJI0066A006	Antigua and Barbuda				
			CJI0066A007	Argentina	1			
				Armenia	1			
			CJI0066A009	Australia				
			CJI0066A010	Austria	1			
			CJI0066A011	Azerbaijan				
				Bahamas, The				
				Bahrain				
			CJI0066A014	Bangladesh				
			CJI0066A015	Barbados				
			CJI0066A016	Belarus				
				Belgium				
				Belize				
				Benin				
				Bhutan				
			CJI0066A021	Bolivia				
			CJI0066A022	Bosnia and Herzegovina				
				Botswana				
				Brazil				
				Brunei				
				Bulgaria				
				Burkina Faso				
				Burma				
				Burundi				
			CJI0066A030	Cambodia				
			CJI0066A031	Cameroon				
			CJI0066A032	Canada				
				Cape Verde				
				Central African Republic				
				Chad				
				Chile				
			CJI0066A037	China				
			CJI0066A038	Colombia				
			CJ10066A039	Comoros				

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	Skip Logic			Answer Choices		Type (select	Single	Required
QID	Label	Question Text	AnswerIDs (DOT)	(limited to 50 characters)	Skip to	from list)	or Multi	Y/N
			CJI0066A040	Congo (Brazzaville)				
			CJI0066A041	Congo (Kinshasa)				
			CJI0066A042	Costa Rica				
			CJI0066A043	Cote d'Ivoire				
			CJI0066A044	Croatia				
			CJI0066A045	Cuba				
			CJI0066A046	Cyprus				
			CJI0066A047	Czech Republic				
			CJI0066A048	Denmark				
			CJI0066A049	Djibouti				
			CJI0066A050	Dominica				
			CJI0066A051	Dominican Republic				
			CJI0066A052	East Timor				
			CJI0066A053	Ecuador				
			CJI0066A054	Egypt				
			CJI0066A055	El Salvador				
			CJI0066A056	Equatorial Guinea				
			CJI0066A057	Eritrea				
				Estonia	1			
			CJI0066A059	Ethiopia				
				Fiji				
			CJI0066A061	Finland				
			CJI0066A062	France				
			CJI0066A063	Gabon				
			CJI0066A064	Gambia, The				
			CJI0066A065	Georgia				
			CJI0066A066	Germany				
			CJI0066A067	Ghana				
			CJ10066A068	Greece				
			CJ10066A069	Grenada				
			CJ10066A070	Guatemala				
			CJI0066A071	Guinea	-			
			CJI0066A072	Guinea-Bissau				
			CJI0066A073	Guyana				
			CJI0066A073	Haiti				
				Holy See	-			
					-			
			CJI0066A076	Honduras				
			CJI0066A077	Hong Kong	-			
				Hungary	-			
			CJI0066A079	Iceland				
			CJI0066A080	India				
			CJI0066A081	Indonesia				
			CJI0066A082	Iran				
			CJI0066A083	Iraq				
			CJI0066A084	Ireland				
			CJI0066A085	Israel				
			CJI0066A086	Italy				
			CJI0066A087	Jamaica				

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QID	Label	Question Text	AnswerIDs (DOT)					
				(limited to 50 characters)	Skip to	from list)	or Multi	Required Y/N
			CJI0066A088	Japan				
			CJI0066A089	Jordan				
			CJI0066A090	Kazakhstan				
			CJI0066A091	Kenya				
			CJI0066A092 CJI0066A093	Kiribati				
			CJI0066A093 CJI0066A094	Korea, North Korea, South				
			CJI0066A095	Kosovo				
			CJI0066A096	Kuwait				
			CJ10066A097	Kyrgyzstan				
			CJI0066A098	Laos				
			CJI0066A099	Latvia				
			CJI0066A100	Lebanon				
			CJI0066A101	Lesotho				
			CJI0066A102	Liberia				
			CJI0066A103	Libya				
			CJI0066A104	Liechtenstein				
			CJI0066A105	Lithuania				
			CJI0066A106	Luxembourg				
			CJI0066A107	Macau				
			CJI0066A108	Macedonia				
			CJI0066A109	Madagascar				
			CJI0066A110	Malawi				
			CJI0066A111	Malaysia				
			CJI0066A112	Maldives				
			CJI0066A113	Mali				
			CJI0066A114	Malta				
			CJI0066A115	Marshall Islands				
			CJI0066A116	Mauritania				
			CJI0066A117	Mauritius				
			CJI0066A118	Mexico				
			CJI0066A119	Micronesia				
			CJI0066A120	Moldova				
			CJI0066A121	Monaco				
			CJI0066A122	Mongolia				
			CJI0066A123	Montenegro				
			CJI0066A124	Morocco				
			CJI0066A125	Mozambique Namibia				
			CJI0066A126					
			CJI0066A127	Nauru				
			CJI0066A128 CJI0066A129	Nepal Netherlands				
			CJI0066A129 CJI0066A130	Netherlands Netherlands Antilles				
			CJI0066A130	New Zealand				
			CJI0066A131	Nicaragua				
			CJI0066A133	Niger				
			CJI0066A134	Nigeria				
			CJI0066A135	North Korea				

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•				Norway				
				Oman	1			
			CJI0066A138	Pakistan	1			
				Palau	1			
				Palestinian Territories	1			
				Panama	1			
				Papua New Guinea	1			
			CJI0066A143	Paraguay	1			
				Peru	1			
			CJI0066A145	Philippines	1			
				Poland	1			
			CJI0066A147	Portugal	1			
				Qatar	1			
				Romania	1			
				Russia	1			
				Rwanda	1			
				Saint Kitts and Nevis	1			
			CJI0066A153	Saint Lucia	1			
				Saint Vincent and the Grenadines	1			
				Samoa	1			
				San Marino	1			
				Sao Tome and Principe	1			
				Saudi Arabia	1			
				Senegal	1			
				Serbia	1			
				Seychelles	1			
				Sierra Leone	1			
				Singapore	1			
				Slovakia	1			
				Slovenia	1			
				Solomon Islands	1			
				Somalia	1			
				South Africa	1			
				South Korea	1			
				South Sudan	1			
				Spain	1			
				Sri Lanka	1			
				Sudan	1			
				Suriname	1			
				Swaziland	1			
				Sweden	1			
				Switzerland	1			
				Syria	1			
				Taiwan	1			
				Tajikistan	1			
				Tanzania	1			
				Thailand	1			
				Timor-Leste	1			

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			CV	C Tour CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			CJI0066A184	Тодо				
			CJI0066A185	Tonga				
			CJI0066A186	Trinidad and Tobago				
			CJI0066A187	Tunisia				
			CJI0066A188	Turkey				
			CJI0066A189	Turkmenistan				
			CJI0066A190	Tuvalu				
			CJI0066A191	Uganda				
			CJI0066A192	Ukraine				
			CJI0066A193	United Arab Emirates				
			CJI0066A194	United Kingdom				
			CJI0066A195	Uruguay				
			CJI0066A196	Uzbekistan				
			CJI0066A197	Vanuatu				
			CJI0066A198	Venezuela				
			CJI0066A199	Vietnam				
			CJI0066A200	Yemen				
			CJI0066A201	Zambia				
			CJI0066A202	Zimbabwe				
			CJ10066A203	Other (Please specify)	в			
			CJI0066A204	Prefer not to answer	ī			
JI0067	В	Where do you live?	00100007(204			Text field,		N
510007						<100 char		
:JI0068		Which of the following best describes your race or ethnic background ? (Please select all that apply.)	CJI0068A001	African American or Black		Checkbox, two-up vertical	Multi	Y
			CJI0068A002	American Indian or Alaska Native				
			CJ10068A003	Asian				
			CJI0068A004	Hispanic or Latino				
			CJI0068A005	Native Hawaiian or Other Pacific Islander				
			CJI0068A006	White or Caucasian (Not Hispanic or Latino)				
			CJ10068A007	Other (Please specify)	с			
			CJ10068A008	Prefer not to answer	- Č	8889		
JI0069	С	What is your race or ethnic background?				Text field, <100 char		N
JI0070		What is your gender ?	CJI0070A001	Male		Radio button,	Single	Y
		stratic your gondon.				one-up vertical		
			CJI0070A002	Female				
			CJI0070A002	Prefer not to answer				
JI0071		What is your age ?	CJI0070A003	Under 18		Radio button,	Single	Y
JIUU/ L		wina is your age :	CJIUUTIAUUI			one-up vertical	Single	Ť
			CJI0071A002	18-24				
			CJI0071A003	25-34				
			CJI0071A004	35-44				

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
`			CJI0071A006	55-64				
			CJI0071A007	65 or older	1			
			CJI0071A008	Prefer not to answer				
CJI0072		Which of the following best describes the highest level of education you have attained?	CJI0072A001	I have not graduated from high school		Radio button, one-up vertical	Single	Y
			CJI0072A002	High school graduate	-			
			CJI0072A003	Some college, trade, technical or vocational training	-			
			CJI0072A004	College graduate				
			CJI0072A005	Post graduate degree				
			CJI0072A006	Prefer not to answer				
CJ10073		Which of the following roles best describes you at the time of your visit?	CJI0073A001	Teacher / Professor	F	Radio button, one-up vertical	Single	Y
			CJI0073A002	Student				
			CJI0073A003	Adult accompanying a child/children (ex: parent or guardian)				
			CJI0073A004	Congressional staff member				
			CJI0073A005	Tour organizer				
			CJI0073A006	Interested citizen (ex: tourist, family member, senior citizen, etc.)				
		CJI0073A007	International Visitor					
		CJI0073A008	Other (please specify)	D				
CJ10074 F	F	What level of students do you teach?	CJI0074A001	Elementary School		Radio button, one-up vertical	Single	Y
			CJI0074A002	Middle School				
			CJI0074A003	High School				
			CJI0074A004	College - Undergraduate				
			CJI0074A005	College - Post graduate				
			CJI0074A006	Prefer not to answer				
CJI0075	D	What do you consider your role?					Single	Y
CJI0076		Did you arrive at the U.S. Capitol as part of a group?	CJI0076A001	Yes, I was part of a group (school, family, tourist group, etc.).	O, P Radio buttor one-up vertical		Single	Y
			CJI0076A002	No, I arrived alone (as an individual).				
CJI0077 O	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	CJI0077A001	Under 10		Radio button, one-up vertical	Single	Y
			CJI0077A002	10-20				
			CJI0077A003	20-30				
			CJI0077A004	30-40				
			CJI0077A005	40-50				
			CJI0077A006	More than 50				
CJ10078	Р	Which of the following best describes the type of group you arrived at the Capitol with?	CJI0078A001	School group	Т	Radio button, one-up vertical	Single	Y

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	_		C\	/C Tour CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			CJI0078A002	Family	т			
			CJI0078A003	Senior citizen group				
			CJI0078A004	International visitor group				
			CJI0078A005	Other (please specify)	К			
:JI0079	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	CJI0079A001	Under 5 years old		Checkbox, two-up vertical	Multi	Y
			CJI0079A002	5-7 years old				
			CJI0079A003	8-10 years old				
			CJI0079A004	11-13 years old				
			CJI0079A005	14-17 years old				
			CJI0079A006	Over 17 years old				
			CJI0079A007	Prefer not to answer		8889		
CJ10080	К	What other type of tour group were you a part of?				Text area, no char limit		N
CJI0081		What was the reason(s) you decided to visit the U.S. Capitol ? (Please select all that apply.)	CJI0081A001	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y
			CJI0081A002	To view the art and architecture of the U.S. Capitol building.	1			
			CJI0081A003	To learn about Congress and how it functions.	1			
			CJI0081A004	To visit the House or Senate Chambers in session.	1			
			CJI0081A005	To be able to ask questions to a knowledgeable person about the U.S. Capitol.				
			CJI0081A006	To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.				
			CJI0081A007	I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.				
			CJI0081A008	Other (please specify)	В			
CJI0082	В	What was the other reason you decided to visit the Capitol?				Text area, no char limit		N
CJ10083		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	CJI0083A001	Yes	F	Radio button, one-up vertical	Single	Y
			CJI0083A002	No	F			
			CJI0083A003	Not applicable	1			
JI0084	F	What was the goal that you wanted to accomplish?				Text area, no char limit		N
JI0085		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	CJI0085A001	Less than 1 hour		Radio button, one-up vertical	Single	Y
			CJI0085A002	1 - 1 1/2 hours	{			
			CJ10085A002	1 1/2 - 2 hours	{			
			CJ10085A003 CJ10085A004	2 - 3 hours	{			1
			CJ10085A004	More than 3 hours	{	1	1	1
JI0086		How often do you visit the U.S. Capitol?	CJI0085A005	This is my first time		Radio button,	Single	Y
		now onen do you visit tile 0.3. Gapitor:				one-up vertical	Single	

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QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
			CJI0086A002	Less than once a year	G, H			
			CJI0086A003	Once a year	G, H			
			CJI0086A004	Multiple times a year	G, H			
CJ10087	G	Was this your first time visiting the U.S. Capitol Visitor Center?	CJI0087A001	Yes		Radio button, one-up vertical	Single	Y
			CJI0087A002	No				
CJI0088	н	Was this your first time taking a tour of the U.S. Capitol?	CJI0088A001	Yes		Radio button, one-up vertical	Single	Y
			CJI0088A002	No				
CJ10089		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)	CJI0089A001	Early morning		Checkbox, one-up vertical	Multi	Y
	ĺ		CJI0089A002	Late morning	7		ĺ	
			CJI0089A003	Early Afternoon				
			CJI0089A004	Late Afternoon				
CJ10090		Which day of the week did you visit the U.S. Capitol?	CJI0090A001	Monday	Radio button one-up vertical		Single	Y
	ĺ		CJI0090A002	Tuesday	7		ĺ	
			CJI0090A003	Wednesday				
			CJI0090A004	Thursday	7			
			CJI0090A005	Friday				
			CJI0090A006	Saturday				
CJI0091		How recently did you visit the U.S. Capitol?	CJI0091A001	Within a week		Radio button, one-up vertical	Single	Y
			CJI0091A002	Within a month				
			CJI0091A003	Within the past 6 months			ļ	
			CJI0091A004	Within the past year				
CJI0092		Questions up until now have been specifically about the tour of the U.S. Capitol and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceed your expectations?		Yes, the cleanliness level met or exceeded my expectations		Radio button, one-up vertical	Single	Y
			CJI0092A002	No, the cleanliness level did not meet my expectations	к			
CJ10093	К	Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	CJI0093A001	Entrance / Greeting Area		Checkbox, two-up vertical	Multi	Y
			CJI0093A002	Exhibition Hall				
			CJI0093A003	Gift Shop				
			CJI0093A004	Restaurant				
			CJI0093A005	Restrooms				
			CJI0093A006	Other (Please specify)	L			

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	CVC Tour CUSTOM QUESTION LIST							
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	
CJ10094	L	What other area fell below your expectations?				Text area, no char limit		N
CJ10095		Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center building ? If so, please provide as much detail as possible here.				Text area, no char limit		N
CJ10096		Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?		Yes, the staff met or exceeded my expectations		Radio button, one-up vertical	Single	Y
CJI0097	M	Which of the following staff members at the U.S. Capitol Visitor Center fell below your	CJI0096A002 CJI0097A001	No, the staff did not meet my expectations Coat Check	M	Checkbox, two-up vertical	Multi	Y
			CJI0097A002 CJI0097A003 CJI0097A004 CJI0097A005 CJI0097A006	Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	N			
CJ10098	N	What other area fell below your expectations?				Text area, no char limit		N
CJI0099		Would you like to provide additional comments about an interaction with a staff member ? If so, please provide as much detail as possible here.				Text area, no char limit		N
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	CJI0100A001	Strongly Agree		Radio button, one-up vertical	Single	Y
			CJI0100A002 CJI0100A003 CJI0100A004 CJI0100A005 CJI0100A006	Agree Neutral Disagree Strongly disagree I don't know	0 0			
CJI0101	0	What areas were not accessible?				Text area, no char limit		N
CJI0102		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	CJI0102A001	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y
			CJI0102A002 CJI0102A003 CJI0102A004 CJI0102A005 CJI0102A006	2 3 4 5 6				
			CJI0102A007	7				

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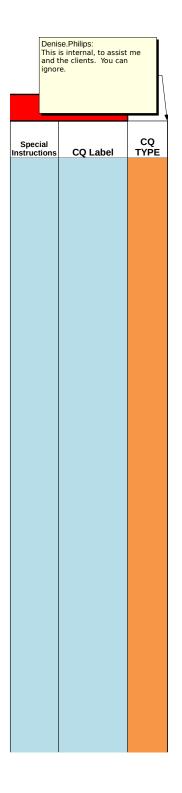
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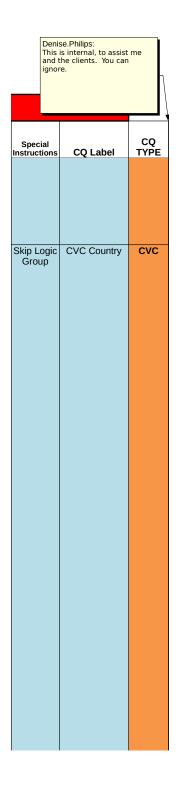
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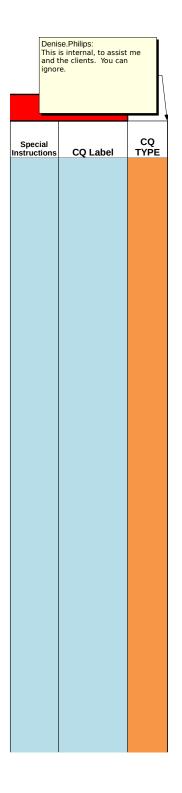
QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			CJI0102A008	8				
			CJI0102A009	9				
			CJI0102A010	10=Very Satisfied				
CJI0103		How well did this visit to the U.S. Capitol Visitor Center meet your expectations ?	CJI0103A001	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y
			CJI0103A002	2				
			CJI0103A003	3				
			CJI0103A004	4				
			CJI0103A005	5				
			CJI0103A006	6				
			CJI0103A007	7				
			CJI0103A008	8				
			CJI0103A009	9				
			CJI0103A010	10=Very Satisfied				
CJI0104		If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?				Text area, no char limit		N

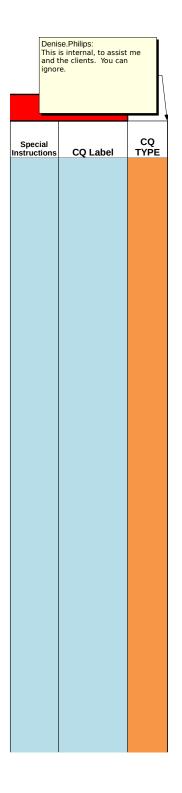
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Special Instructions Skip Logic Group	CQ Label Obtain Passes	CQ TYPE TOUR			
Skip Logic Group	Other Obtain Passes	TOUR			
Skip Logic Group	Booking Sat	TOUR			
Skip Logic Group	OE_Reservatio n	TOUR			
Skip Logic Group	Areas	TOUR			
Skip Logic Group	Other_Areas	TOUR			
Skip Logic Group	CVC Special Tour	TOUR			
Skip Logic Group	CVC Other_Special Tour	TOUR			
Skip Logic Group	Tour Type	TOUR			
Skip Logic Group	TG Sat	TOUR			

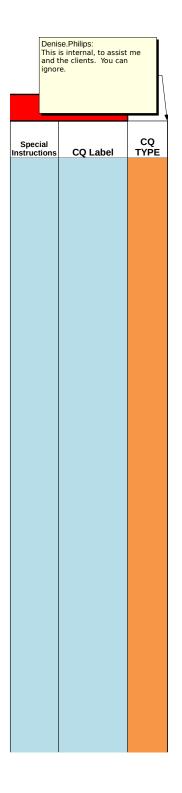
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Special Instructions Skip Logic Group	CQ Label OE TG Sat High	CQ TYPE TOUR
Skip Logic Group	OE TG Sat Low	TOUR
	OE_Improveme nt	TOUR
	CVC Group - Size	TOUR
	Time Tour	TOUR
Skip Logic Group	Learn About Tour	TOUR
Skip Logic Group	OE_Org Website	TOUR
Skip Logic Group	OE_Social Network	TOUR
Skip Logic Group	Other_Learn About	TOUR
	Prepare for Tour	TOUR
Skip Logic Group	CVC State	CVC

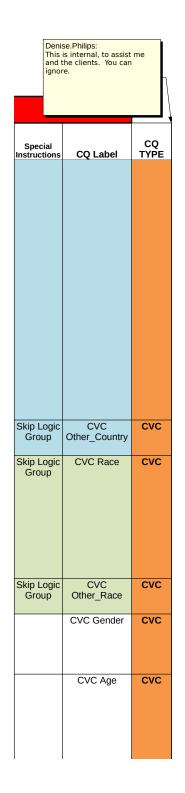












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Special Instructions	CQ Label	CQ TYPE			
	CVC Education	CVC			
Skip Logic Group	CVC Role	CVC			
Skip Logic Group	CVC Teacher	CVC			
Skip Logic Group	CVC Other_Role	CVC			
Skip Logic Group	CVC Tour Group	CVC			
Skip Logic Group	CVC Group - Size	CVC			
Skip Logic Group	Tour Group - Type	CVC			

Denise.Philips: This is internal, to assist me and the clients. You can ignore.						
Special Instructions	CQ Label	CQ TYPE				
Skip Logic Group	CVC Children's Ages	CVC				
Skip Logic Group	CVC Other_Tour Group	CVC				
Skip Logic Group	CVC Primary Reason	CVC				
Skip Logic Group	CVC Other_Reason	cvc				
Skip Logic Group	CVC Accomplish Goal	CVC				
Skip Logic Group	CVC OE No Goal	CVC				
	CVC Time	CVC				
Skip Logic Group	CVC Frequency	CVC				

Denise.Philips: This is internal, to assist me and the clients. You can ignore.					
Special Instructions	CQ Label	CQ TYPE			
Skip Logic Group	Tour FT CVC	TOUR			
Skip Logic Group	Tour FT U.S. Tour	TOUR			
	CVC Time of day	CVC			
	CVC Day	CVC			
	CVC Timeframe	CVC			
Skip Logic Group	CVC Cleanliness	CVC			
Skip Logic Group	CVC Cleanliness - Short	CVC			

This	se.Philips: is internal, to assist the clients. You can re.	me
Special Instructions Skip Logic Group	CQ Label CVC Other_Cleanlin	CQ TYPE CVC
	CVC OE_Cleanlines S	CVC
Skip Logic Group	CVC Assistants	CVC
Skip Logic Group	CVC Assistants - Short	CVC
Skip Logic Group	CVC Other_Assistant s	CVC
	CVC OE_Assistants	cvc
Skip Logic Group	CVC Accessibility	CVC
Skip Logic Group	CVC Accessibility - Low	CVC
	CVC Overall Satisfaction	CVC

