Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 <u>Question Grouping Rules</u>
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks_SRA
- 5 Model and Custom Question Checks_Team LeadManager
- 6 Model and Custom Question Checks_DOT
- 7 Foreign Language Survey Instructions

Client Name:	
Measure Name:	
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/ Thank You Text?	Please Select

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
Please Select a Language				
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Welcome and Thank You Text

Directions:

Date: 2/21/2012

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

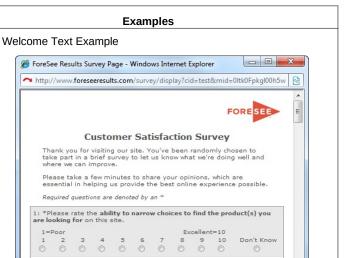
Welcome Text

Thank you for your willingness to provide feedback to the U.S. Capitol Visitor Center!

You have been selected to take a survey about the **Tour of the U.S. Capitol**. The survey will include very specific questions about the tour, as well as general questions about you and your entire Capitol Visitor Center experience.

This survey will let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best experience possible while at the U.S. Capitol.

	Thank You Tex	t						
	Thank you for taking o	our survey - and for he	lping us serve you better.					
Please note you will not receive a response from us based on your survey comments. If you would like contact you about your feedback, please visit the Contact Us section of our website.								



Thank You Text Example

	Football	Please Select		•	*
	Hockey	Please Select		•	
16: What size and style of jean	were you	shopping for tod	ay?		
What size of jean were you shopping for today?		at style of jean w opping for today?			
1	0	Boot cut			
3	0	Low rise			
5	0	Flare			
0 7	0	Relaxed fit			
9	0	Slim cut			
11					
13					
Thank you for taking our sur Please note you will not re survey comments. If you feedback, please visit th Cancel	ceive a res would like	sponse from us b us to contact yo	ased on u about y	your /our	
Copyright 2	2010 - all r	ights reserved			=
		-	pport		
ForeSee Results					-
ForeSee Results			-	100%	_

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Partitioned (Y/N)? N Date: 2/27/2012

	CVC Tour	
	the ACSI methodology to determine scores and	
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
US Government (1=Poor, 10=Excellent)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour	22 What is your overall satisfaction with the U.S. Capitol	25 How likely are you to return to the U.S. Capitol Visitor Center?
Foster connections between citizens and their government.	Tour? (1=Very Dissatisfied, 10=Very	
Enhance understanding of the legislative branch of government.	Satisfied) 23 How well does this tour meet your expectations?	Recommend (1=Very Unlikely, 10=Very Likely)
	(1=Falls Short, 10=Exceeds)	
Explain the different roles and responsibilities of the House and Senate.	24 How does this tour compare to your idea of an ideal	26 How likely are you to recommend the U.S. Capitol Tour to someo
	tour? (1=Not Very Close, 10=Very Close)	else?
Capitol History (1=Poor, 10=Excellent)		Perception (1=Very Unlikely, 10=Very Likely)
U.S. History and the U.S. Capitol Tour - How well did the presented information Arouse curiosity in the history of the United States, Congress and the Capitol.		27 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of taking the tour?
Develop context about important people, places, and events in U.S. history.		Future Participation (1=Very Unlikely, 10=Very Likely)
Increase understanding of the role of citizen involvement to develop the United States.		28 How likely are you to express your thoughts about the U.S. Capit
Town Constant (4-Other with Discourses, 40-Other with Assoc)		Visitor Center in the next 90 days?
Tour Content (1=Strongly Disagree, 10=Strongly Agree) Please rate your level of agreement with the following statements:		Community Service (1=Very Unlikely, 10=Very Likely) 29 How likely are you to donate time and effort to community servic
The tour advanced my knowledge and understanding of the U.S. government.		your local area?
The tour is a helpful experience toward understanding U.S. history.		
The tour covers its objectives.		
Communication (1=Poor, 10=Excellent)		
Thinking about your tour guide, please rate how well the guide performed in the following areas:		
Communication		
Tour guide's understanding of your questions during the tour.		
Accuracy of information provided about things viewed at the Capitol.		
Ability to clearly communicate content and information throughout the tour.		
Engagement (1=Poor, 10=Excellent)		
Engagement Friendliness when speaking.		
Promptness to acknowledge questions and comments.		
Respect for traditions, cultures, and needs of visitors and guests.		
Interactivity (1=Poor, 10=Excellent)		
Interactivity		
The ability of the guide to engage in discussions.		
The capacity to connect content with questions and discussions during the tour.		
The skill of the guide to create involvement among members of the tour group.		
Tour Guide (1=Strongly Disagree, 10=Strongly Agree)		



Mod	el questions utilize the AC	CVC Tour SI methodology to determine score	es and impacts		
ELEMENTS (drivers of satisfaction 19 Please rate your level of agreement with the following state The tour guide demonstrated professionalism throughout the to	ements:	CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
20 The tour guide was responsive to the questions and needs aris21 The tour guide was enthusiastic about my participation at the U					

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Partitioned (Y/N)? Y Date: 2/10/2012

e: 2/10/2012			
		CVC Tour	
	Model questions utilize	the ACSI methodology to determine scores ar	nd impacts
ELEME	NTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Atmosphere (1=Poor, 10=Exc	ellent)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
performance in the following <u>Displays</u> - How well did the	f the tour, please rate the U.S. Capitol Tour areas:- romote a desire to explore and learn.	27 What is your overall satisfaction with the U.S. Capitol Tour? (1=Very Dissatisfied, 10=Very Satisfied)	30 How likely are you to return to the U.S. Capitol Visitor Center?
2 Lighting illuminate details of dis	played items and tour exhibits.	28 How well does this tour meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Display signs encourage dialog	ue with the tour guide.	29 How does this tour compare to your idea of an ideal tour? (1=Not Very Close, 10=Very Close)	31 How likely are you to recommend the U.S. Capitol Tour to someone else?
US Government (1=Poor, 10=	,		Perception (1=Very Unlikely, 10=Very Likely)
U.S. Capitol Tour and Governm 4 Foster connections between citi	ent - How well did the U.S. Capitol Tour izens and their government.		32 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of taking the tour today?
5 Enhance understanding of the	legislative branch of government.		Future Participation (1=Very Unlikely, 10=Very Likely)
6 Explain the different roles and r	responsibilities of the House and Senate.		33 How likely are you to express your thoughts about the U.S. Capitol Visitor Center in the next 90 days?
Capitol History (1=Poor, 10=E	Excellent)		Community Service (1=Very Unlikely, 10=Very Likely)
	<u>I Tour</u> - How well did the presented information f the United States, Congress and the Capitol.		34 How likely are you to donate time and effort to community service your local area?
	et as a sub-sub-sub-sub-size UO history.		
· · · · · · · · · · · · · · · · · · ·	nt people, places, and events in US history. ole of citizen involvement shared sacrifice to develop		
Tour Content (1=Strongly Dis	agree, 10=Strongly Agree)		
	ement with the following statements: ge and understanding of the US government.		
11 The tour is a helpful experience	e toward understanding US history.		
12 The tour completely covers its c	bjectives.		
Communication (1=Poor, 10=			
the following areas:	de, please rate how well your the guide performed in		
Communication Tour guide's understanding of y	your questions during the tour.		
	ed about things viewed at the Capitol.		
15 Ability to clearly communicate of Engagement (1=Poor, 10=Exc	content and information throughout the tour. cellent)		
Engagement			
16 Friendliness when speaking.			
17 Promptness to acknowledge qu			
18 Respect for traditions, cultures,			
Interactivity (1=Poor, 10=Exc Interactivity	elientj		
19 The ability of the guide to engage	ge in discussions.		
	t with questions and discussions during the tour.		

Model questions utilize the .	CVC Tour ACSI methodology to determine scores and in	mpacts
ELEMENTS (drivers of satisfaction) 21 The skill of the guide to create involvement among members of the tour group. Tour Guide (1=Strongly Disagree, 10=Strongly Agree) Please rate your level of agreement with the following statements: 22 The tour guide demonstrateds professionalism throughout the tour.	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
 23 The tour guide iwas responsive to the questions and needs arising during the tour. 24 The tour guide iwas enthusiastic about my participation at the U.S. Capitol. 		

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Partitioned (Y/N)? Y
Date: 12/21/2011

te:	12/21/2011				
			CVC Tour		
	Model questions utilize	the	ACSI methodology to determine scores an	d im	pacts
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
	Atmosphere (1=Poor, 10=Excellent)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
	Thinking about the content of the tour, please rate the U.S. Capitol Tour	27	What is your overall satisfaction with the U.S. Capitol	20	How likely are you to return to the U.S. Capitol Visitor Center?
	performance in the following areas:	l - '	Tour?		now intervale you to return to the 0.5. Capitor visitor Center?
	Displays - How well did the		(1=Very Dissatisfied, 10=Very		
1	Layout of rooms and displays promote a desire to explore and learn.		Satisfied)		
2	Lighting illuminate details of displayed items and tour exhibits.	28	How well does this tour meet your expectations ? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3	Display signs encourage dialogue with the tour guide.	20	How does this tour compare to your idea of an ideal	31	How likely are you to recommend the U.S. Capitol Tour to someon
			tour?		else?
			(1=Not Very Close, 10=Very Close)		
	US Government (1=Poor, 10=Excellent)				Perception (1=Very Unlikely, 10=Very Likely)
	U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour	1		32	How likely are you to improve your perception of the U.S. Capitol
4	Foster connections between citizens and their government.				Visitor Center as a result of taking the tour today?
	Enhance understanding of the legislative branch of government.				Future Participation (1=Very Unlikely, 10=Very Likely)
e	Explain the different roles and responsibilities of the House and Senate.			33	How likely are you to express your thoughts about the U.S. Capito Visitor Center in the next 90 days?
	Capitol History (1=Poor, 10=Excellent)				Community Service (1=Very Unlikely, 10=Very Likely)
-	<u>US History and the U.S. Capitol Tour</u> - How well did the presented information Arouse curiosity in the history of the United States.			34	How likely are you to donate time and effort to community service your local area?
2	Develop context about important people, places, and events in US history.				
	Increase understanding of the role of shared sacrifice to create the United States.				
	Tour Content (1=Strongly Disagree, 10=Strongly Agree)				
	Please rate your level of agreement with the following statements:	1			
10	The tour completely covers its objectives.				
11	The tour advanced my knowledge and understanding of the US government.				
12	The tour is a helpful experience toward understanding US history.				
	Communication (1=Poor, 10=Excellent)				
	Thinking about your tour guide, please rate how well your the guide performed in				
	the following areas: Communication				
	Tour guide's understanding of your questions during the tour.				
13					
	Accuracy of information provided about things viewed at the Capitol. Ability to clearly communicate content and information throughout the tour.				
10	Engagement (1=Poor, 10=Excellent)				
	Engagement				
16	Friendliness when speaking.				
_	Promptness to acknowledge questions and comments.				
	Respect for traditions, cultures, and needs of visitors and guests.				
	Interactivity (1=Poor, 10=Excellent)				
	Interactivity				
19	The ability of the guide to engage in discussions.				

20 The capacity to connect content with questions and discussions during the tour.

Model questions utilize t	CVC Tour the ACSI methodology to determine scores a	nd impacts
ELEMENTS (drivers of satisfaction) 21 The skill of the guide to create involvement among members of the tour group. Tour Guide (1=Strongly Disagree, 10=Strongly Agree) Please rate your level of agreement with the following statements: 22 The tour guide demonstrates professionalism throughout the tour.	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
 23 The tour guide is responsive to the questions and needs arising during the tour. 24 The tour guide is enthusiastic about my participation at the U.S. Capitol. 		

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	Skip Logic	D and the T and	Answer Choices		Type (select	Single	Required	Special	00 1 4 4 4	C
ID	Label	Question Text	(limited to 50 characters)	Skip to		or Multi Single	Ý/N Y	Instructions Skip Logic		TY
		How did you obtain your tour passes?	Booked reservation online	I, J	Radio button, one-up vertical	Single	Y Y	Group	Obtain Passes	т
			Booked reservation through a Congressional office	I, J						
			Booked reservation through a tour group organizer	I, J						
			Arrived to the U.S. Capitol Visitor Center and received "same day"	1, 5						
			walk up passes							
			Other (please specify)	F						
	F	What other way did you obtain your tour passes?			Text area,no char limit		N	Skip Logic Group	Other Obtain Passes	т
	I	I was satisfied with the overall experience of booking a reservation.	Strongly agree		Drop down, select one	Single	Y	Skip Logic Group	Booking Sat	Т
			Agree	1						
			Disagree	1						
			Strongly disagree	1						
			Not sure	1						
	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	Skip Logic Group	OE_Reservatio n	Т
		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas	T
			Emancipation Hall	1						
			Gift Shops	1						
			Restaurant	1						
			Other (please specify)	В						
	В	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Areas	Т
		Did you take a n alternate special tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors ŧTour		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Alt Special Tour	Т
			Civil War Tour	-						
			Outdoor Walking tour Capitol Grounds Tour	-						
			Other (please specify)	D						
			I did not take a special tour.	1 -						
	D	What other alternate special tour did you take at the U.S. Capitol?			Text area,no char limit		N	Skip Logic Group	CVC Other_Alt Special Tour	т
		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office		Drop down, select one	Single	Y	Skip Logic Group	Tour Type	т
			A staff member of a Senator's office	1						
			A U.S. Capitol Visitor Center Guide	X						
	X		Strongly agree	U	Drop down, select one	Single	Y	Skip Logic Group	TG Sat	Т
			Agree	U						
			Disagree	ŤŤ						
			Strongly disagree	t ÷						
			Not sure	1						

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D	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	CC TYF
	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High	τοι
	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	Skip Logic Group	OE TG Sat Low	ΤΟΙ
		If you could make one suggestion to improve your tour experience , what would it be?			Text area,no char limit		N		OE_Improveme nt	то
		What was the approximate size of the entire group that was led by your tour guide?	Under 10	_	Radio button, one-up vertical	Single	Y		CVC Group - Size	то
			10-20	_						
			20-30	4						
			30-40	-						
			40-50	-						
			More than 50		-	Circula.	Y			
		Approximately how much time did you spend touring the U.S. Capitol?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour	Т
			15 - 30 minutes							
			30 - 45 minutes	4						
			More than 45 minutes							
			While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour	Т
			While researching online information about Congress	-						
			From the Office of my Senator and/or Representative	-						
			From previous experience of being on a tour	-						
			From a friend/coworker	-						
			From a teacher/instructor/professor	-						
			From another organization's website	G						
			From a social networking site (Twitter, Facebook, etc.)	Н й I						
			Other (please specify)	1 7 .						
	G	Through which other organization's website did you find out about the tour?		· ·	Text area, no char limit		N	Skip Logic Group	OE_Org Website	٦
	н	Through which social networking site did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Social Network	Т
	I	Where did you find out about the tour?			Text area,no char limit		N	Skip Logic Group	Other_Learn About	Т
		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		Prepare for Tour	Т
		Where do you currently live?	I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States).	Α	Drop down, select one	Single	Y	Skip Logic Group	CVC State	(
			Alabama	1						
			Alaska	1						
			Arizona	1						
			Arkansas	1						
			California	1						
			Colorado							

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ID	Skip Logic		Answer Choices		Type (select from list)	Single	Required	Special		T
)	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Y/N	Instructions	CQ Label	1
			Connecticut	-						
			Delaware	-						
			District of Columbia	-						
			Florida	-						
			Georgia	-						
			Hawaii	-						
			Idaho	-						
			Illinois	4						
			Indiana							
			Iowa							
			Kansas							
			Kentucky							
			Louisiana							
			Maine							
			Maryland	1						
			Massachusetts	1						
			Michigan	1						
			Minnesota	1						
			Mississippi	1						
			Missouri	1						
			Montana	1						
			Nebraska	1						
			Nevada	1						
			New Hampshire	-						
			New Jersey	-						
			New Mexico	-						
			New York	-						
			North Carolina	-						
			North Dakota	-						
			Ohio	-						
				-						
			Oklahoma	-						
			Oregon	-						
			Pennsylvania	-						
			Rhode Island	-						
			South Carolina	-						
			South Dakota							
			Tennessee							
			Texas							
			Utah							
			Vermont							
			Virginia							
			Washington							
			West Virginia							
			Wisconsin							
			Wyoming	1						
			American Samoa							
			Federated States of Micronesia							
			Guam							

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	Skip Logic		Answer Choices		Type (select from list)	Single	Required	Special		C T
D	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label	Т
			Midway Islands							
			Northern Mariana Islands							
			Puerto Rico							
			Republic of Palau							
			Republic of the Marshall Islands							
			U.S. Virgin Islands							
			Prefer not to answer							
	А	What country do you live in?	Afghanistan		Drop down, select one	Single	Y	Skip Logic Group	CVC Country	1
			Albania							
			Algeria							
			Andorra							
			Angola							
			Antigua and Barbuda							
			Argentina							
			Armenia							
			Australia							
			Austria							
			Azerbaijan							
			Bahamas, The							
			Bahrain							
			Bangladesh							
			Barbados							
			Belarus							
			Belgium							
			Belize							
			Benin							
			Bhutan							
			Bolivia							
			Bosnia and Herzegovina							
			Botswana							
			Brazil							
			Brunei							
			Bulgaria							
			Burkina Faso							
			Burma							
			Burundi							
			Cambodia							
			Cameroon							
			Canada							
			Cape Verde							
			Central African Republic							
			Chad							
			Chile							
			China							
			Colombia							

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ID	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	CQ Label	C T
		,	Congo (Brazzaville)			-				
			Congo (Kinshasa)	1						
			Costa Rica	1						
			Cote d'Ivoire	1						
			Croatia	1						
			Cuba	1						
			Cyprus	1						
			Czech Republic	1						
			Denmark	1						
			Djibouti	1						
			Dominica	1						
			Dominican Republic	1						
			East Timor	1						
			Ecuador	1						
			Egypt	1						
			El Salvador							
			Equatorial Guinea							
			Eritrea							
			Estonia							
			Ethiopia							
			Fiji							
			Finland							
			France							
			Gabon							
			Gambia, The							
			Georgia							
			Germany							
			Ghana							
			Greece	_						
			Grenada	-						
			Guatemala	-						
			Guinea	4						
			Guinea-Bissau	4						
			Guyana	4						
			Haiti	4						
			Holy See	4						
			Honduras	4						
			Hong Kong	-						
			Hungary	-						
			Iceland	-						
			India	-						
			Indonesia	-						
			Iran	-						
			Iraq	-						
			Ireland	-						
			Israel	-						
			Italy							

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D	Skip Logic	Outputien Tout	Answer Choices	Chin to	Type (select from list)	Single	Required	Special Instructions		т
	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Y/N	Instructions	CQ Label	
			Japan Jordan	-						
				-						
			Kazakhstan	-						
			Kenya	-						
			Kiribati	-						
			Korea, North	-						
			Korea, South	-						
			Kosovo	-						
			Kuwait	-						
			Kyrgyzstan	-						
			Laos	-						
			Latvia	-						
			Lebanon	-						
			Lesotho	-						
			Liberia	-						
			Libya	4						
			Liechtenstein	4						
			Lithuania	-						
			Luxembourg	4						
			Macau	4						
			Macedonia	4						
			Madagascar	-						
			Malawi	4						
			Malaysia	4						
			Maldives	4						
			Mali	4						
			Malta	-						
			Marshall Islands	4						
			Mauritania	4						
			Mauritius	-						
			Mexico	-						
			Micronesia	4						
			Moldova	4						
			Monaco	4						
			Mongolia	-						
			Montenegro	4						
			Morocco	4						
			Mozambique	4						
			Namibia	4						
			Nauru	4						
			Nepal	_						
			Netherlands	-						
			Netherlands Antilles							
			New Zealand							
			Nicaragua							
			Niger							
			Nigeria							

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

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Date: 12/21/2011

			CVC Tour CUSTOM QUESTION LIST							
	Chin Louis		Annuar Chairea		Turne (e ala at					
DID	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	CQ Label	ר (ד'
	Luber	Question rext	Togo		noministy	or marci	1/18	manuctions	OQ LUDCI	
			Tonga	-						
			Trinidad and Tobago	-						
			Tunisia	-						
			Turkey	-						
			Turkmenistan	-						
			Tuvalu	-						
			Uganda	-						
			Ukraine	-						
			United Arab Emirates	-						
			United Kingdom	-						
			Uruguay	-						
			Uzbekistan	-						
			Vanuatu	-						
			Venezuela	-						
			Vietnam	-						
			Yemen	-						
			Zambia	-						
			Zimbabwe	-						
			Other (Please specify)	в						
			Prefer not to answer							
	В	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country	
		Which of the following best describes your race or ethnic background ? (Please select all that apply.)	African American or Black		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race	C
			American Indian or Alaska Native	-						
			Asian	-						
			Hispanic or Latino	-						
			Native Hawaiian or Other Pacific Islander	1						
			White or Caucasian (Not Hispanic or Latino)	-						
			Other (Please specify)	с						
			Prefer not to answer	1						
	С	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race	•
		What is your gender ?	Male		Radio button,	Single	Y		CVC Gender	
					one-up					
					vertical					
			Female							
			Prefer not to answer							
		What is your age ?	Under 18		Radio button, one-up vertical	Single	Y		CVC Age	(
			19.24	-	Vertical					
			18-24	-						
			25-34 35-44	-						
				4						
	1	1	45-54	1	1	I		1	1	1

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Date: 12/21/2011

QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	CQ TYPI
QiD	Laber	· ·	55-64		noministy		1715	msuucuons	CQ Laber	
			65 or older	-						
			Prefer not to answer	-						
		Which of the following best describes the highest level of education you have attained?	I have not graduated from high school		Radio button, one-up vertical	Single	Y		CVC Education	CV
			High school graduate	-						
			Some college, trade, technical or vocational training							
			College graduate							
			Post graduate degree							
			Prefer not to answer	1						
		Which of the following roles best describes you at the time of your visit?	Teacher / Professor	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	C١
			Student							
			Adult accompanying a child/children (ex: parent or guardian)							
			Congressional staff member							
			Tour organizer							
			Interested citizen (ex: tourist, family member, senior citizen, etc.)							
			International Visitor							
			Other (please specify)	D						
	F	What level of students do you teach?	Elementary School		Radio button, Sing one-up vertical	Single	Y	Skip Logic Group	CVC Teacher	C/
		Ī	Middle School							
			High School							
			College - Undergraduate							
			College - Post graduate							
			Prefer not to answer							
	D	What do you consider your role?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Other_Role	C
		Did you arrive at the U.S. Capitol as a part of a Ye group?	Yes, I was a part of a group (school, family, tourist group, etc.).	0, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	C/
			No, I arrived alone (as an individual).							
	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	Under 10		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	C
			10-20							
			20-30							
			30-40							
			40-50							
			More than 50							
	Р	Which of the following best describes the type of group you arrived at the Capitol with?	School group	Т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	C

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	Skip Logic		Answer Choices		Type (select	0 in al a	Bernderad	Questial		c	
DID	Label	Question Text	(limited to 50 characters)	Skip to		Single or Multi	Required Y/N	Special Instructions	CQ Label	T	
		, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Family	Т							
			Senior citizen group	1							
			International visitor group	1							
			Other (please specify)	ĸ							
	т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	(
			5-7 years old	1							
			8-10 years old	1							
			11-13 years old	-							
			14-17 years old	-							
			Over 17 years old	-							
			Prefer not to answer	-							
	К	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group		
		What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.)	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Primary Reason		
			To view the art and architecture of the U.S. Capitol building.	-							
			To learn about Congress and how it functions.	1							
			To visit the House or Senate Chambers in session.	1							
		T L C I I I I I I I	To be able to ask questions to a knowledgeable person about the U.S. Capitol.								
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.								
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.								
			Other (please specify)	В							
	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason		
		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accomplish Goal		
			No	F							
			Not applicable	1 .							
	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE No Goal		
		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up	Single	Y		CVC Time		
					vertical						
j			1 - 1 1/2 hours	1							
			1 1/2 - 2 hours	1							
			2 - 3 hours	1	1						
			More than 3 hours	1	1						
			This is my first time		Radio button,	Single	Y	Skip Loaic	CVC Frequency		
					one-up			Group			

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QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	CQ TYPE
Q.D	Laber	Question rext	Less than once a year	G, H		or main	1/11	instructions	oq Lubei	
			Once a year	G, H						
			Multiple times a year	G, H						
	G	Was this your first time visiting the U.S. Capitol Visitor Center?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT CVC	TOU
			No							
	н	Was this your first time taking a tour of the U.S. Capitol?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT U.S. Tour	тои
			No							
		At what time of day did you visit the U.S. Capitol ? (Please select all that apply.)	Early morning		Checkbox, one-up vertical	Multi	Y		CVC Time of day	CVC
			Late morning							
			Early Afternoon							
			Mid- Late Afternoon							
		Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day	CVC
			Tuesday					i i		
			Wednesday		1	ĺ				
			Thursday		İ	ĺ		i i		
			Friday					i i		i.
			Saturday		İ			i i		i.
			Sunday		Radio button, one-up vertical			i i		
		How recently did you visit the U.S. Capitol?	Within a week			Single	Y		CVC Timeframe	; CVC
			Within a month							
			Within the past 6 months							
			Within the past year							
		Questions up until now have been specifically about the your tour of the U.S. Capitol and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Yes. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceeded your expectations? No, Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? Entry (Please select all that apply.) Yes. No, Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? (Please select all that apply.) Yes. Yes	Yes, the cleanliness level met or exceeded my expectations		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Cleanliness	CVC
			No, the cleanliness level did not meet my expectations	к						
	К		Entrance / Greeting Area		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Cleanliness - Short	CVC
			Exhibition Hall							
			Gift Shop							
			Restaurant							
			Restrooms							
			Other (Please specify)	— L						

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	Skip Logic		Answer Choices		Type (select	<i>a</i> : 1				С
OID	Label	Question Text	(limited to 50 characters)	Skip to		Single or Multi		Special Instructions	CQ Label	ТҮ
	L	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanlin ess	C
		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		CVC OE_Cleanlines s	C
		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	M	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants	C
		Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	 N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short	C
	N	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	Other_Assistant s	
		Would you like to provide additional comments about an interaction with a Visitor Services staff member ? If so, please provide as much detail as possible here.			Text area,no char limit		N		CVC OE_Assistants	С
		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know		Y		CVC Overall Satisfaction	С
		How well did this visit to the U.S. Capitol Visitor Center meet your expectations ?	1=Very Dissatisfied 2 3 4	_	Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	C

Model	Instanc	e Name

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Date: 12/21/2011

Date.	12/21/2011									
			CVC Tour 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	CQ Label	CQ TYPE
			5							
			6	1						
			7	1						
			8							
			9	1						
			10=Very Satisfied	1						
		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		CVC OE_Improveme nt	CVC

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Date: 12/21/2011

	Skip Logic		Answer Choices		Type (select	Sinale	Required	Special		с
QID	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label	TY
		How did you learn about tours of the U.S. Capitol?	While researching online for information about visiting the U.S.		Radio button,	Single	Y	Skip Logic	Learn About	тс
			Capitol or the Washington DC area		one-up			Group	Tour	
				-	vertical					
			While researching online information about Congress	-						
			From the Office of my Senator and/or Representative	-						
			From previous experience of being on a tour	-						
			From a friend/coworker	-						
			From a teacher/instructor/professor							
			From another organization's website	G						
			From a social networking site (Twitter, Facebook, etc.)	н						
			Other (please specify)	1						
	G	Through which other organization's website did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Org Website	т
		Through which social networking site did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Social Network	Т
		Where did you find out about the tour?			Text area, no		N	Skip Logic Group	Other_Learn	Т
		Address of the second state of the second stat			char limit		N	Cloup	About	-
		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		IN IN		Prepare for Tour	т
									TOUT	
		What was the reason(s) you decided to visit the	To learn about the history of the U.S. Capitol.		Checkbox,	Multi	Y	Skip Logic	CVC Primary	0
		U.S. Capitol? (Please select all that apply.)			one-up	wuu	1	Group	Reason	
					vertical			l	11000011	
			To view the art and architecture of the U.S. Capitol building.	-						
			To learn about Congress and how it functions.	-						
			To visit the House or Senate Chambers in session.	1						
			To be able to ask questions to a knowledgeable person about the	-						
			U.S. Capitol.							
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.							
			I did not decide to visit the U.S. Capitol. It was part of my tour	-						
			itinerary.							
			Other (please specify)	В						
	В	What was the other reason you decided to visit the			Text area, no		N	Skip Logic	CVC	C
		Capitol?			char limit			Group	Other_Reason	
		Did you accomplish your goal while at the U.S.	Yes	F	Radio button,	Single	Y	Skip Logic	CVC	C
		Capitol Visitor Center?			one-up			Group	Accomplish	
				_	vertical				Goal	
			No	F						
			Not applicable							
	F	What was the goal that you wanted to accomplish?			Text area, no		N	Skip Logic	CVC OE No	C
					char limit			Group	Goal	
		How often do you visit the U.S. Capitol?	This is my first time		Radio button,	Single	Y	Skin Logic	CVC Frequency	, c
		inter enter de you non the old. Ouplion			one-up	Single		Group	e i e i requeriey	
					vertical					
			Less than once a year	G, H						
			Once a year	G, H						

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QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	CQ TYPI
<u></u>	G	Was this your first time visiting the U.S. Capitol Visitor Center?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group		TOU
	н	Was this your first time taking a tour of the U.S. Capitol?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT U.S. Tour	TOU
			Booked reservation online		Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes	τοι
			Booked reservation through a Congressional office Booked reservation through a tour group organizer Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes Other (please specify)	F						
	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes	τοι
		I was satisfied with the overall experience of booking a reservation.	Strongly agree Agree Disagree Strongly disagree Not sure	-	Drop down, select one	Single	Y	Skip Logic Group	Booking Sat	τοι
		Please tell us of any issue you may have had while booking your reservation or obtaining tour passes.			Text area, no char limit		N	Skip Logic Group	OE_Reservatio n	то
		Did you arrive at the U.S. Capitol as a part of a group?	Yes, I was a part of a group (school, family, tourist group, etc.).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	C/
	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	No, I arrived alone (as an individual). Under 10		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	C۱
			10-20 20-30 30-40 40-50 More than 50	-						
		Which of the following best describes the type of group you arrived at the Capitol with?	School group	т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	C١
			Senior citizen group International visitor group Other (please specify)	ĸ						
	т	What were the age(s) of the children in your group? (Please select all that apply.)	Under 5 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	C'

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	Skip Logic		Answer Choices		Type (select	Single	Required	Special	001.1	C TY
ID	Label	Question Text	(limited to 50 characters) 8-10 years old	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label	
				-						
			11-13 years old	-						
			14-17 years old	-						
	K		Prefer not to answer		Taut and a		N		0.10	
	К	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group	0
		What was the approximate size of the entire group that was led by your tour guide?	Under 10		Radio button, one-up vertical	Single	Y		CVC Group - Size	Т
			10-20	-						
			20-30	-						
			30-40	-						
			40-50	-						
			More than 50	-						
		Which of the following roles best describes you at	Teacher / Professor	F	Radio button,	Single	Y	Skip Logic	CVC Role	
		the time of your visit?	Teacher / Professor		one-up vertical	Single	ř	Group	CVC Role	
			Student							
			Adult accompanying a child/children (ex: parent or guardian)	1						
			Congressional staff member	-						
			Tour organizer	-						
			Interested citizen (ex: tourist, family member, senior citizen, etc.)	-						
			International Visitor	-						
			Other (please specify)	D						
	F	What level of students do you teach?	Elementary School		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher	(
			Middle School	-						
			High School	-						
			College - Undergraduate	-						
			College - Post graduate	-						
				-						
			Prefer not to answer		Dedictor	O'reala			0.10	
	D	What do you consider your role?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Other_Role	
		Where do you currently live ?	I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States).	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State	
			Alabama	1						
			Alaska							
			Arizona							
			Arkansas							
			California	1						
			Colorado							
			Connecticut							
			Delaware							
			District of Columbia	-						
			Florida	-						

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D	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required	Special Instructions	CQ Label	C TY
	Laber	Question Text	Georgia	Skip to	noministy	ormulu	T/IN	Instructions	CQ Laber	-
			Hawaii							
			Idaho							
			Illinois							
			Indiana							
			Iowa							
			Kansas							
			Kentucky							
			Louisiana							
			Maine							
			Maryland							
			Massachusetts							
			Michigan							
			Minnesota							
			Mississippi							
			Missouri							
			Montana							
			Nebraska							
			Nevada							
			New Hampshire							
			New Jersey							
			New Mexico							
			New York							
			North Carolina							
			North Dakota							
			Ohio							
			Oklahoma							
			Oregon							
			Pennsylvania							
			Rhode Island							
			South Carolina							
			South Dakota							
			Tennessee							
			Texas							
			Utah							
			Vermont							
			Virginia							
			Washington							
			West Virginia							
			Wisconsin							
			Wyoming							
			American Samoa							
			Federated States of Micronesia							
			Guam							
			Midway Islands							
			Northern Mariana Islands							
			Puerto Rico							

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D	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	CQ Label	C T	
	Luber	Question Text	Republic of the Marshall Islands		nomnsty		1/18	matuctions	OQ LUDCI		
			U.S. Virgin Islands								
			Prefer not to answer								
	Α	What country do you live in?	Afghanistan		Drop down, select one	Single	Y	Skip Logic Group	CVC Country		
			Albania								
			Algeria								
			Andorra								
			Angola								
			Antigua and Barbuda								
			Argentina								
			Armenia								
			Australia								
			Austria								
			Azerbaijan								
			Bahamas, The								
			Bahrain								
			Bangladesh								
			Barbados								
			Belarus								
			Belgium								
			Belize								
			Benin								
			Bhutan								
			Bolivia								
			Bosnia and Herzegovina								
			Botswana								
			Brazil								
			Brunei								
			Bulgaria								
			Burkina Faso								
			Burma								
			Burundi								
			Cambodia								
			Cameroon								
			Canada								
			Cape Verde								
			Central African Republic								
			Chad								
			Chile								
			Colombia								
			Colombia								
			Comoros								
			Congo (Brazzaville)								
			Congo (Kinshasa)								
			Costa Rica Cote d'Ivoire								

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ID	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	CQ Label	С ТҮ
_		4	Croatia						- Q - 000 - 0	
			Cuba							
			Cyprus							
			Czech Republic							
			Denmark							
			Djibouti							
			Dominica							
			Dominican Republic							
			East Timor							
			Ecuador							
			Egypt							
			El Salvador							
			Equatorial Guinea							
			Eritrea							
			Estonia							
			Ethiopia							
			Fiji							
			Finland							
			France							
			Gabon							
			Gambia, The							
			Georgia							
			Germany							
			Ghana							
			Greece							
			Grenada							
			Guatemala							
			Guinea							
			Guinea-Bissau							
			Guyana							
			Haiti							
			Holy See							
			Honduras							
			Hong Kong							
			Hungary							
			Iceland							
			India							
			Indonesia							
			Iran							
			Iraq							
			Ireland							
			Israel							
			Italy							
			Jamaica							
			Japan							
			Japan Jordan							
			Juldali							
			Kazakhstan Kenya							

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ID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required	Special Instructions	CQ Label	С ТҮ
	Labor		Kiribati		in on noty	or main	1/14	motions	oq Lubei	
			Korea, North	-						
			Korea, South	-						
			Kosovo	-						
			Kuwait	-						
			Kyrgyzstan	-						
			Laos	-						
			Latvia	-						
			Lebanon	-						
			Lesotho	-						
			Liberia	-						
			Libya	-						
			Liechtenstein	-						
			Lithuania	-						
			Luxembourg	-						
			Macau	-						
			Macedonia	-						
			Madagascar	-						
			Malawi	-						
			Malaysia	-						
			Maldives	-						
			Mali	-						
			Malta	-						
			Marshall Islands	-						
			Mauritania	-						
			Mauritius	-						
			Mexico	-						
			Micronesia	-						
			Moldova	-						
			Monaco	-						
			Mongolia	-						
			Montenegro	-						
			Morocco	-						
			Mozambique	-						
			Namibia	-						
			Nauru	-						
			Nepal	-						
			Netherlands	-						
			Netherlands Antilles	-						
			New Zealand	-						
			Nicaragua	-						
			Niger	-						
			Nigeria	-						
			North Korea							
			Norway	-						
			Oman	-						
				-						
			Pakistan							

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D	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required	Special Instructions	CQ Label	T
	Laber	Question Text	Palestinian Territories	Skip to	noministy	or wull	T/IN	Instructions	CQ Laber	
			Panama	_						
			Papua New Guinea	_						
			Paraguay							
			Peru	_						
			Philippines	_						
			Poland	_						
			Portugal							
			Qatar	_						
			Romania							
			Russia							
			Rwanda							
			Saint Kitts and Nevis							
			Saint Lucia	_						
			Saint Vincent and the Grenadines	_						
			Samoa	-						
			San Marino	_						
			Sao Tome and Principe							
			Saudi Arabia							
			Senegal							
			Serbia							
			Seychelles	_						
			Sierra Leone							
			Singapore							
			Slovakia							
			Slovenia							
			Solomon Islands							
			Somalia							
			South Africa							
			South Korea							
			South Sudan							
			Spain							
			Sri Lanka							
			Sudan							
			Suriname							
			Swaziland							
			Sweden							
			Switzerland							
			Syria							
			Taiwan							
			Tajikistan							
			Tanzania							
			Thailand							
			Timor-Leste							
			Тодо							
			Tonga							
			Trinidad and Tobago							

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			CVC Tour CUSTOM QUESTION LIST							
	Skip Logic		Answer Choices		Type (select	Ginarda	Burning	Quantial		0
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	or Multi	Required Y/N	Special Instructions	CQ Label	CQ TYPE
			Turkey	0.00		or mana			• • • =	
			Turkmenistan	1						
			Tuvalu	1						
			Uganda	-						
			Ukraine	-						
			United Arab Emirates	1						
			United Kingdom	1						
			Uruguay	-						
			Uzbekistan	-						
			Vanuatu	-						
			Venezuela	-						
				-						
			Vietnam	-						
			Yemen	-						
			Zambia	-						
			Zimbabwe							
			Other (Please specify)	В						
			Prefer not to answer							
	В	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country	CVC
		Which of the following best describes your race or ethnic background ? (Please select all that apply.)	African American or Black		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race	CVC
			American Indian or Alaska Native	-						
				-						
			Asian	-						
			Hispanic or Latino	-						
			Native Hawaiian or Other Pacific Islander	-						
			White or Caucasian (Not Hispanic or Latino)	-						
			Other (Please specify)	С						
			Prefer not to answer							
	С	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race	CVC
		What is your gender ?	Male		Radio button, one-up vertical	Single	Y		CVC Gender	CVC
			Female	1						
			Prefer not to answer	1						
		What is your age ?	Under 18		Radio button, one-up	Single	Y		CVC Age	CVC
					vertical					
			18-24							
			25-34							
			35-44							
			45-54							
			55-64]						
			65 or older							
			Prefer not to answer	1						

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ID	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	CQ Label	CC TYF
		Which of the following best describes the highest	I have not graduated from high school	Зкір і О	Radio button,	Single	Y	Instructions	CVC Education	_
		level of education you have attained?	Thave not graduated north high School		one-up vertical	Single				
			High school graduate							
			Some college, trade, technical or vocational training							
			College graduate							
			Post graduate degree							
			Prefer not to answer							
			A staff member of a Representative's office		Drop down, select one	Single	Y		Tour Type	Т
			A staff member of a Senator's office							
			A U.S. Capitol Visitor Center Guide							
			Strongly agree	U	Drop down, select one	Single	Y	Skip Logic Group	TG Sat	Т
			Agree	U						
			Disagree	T						
			Strongly disagree	Ť.						
			Not sure	·						
		Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High	т
	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	Skip Logic Group	OE TG Sat Low	/ T
		If you could make one suggestion to improve your tour experience , what would it be?			Text area, no char limit		N		OE_Improveme nt	T
		Approximately how much time did you spend touring the U.S. Capitol?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour	Т
			15 - 30 minutes							
			30 - 45 minutes							
			More than 45 minutes							
		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up vertical	Single	Y		CVC Time	(
Ì			1 - 1 1/2 hours		İ	İ	l l	İ	İ	
İ			1 1/2 - 2 hours			ĺ	ĺ	İ	İ	
İ			2 - 3 hours		İ			İ	İ	
			More than 3 hours		1			1	İ.	
		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas	Т
			Emancipation Hall							
			Gift Shops							
			Restaurant							
			Other (please specify)	В						
	В	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Areas	Т
		Did you take an alternate tour while at the U.S.	Brumidi Corridors tour		Checkbox,	Multi	Y	Skip Logic	CVC Alt Tour	T

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Civit Martour Civit Ma	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	CQ Label	с тү
Image: Control of the present of the organization of the greenes specify) Description Description Description No Single Control of CVC Of Control for the reset of the U.S. Capitol 7 Mitch day of the week did you visit the U.S. Capitol 7 Monday Monday Text area, no one up, vertical No Single Control for the vertical for		Question Text		Зкірто	nonnistj	or multi	T/IN	Instructions	CQ Laber	
Image: Product of the operation of the provides specify) D D D And operating of the provides at the U.S. D Which day of the week did you visit the U.S. Monday Text area, no the provide and										1
D What other alternate four did you take at the U.S. Capitol? No. Sole Loop: CVC OI construction				D						
Capitol? Capitol? Containing Containinin Containing Containing	D	What other alternate tour did you take at the U.S.			Text area, no				CVC Other Alt	Т
Capitol? one-up Tuesday one-up Vertical one-up v								Group	Tour	
Image: Section of the support of the support of the section of the secound of the section of the sectin the section of the se					one-up	Single	Y		CVC Day	(
Image: A standard in the standa										
image: Priday Friday Saturday										
Saturday Sunday Image: Sunday <										
K Multi time of day did you visit the U.S. Capitol / (Please select all that apply.) Early morning Checkbox, atternoon Multi Y Skip Logic Group CVC Ti da 0uestions up unti now have been specifically about your tour of the U.S. Capitol Visitor Center meet or exceeded your expectations? Yes, the cleanliness level met or exceeded my expectations K Single Y Skip Logic Group Skip Logic CVC Ti da K Which of the following areas of the U.S. Capitol Visitor Center real below your expectations? Fintance / Greeting Area K Multi Y Skip Logic Group CVC Ti da K Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? Entrance / Greeting Area K Checkbox, wor-up vertical Multi Y Skip Logic Group CVC Cleanliness Group L What other area fell below your expectations? Entrance / Greeting Area I Text area, no char limit N Skip Logic Group CVC Group L What other area fell below your expectations? Checkbox, Please specify) L Text area, no char limit N Skip Logic Scroup CVC Group L What other area fell below your expectations? Fintance / Greeting Area Text area, no char limit N Skip Logic Scroup CV Cleanlines Dibit the U.S. Capitol Visior Conce the U.S. Capitol Vis			Friday							
At what time of day did you visit the U.S. Capitol? (Please select all that apply.) Early morning Early morning At what time of day did you visit the U.S. Capitol? (Please select all that apply.) Multi Y V CVC Tide Atternoon Atternoon Midd-Atternoon Midd-Atternoon Midd-Atternoon V Single Y Skip Logic CVC Tide Void voit our our of the U.S. Capitol Visitor Center experience. exp < exp- bid the cleanliness level met or exceeded my expectations K Radio button, one-up vertical Single Y Skip Logic CVC Tide No, the cleanliness level did not meet my expectations? No, the cleanliness level did not meet my expectations K Multi Y Skip Logic CVC Tide No, the cleanliness level did not meet my expectations? K Multi Y Skip Logic CVC Tide Visitor Center fell below your expectations? Entrance / Greeting Area Exhibition Hall Multi Y Skip Logic CVC Tide Gift Shop Exhibition Hall Gift Shop Exhibition Hall Group CVC Tide Group Cleanlines It What other area fell below your expectations? Cleanlines L Text area, no char limit			Saturday							
Image: Control of the control of th			Sunday							
Afternoon Mid-Afternoon Mid-Afternoon Mid-Afternoon Mid-Afternoon Mid-Afternoon Mid-Afternoon Sigle Y Skip Logic CV Questions up until now have been specifically about ty our tour of the U.S. Capitol. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. cp> cp> Did the cleanliness are vertical with the cleanliness level did not meet my expectations K Radio button, one-up vertical Skip Logic CV No, the cleanliness level did not meet my expectations K No, the cleanliness level did not meet my expectations K K Checkbox, two-up vertical Multi Y Skip Logic CV No, the cleanliness level did not meet my expectations? Entrance / Greeting Area K Checkbox, two-up vertical Multi Y Skip Logic CV Visior Center fell below your expectations? Exhibition Hall Exhibition Hall Gift Shop Exhibition Hall Gift Shop Exhibition Hall Gift Shop N Skip Logic CV L What other area fell below your expectations? Other (Please specify) L Text area, no char limit N Skip Logic CV about the cleanliness of the U.S. Capitol Visitor Center staff (excluding Ves, the staff met or			Early morning		one-up	Multi	Y		CVC Time of day	(
Image: Note of the survey are regarding the entric use of the U.S. Capitol. The remaining questions for the survey are regarding the entric use capitol Visitor Center experience. exp - pp Did the cleanliness level of the U.S. Capitol Visitor Center experience. exp - pp Did the cleanliness level of the U.S. Capitol Visitor Center expectations? Yes, the cleanliness level and not meet my expectations K Radio button, one-up vertical Single Y Skip Logic CCV No, the cleanliness level of the U.S. Capitol Visitor Center expectations? No, the cleanliness level did not meet my expectations K Checkbox, Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? Entrance / Greeting Area K Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? Entrance / Greeting Area K Would you like to provide additional comments about the cleanliness specify) Mult Zimp Provide additional comments about the clean instance of the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations N N Skip Logic CVC Center Staff (excluding Yes, the staff met or exceeded my expectations L What other area fell below your expectations? Image: Capitor Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Text area, no char limit N Skip Logic CVC Ass L Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Scapitol Visitor Center staff (excluding Yes, the st			Late morning							
Questions up until now have been specifically about your our of the U.S. Capitol. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience			Afternoon			İ		İ		
k vour our of the U.S. Capitol 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 experience. Did the cleanliness level of the U.S. Capitol Visitor Center experience. No, the cleanliness level did not meet my expectations K K No, the cleanliness level did not meet my expectations K K Skip Logic C K Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations? Entrance / Greeting Area K Checkbox, two-up vertical Multi Y Skip Logic C Visitor Center fell below your expectations? Exhibition Hall Gift Shop Exhibition Hall Gift Shop K No, the cleanliness specify) L N Skip Logic C L What other area fell below your expectations? Other (Please specify) L Text area, no char limit N Skip Logic CV CV Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CV Did the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CV <td></td> <td></td> <td>Mid-Afternoon</td> <td>_</td> <td></td> <td>İ</td> <td></td> <td>ĺ</td> <td></td> <td></td>			Mid-Afternoon	_		İ		ĺ		
K Which of the following areas of the U.S. Capitol Entrance / Greeting Area Checkbox, two-up vertical Multi Y Skip Logic CV Visitor Center fell below your expectations? (Please select all that apply.) Entrance / Greeting Area L Checkbox, two-up vertical Multi Y Skip Logic CV Exhibition Hall Gift Shop Restaurant Restrooms L L N Skip Logic CV L What other area fell below your expectations? Other (Please specify) L Text area, no char limit N Skip Logic CV 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. Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CV Did the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CV		your tour of the U.S. Capitol. 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			one-up				Cleanliness	
K Which of the following areas of the U.S. Capitol Entrance / Greeting Area L Checkbox, two-up vertical Multi Y Skip Logic CV L What other area fell below your expectations? Entrance / Greeting Area L Text area, no char limit N Skip Logic CV Vould you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center staff (excluding Y fes, the staff met or exceeded my expectations Text area, no char limit N Skip Logic CV CV Did the U.S. Capitol Visitor Center staff (excluding Y es, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CVC Ass			No, the cleanliness level did not meet my expectations	ĸ						
L What other area fell below your expectations? Text area, no char limit N Skip Logic Group CV Other_C est 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. N N Skip Logic Group CV Did the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CVC Ass	к	Visitor Center fell below your expectations?	Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant Restrooms			Multi	Y		CVC Cleanliness - Short	(
Image: Constraint of the clean lines Image: Constraint of the clean lines <td></td> <td></td> <td>Other (Please specify)</td> <td>L</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>(</td>			Other (Please specify)	L						(
about the cleanliness of the U.S. Capitol Visitor Center building? If so, please provide as much detail as possible here. char limit char limit OE_Cleat s Did the U.S. Capitol Visitor Center staff (excluding Yes, the staff met or exceeded my expectations Radio button, Single Y Skip Logic CVC Ass	L	What other area fell below your expectations?					N		Other_Cleanlin ess	
		about the cleanliness of the U.S. Capitol Visitor Center building ? If so, please provide as much					Ν		CVC OE_Cleanlines S	
etc.) meet or exceed your expectations? vertical		tour guides - ex: workers at the coat check, entrance,	Yes, the staff met or exceeded my expectations		one-up	Single	Y		CVC Assistants	(

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Date: 12/21/2011

			CVC Tour CUSTOM QUESTION LIST		1					
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	CQ Label	CQ TYPI
	М	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Coat Check		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short	CVC
			Entrance / Greeting Area							
			Exhibition Hall							
			Security Theater							
			Other (Please specify)	N						
	N	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistant s	CV
		Would you like to provide additional comments about an interaction with a Visitor Services staff member ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	cv
		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CV
			2							
			3							
			4							
			5							
			6							
			7							
			8							
			9							
			0 10=Very Satisfied							
		How well did this visit to the U.S. Capitol Visitor Center meet your expectations ?	1=Very Dissatisfied		Radio button, scale, no don't know		Y		CVC Overall Satisfaction	C/
			2							
			3							
			4							
			5							
			6							
			7							
			8							
			9							
			10=Very Satisfied		Tout offer		N1		0/2	~
		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		CVC OE_Improveme nt	C/

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	or Multi		Instructions	CQ Labe
		Tell us About: Your Decision to Visit the U.S. Capitol < <p>> <<p>> How did you learn about tours of the U.S. Capitol?</p></p>	While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn Abo Tour
			While researching online information about Congress						
			From the Office of my Senator and/or Representative	_					
			From previous experience of being on a tour	_					
			From a friend/coworker	-					
			From a teacher/instructor/professor From another organization's website	G					
			From a social networking site (Twitter, Facebook, etc.)	- H					
			Other (please specify)	1 7 .					
	G	Through which other organization's website did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Or
	н	Through which social networking site did you find out about the tour?			Text area,no char limit		N	Skip Logic Group	OE_Soc Networ
	I	Where did you find out about the tour?			Text area,no char limit		N	Skip Logic Group	Other_Le About
		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		Prepare Tour
		Tell us About: Your Reservations Experience < <p>>> <<p>> How did you obtain your tour passes?</p></p>	Booked reservation online		Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Pas
			Booked reservation through a Congressional office						
			Booked reservation through a tour group organizer						
			Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes						
			Other (please specify)	F					
	F	What other way did you obtain your tour passes?			Text area,no char limit			Skip Logic Group	Other Ob Passes
		a reservation.	Strongly agree		Drop down, select one	Single	Y	Skip Logic Group	Booking
			Agree	_					
			Disagree	-					
			Strongly disagree	-					
		Please tell us of any issue you may have had while	Not sure		Text area, no		N	Skin Logic	OE Reser
					TEAL area, 110			Chip Logic	

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			CVC Tour CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Ý/N	Special Instructions	CQ Labe
		Tell us About: Your Actual Tour Experience < <p>>> <<p>Who guided you on your U.S. Capitol Tour?</p></p>	A staff member of a Representative's office		Drop down, select one	Single	Y		Tour Typ
			A staff member of a Senator's office						
			A U.S. Capitol Visitor Center Guide						
		Approximately how much time did you spend touring the U.S. Capitol ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tou
			15 - 30 minutes						
			30 - 45 minutes						
			More than 45 minutes						
		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas
			Emancipation Hall						
			Gift Shops						
			Restaurant						
			Other (please specify)	В					
	В	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Are
		Did you take an alternate tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors tour		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Alt T
			Civil War tour						
			Outdoor Walking tour						
			Other (please specify)	D					
	D	What other alternate tour did you take at the U.S. Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other Tour
	S	Tell us About: Your Overall Tour Experience	Strongly agree	U	Drop down,	Single	Y	Skip Logic Group	TG Sat
		< <p>>> <<p>> I was satisfied with the experience provided by my U.S. Capitol Tour Guide.</p></p>			select one			Cioup	
			Agree	U					
			Disagree	Т					
			Strongly disagree	Т					
			Not sure						
	U	Please provide any additional comments about your tour experience.			Text area,no char limit		N	Skip Logic Group	OE TG S High
	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	Skip Logic Group	OE TG Sat
		If you could make one suggestion to improve your tour experience, what would it be?			Text area, no char limit		N		OE_Improv

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Partitioned (Y/N)? N

Date: 2	2 27 2	012
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	CVC Tour	
Model questions utilize	e the ACSI methodology to determine scores an	d impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
US Government (1=Poor, 10=Excellent)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 <u>U.S. Capitol Tour and Government</u> - How well did the U.S. Capitol Tour Foster connections between citizens and their government.	22 What is your overall satisfaction with the U.S. Capitol Tour? (1=Very Dissatisfied, 10=Very	25 How likely are you to return to the U.S. Capitol Visitor Center?
2 Enhance understanding of the legislative branch of government.	23 Satisfied) How well does this tour meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 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 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)
4U.S. History and the U.S. Capitol Tour - How well did the presented information Arouse curiosity in the history of the United States, Congress and the Capitol.	Denise.Philips: For questions 4,5, 7, & 8 I added periods between US. So all	27 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of taking the tour today?
5 Develop context about important people, places, and events in U.S. history.	U.S. should have	Future Participation (1=Very Unlikely, 10=Very Likely)
6 Increase understanding of the role of citizen involvement to develop the United States.	periods in between.	28 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)
The tour advanced my knowledge and understanding of the U.S. government. 8 The tour is a helpful experience toward understanding U.S. history.		your local area?
9 The tour covers its objectives.		
Communication (1=Poor, 10=Excellent) 10 Thinking about your tour guide, please rate how well the guide performed in the following areas: Communication Tour guide's understanding of your questions during the tour.		
11 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 when speaking.		
14 Promptness to acknowledge questions and comments.	1	
15 Respect for traditions, cultures, and needs of visitors and guests.		
Interactivity (1=Poor, 10=Excellent)		
16 Interactivity The ability of the guide to engage in discussions.		
17 The capacity to connect content with questions and discussions during the tour.		
18 The skill of the guide to create involvement among members of the tour group.		
Tour Guide (1=Strongly Disagree, 10=Strongly Agree)		
	r	

Mod	el questions utilize the AC	CVC Tour SI methodology to determine score	es and impacts		
ELEMENTS (drivers of satisfaction 19 Please rate your level of agreement with the following state The tour guide demonstrated professionalism throughout the to	ements:	CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
20 The tour guide was responsive to the questions and needs aris21 The tour guide was enthusiastic about my participation at the U					

Master	Version 2	Version 3	Version 4
US Government	Capitol History	Communication	Communication
Capitol History	US Government	Engagement	Interactivity
Tour Content	Tour Content	Interactivity	Engagement
Communication	Communication	Tour Guide	Tour Guide
Engagement	Interactivity	US Government	Capitol History
Interactivity	Engagement	Capitol History	US Government
Tour Guide	Tour Guide	Tour Content	Tour Content
Satisfaction	Satisfaction Satisfaction		Satisfaction
FB1	FB1	FB1	FB1
FB2 FB2		FB2	FB2
FB3	FB3	FB3	FB3

InnerD	US Government	Capitol History	Tour Content	Communication	Engagement	Interactivity	Tour Guide	Satisfaction	FB1	FB2	FB3
US Government	0	0	0	0	0	0	0	0	0	0	0
Capitol History	0	0	0	0	0	0	0	0	0	0	0
Tour Content	1	1	0	0	0	0	0	0	0	0	0
Communication	0	0	0	0	0	0	0	0	0	0	0
Engagement	0	0	0	0	0	0	0	0	0	0	0
Interactivity	0	0	0	0	0	0	0	0	0	0	0
Tour Guide	0	0	0	1	1	1	0	0	0	0	0
Satisfaction	0	0	1	0	0	0	1	0	0	0	0
FB1	0	0	0	0	0	0	0	1	0	0	0
FB2	0	0	0	0	0	0	0	1	0	0	0
FB3	0	0	0	0	0	0	0	1	0	0	0

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			CVC Tour CUSTOM QUESTION LIST						_
	Skip Logic		Answer Choices		Type (select	Single	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to		or Multi		Instructions	
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office		Drop down,	Single	Y	Skip Logic	Tour Type
				_	select one			Group	
			A staff member of a Senator's office						
0 11005 4	X		A U.S. Capitol Visitor Guide	X	Duan dauun	Single	Y	Skip Logic	TO Cat
CJI0054	X	I was satisfied with the experience provided by my U.S. Capitol Visitor Guide .	Strongly agree	U	Drop down, select one	Single	ř	Group	TG Sat
			Agree	U					
			Disagree	Т					
			Strongly disagree	Т					
			Not sure						
CJI0055	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High
CJI0056	т	Please tell us, in as much detail as possible, what			Text area, no		N	Skip Logic	OE TG Sat Lov
		you didn't like so that we can attempt to correct any concerns you may have had.			char limit			Group	
CJI0057		If you could make one suggestion to improve your tour experience, what would it be?			Text area, no		N		OE_Improveme
0.110.050		• ,			char limit	0.1			nt
CJI0058		What was the approximate size of the entire group that was led by your tour guide?	Under 10		Radio button, one-up vertical	Single	Y		CVC Group - Size
			10-20						
			20-30						
			30-40						
			40-50						
			More than 50						
CJI0059		Approximately how much time did you spend touring the U.S. Capitol ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour
			15 - 30 minutes						
			30 - 45 minutes						
			More than 45 minutes						
CJ10073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role
			Student	_	Ventical				
			Adult accompanying a child/children (ex: parent or guardian)	_					
			Congressional staff member	-					
			Tour organizer	-					
			Interested citizen (ex: tourist, family member, senior citizen, etc.)	-					
			International Visitor						
			Other (please specify)	D					
CJI0074	F	What level of students do you teach?	Elementary School		Radio button, one-up	Single	Y	Skip Logic Group	CVC Teacher
					vertical				
			Middle School	_					
			High School						
			College - Undergraduate	_					
			College - Post graduate	_					
			Prefer not to answer						

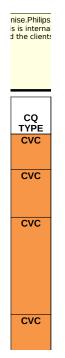
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	_		CVC Tour CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CJI0075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJ10076		Did you arrive at the U.S. Capitol as part of a group?	Yes, I was part of a group (school, family, tourist group, etc.).	0, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
CJ10077	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	No, I arrived alone (as an individual). Under 10 10-20 20-30 30-40 40-50 More than 50	-	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size
CJ10078	Р	Which of the following best describes the type of group you arrived at the Capitol with?	School group	т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

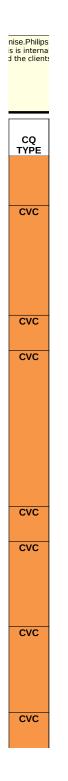
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			blue +>: REWORDING							
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			CVC Tour CUSTOM QUESTION LIST						Ļ	
	Skip Logic		Answer Choices		Type (select	Single	Required	Special		
QID	Label	Question Text	(limited to 50 characters)	Skip to		or Multi		Instructions	CQ Label	
			Family	Т						
			Senior citizen group International visitor group	-						
			Other (please specify)	к						
CJI0079	т	What were the age(s) of the children/students in	Under 5 years old		Checkbox,	Multi	Y	Skip Logic	CVC Children	
		your group? (Please select all that apply.)			two-up vertical			Group	Ages	
			5-7 years old							
			8-10 years old							
			11-13 years old	_						
			14-17 years old	-						
			Over 17 years old	-	0000					
CJ10080	К	What other type of tour group were you part of?	Prefer not to answer		8889 Text area, no		N	Skip Logic	CVC	
510000		what other type of tour group were you part or:			char limit			Group	Other_Tour Group	
CJI0081		What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.)	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Primary Reason	
			To view the art and architecture of the U.S. Capitol building.							
			To learn about Congress and how it functions.							
			To visit the House or Senate Chambers in session.	_						
			To be able to ask questions to a knowledgeable person about the U.S. Capitol.	_						
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.							
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.							
2110002			Other (please specify)	В	T		N		CVC	
CJ10082	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	Other_Reaso	
CJ10085		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up vertical	Single	Y		CVC Time	
			1 - 1 1/2 hours	1		ĺ	İ			
			1 1/2 - 2 hours]						
			2 - 3 hours							
10000			More than 3 hours		Deallie	0			0.00	
CJ10086		How often do you visit the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequen	
			Less than once a year							
			Once a year							
			Multiple times a year							
CJI0089		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)	Early morning		Checkbox, one-up	Multi	Y		CVC Time o day	
					vertical					

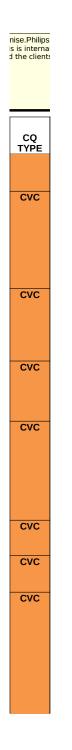
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			CVC Tour CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Late morning						
			Early Afternoon						
			Late Afternoon		-				
CJ10090		Which day of the week did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day
			Tuesday			ĺ	1		
			Wednesday						
			Thursday						
			Friday						
			Saturday						
CJI0091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timefram
			Within a month			i i			
			Within the past 6 months						
			Within the past year			Ì			i i
CJ10096		Did the U.S. Capitol Visitor Center staff (excluding			Radio button,	Single	Y	Skip Logic	CVC Assistant
		tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?			one-up vertical	Chilgie		Group	
			No, the staff did not meet my expectations.	М					
CJ10097	М	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Coat Check		Checkbox, two-up vertica	Multi	Y	Skip Logic Group	CVC Assistant - Short
			Entrance / Greeting Area						
			Exhibition Hall						
			Security						
			Theater						
			Other (Please specify)	N					
CJ10098	N	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assista s
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		CVC OE_Assistants
CJI0102		What is your overall satisfaction with the entire	1=Very Dissatisfied		Radio button,	Single	Y		CVC Overall
		U.S. Capitol Visitor Center experience?	2		scale, no don't know				Satisfaction
			3						
			4						
			5						
			6						
			7]		1			

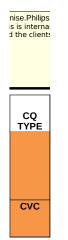
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			CVC Tour CUSTOM QUESTION LIST						_
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 8	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			9 10=Very Satisfied						
CJI0104		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		CVC OE_Improveme nt











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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	Special Instructions	CO Label																	
CJI0045	Laber	How did you obtain your tour passes?	Booked reservation online	- J.J	Radio button,	Single	¥	Skip Logic	Obtain Passe																	
5010040				., 0	one-up vertical	9		Group	obtain r usse																	
			Booked reservation through a Congressional office	I, J																						
			Booked reservation through a tour group organizer	I, J																						
			Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes																							
			Other (please specify)	F																						
CJ10046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtair Passes																	
CJ10047	ŧ	I was satisfied with the overall experience of booking a reservation.	Strongly agree		Drop down, select one	Single	¥	Skip Logic Group	Booking Sat																	
			Agree																							
			Disagree																							
			Strongly disagree																							
			Not sure																							
CJ10048	Ĵ	Please tell us of any issue you may have had while booking your reservation or obtaining tour passes.			Text area, no char limit		N	Skip Logic Group	OE_Reservat n																	
CJ10049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, t wo-up vertical	Multi	¥	Skip Logic Group	Areas																	
			Emancipation Hall	1																						
			Gift Shops															1								
			Restaurant	7																						
			Other (please specify)	B																						
CJ10050	B	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Area																	
CJ10051		Did you take a special tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors Tour		Checkbox, two-up vertical	Multi	¥	Skip Logic Group	CVC Specia Tour																	
			Civil War Tour	1																						
			Capitol Grounds Tour																							
			Other (please specify)	Ð																						
			I did not take a special tour.			8889																				
CJ10052	Ð	What other special tour did you take at the U.S. Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Speci Tour																	
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office		Drop down, select one	Single	Y	Skip Logic Group	Tour Type																	
			A staff member of a Senator's office																							
			A U.S. Capitol Visitor Guide	Х																						
CJ10054	X	I was satisfied with the experience provided by my U.S. Capitol Visitor Guide .	Strongly agree		Drop down, select one	Single	Y	Skip Logic Group	TG Sat																	
			Agree	U																						
			Disagree	Т																						
			Strongly disagree	Ť																						
			Not sure																							

CVC Tour

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			CVC Tour CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions	CQ Label			
CJ10055	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High			
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	Skip Logic Group	OE TG Sat Lo			
CJI0057		If you could make one suggestion to improve your tour experience , what would it be?			Text area,no char limit		N		OE_Improver nt			
CJ10058		What was the approximate size of the entire group that was led by your tour guide?	Under 10		Radio button, one-up vertical	Single	Y		CVC Group Size			
			10-20									
			20-30	-								
			30-40	-								
			40-50 Mars than 50	-								
210050		A second device the base of the Alexandrian second second	More than 50		D	Cinala	Y					
CJI0059		Approximately how much time did you spend touring the U.S. Capitol ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tou			
			15 - 30 minutes									
			30 - 45 minutes	4								
			More than 45 minutes									
CJ10060		How did you learn about tours of the U.S. Capitol?	While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button,- one-up vertical	Single	¥	Skip Logic Group	Learn Abor Tour			
			While researching online information about Congress	1								
			From the Office of my Senator and/or Representative									
			From previous experience of being on a tour	1								
			From a friend/coworker	1								
			From a teacher/instructor/professor	1								
			From another organization's website	G								
			From a social networking site (Twitter, Facebook, etc.)	H								
			Other (please specify)	1 +								
CJ10061	e	Through which other organization's website did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Org Website			
CJ10062	H	Through which social networking site did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Social Network			
CJ10063	÷.	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Lear About			
CJ10064		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		Prepare fo Tour			
CJI0073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role			
			Student									
			Adult accompanying a child/children (ex: parent or guardian)									
			Congressional staff member	-								
			Tour organizer	-								
			Interested citizen (ex: tourist, family member, senior citizen, etc.))							
			International Visitor									

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			CVC Tour 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	CQ Label
			Other (please specify)	D					
CJI0074	F	What level of students do you teach?	Elementary School Middle School	_	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teache
			High School	-					
			College - Undergraduate	1					
			College - Post graduate						
			Prefer not to answer						
CJ10075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJI0076		Did you arrive at the U.S. Capitol as part of a group?	Yes, I was part of a group (school, family, tourist group, etc.).	O, P	Radio button, one-up vertical	one-up	Y	Skip Logic Group	CVC Tour Group
			No, I arrived alone (as an individual).						
CJ10077	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	Under 10		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size
			10-20						
			20-30						
			30-40						
			40-50						
			More than 50						
CJ10078	Р	Which of the following best describes the type of group you arrived at the Capitol with?	School group	Т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

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CVC Tour

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QID	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label
			Senior citizen group						
			International visitor group	{					
			Other (please specify)	к					
JI0079	т	What were the age(s) of the children/students in	Under 5 years old		Checkbox,	Multi	Y	Skin Logic	CVC Childre
		your group? (Please select all that apply.)			two-up vertical	Widiti		Group	Ages
			5-7 years old	1					
			8-10 years old]					
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJ10080	К	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tou Group
CJI0081		What was the reason(s) you decided to visit the U.S. Capitol ? (Please select all that apply.)	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Prima Reason
			To view the art and architecture of the U.S. Capitol building.	1					
			To learn about Congress and how it functions.	1					
			To visit the House or Senate Chambers in session.	1					
			To be able to ask questions to a knowledgeable person about the U.S. Capitol.						
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.						
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.						
			Other (please specify)	В					
CJ10082	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reas
:JI0083		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC Accomplis Goal
			N o	F					
			Not applicable	1					
:JI0084	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE N Goal
JI0085		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up	Single	Y		CVC Time
				ļ	vertical				
			1 - 1 1/2 hours	1					
			1 1/2 - 2 hours	1					
			2 - 3 hours						
			More than 3 hours						
JI0086		How often do you visit the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Freque

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CVC Tour

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			CVC Tour 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	CQ Label				
			Less than once a year	G, H									
			Once a year	G, H									
			Multiple times a year	G, H									
CJ10087	G	Was this your first time visiting the U.S. Capitol Visitor Center?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Tour FT CVC				
			No										
CJ10088	H	Was this your first time taking a tour of the U.S. Capitol?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Tour FT U.S. Tour				
			No										
CJI0089		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)	Early morning		Checkbox, one-up vertical	Multi	Y		CVC Time of day				
			Late morning										
			Early Afternoon										
			Late Afternoon										
CJ10090		Which day of the week did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day				
			Tuesday	-									
			Wednesday										
			Thursday	-									
			Friday	-									
			Saturday	-									
CJI0091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timefram				
			Within a month		İ	ĺ	İ						
			Within the past 6 months		ĺ	ĺ	ĺ						
			Within the past year				ĺ						
CJ10092		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	¥	Skip Logic Group	CVC Cleanliness				
			No, the cleanliness level did not meet my expectations.	ĸ									
CJ10093	K	Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Entrance / Greeting Area		Checkbox, two-up vertical	Multi	¥	Skip Logic Group	CVC Cleanliness- Short				
			Exhibition Hall										
			Gift Shop										
			Restaurant										
			Restrooms			-							
			Other (Please specify)	E -									

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			CVC Tour 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	CQ Label
CJ10094	E	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	Other_Cleanli
CJI0095		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		CVC OE_Cleanline s
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?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistant
CJ10097	M	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	No, the staff did not meet my expectations. Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	M 	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistant - Short
CJ10098	N	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assista s
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		CVC OE_Assistant
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible:"	Strongly Agree Agree Neutral Disagree Strongly disagree Edon't know	0 0	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC Accessibility
CJI0101	θ	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	e CVC Accessibility Low
CJI0102		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	1=Very Dissatisfied 2 2 3 4 5 6		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction

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			CVC Tour 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	
			8						

9

How well did this visit to the U.S. Capitol Visitor Center meet your expectations?

If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?

CJI0103

CJI0104

10=Very Satisfied

1=Very Dissatisfied

10=Very Satisfied

CQ Label

CVC Overall Satisfaction

CVC

OE_Improveme nt

Radio button, Single scale, no don't

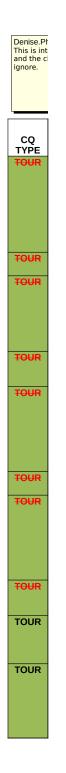
know

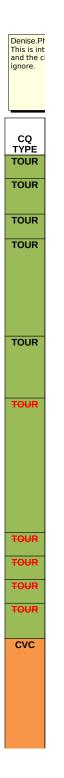
Text area, no

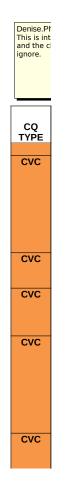
char limit

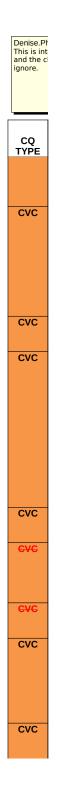
¥

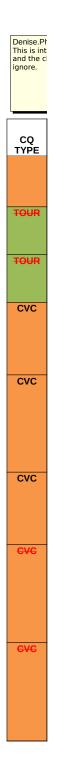
Ν

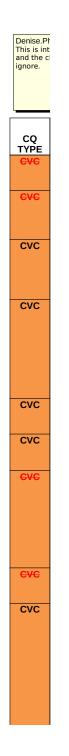


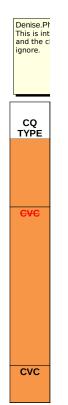












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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
CJI0045	Laber	How did you obtain your tour passes?	Booked reservation online	- J.J	Radio button,	Single	¥	Skip Logic	Obtain Passe
5010040				., 0	one-up vertical	9		Group	Obtain r usse
			Booked reservation through a Congressional office	I, J					
			Booked reservation through a tour group organizer	I, J					
			Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes						
			Other (please specify)	F					
CJ10046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtair Passes
CJ10047	ŧ	I was satisfied with the overall experience of booking a reservation.	Strongly agree		Drop down, select one	Single	¥	Skip Logic Group	Booking Sat
			Agree						
			Disagree						
			Strongly disagree						
			Not sure						
CJ10048	Ĵ	Please tell us of any issue you may have had while booking your reservation or obtaining tour passes.			Text area, no char limit		N	Skip Logic Group	OE_Reservat n
CJ10049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, t wo-up vertical		Skip Logic Group	Areas	
			Emancipation Hall	1					
			Gift Shops	7					
			Restaurant	7					
			Other (please specify)	B					
CJ10050	B	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Area
CJ10051		Did you take a special tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors Tour		Checkbox, two-up vertical	Multi	¥	Skip Logic Group	CVC Specia Tour
			Civil War Tour	1					
			Capitol Grounds Tour						
			Other (please specify)	Ð					
			I did not take a special tour.			8889			
CJ10052	Ð	What other special tour did you take at the U.S. Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Speci Tour
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office		Drop down, select one	Single	Y	Skip Logic Group	Tour Type
			A staff member of a Senator's office						
			A U.S. Capitol Visitor Guide	Х					
CJ10054	X	I was satisfied with the experience provided by my U.S. Capitol Visitor Guide .	Strongly agree		Drop down, select one	Single	Y	Skip Logic Group	TG Sat
			Agree	U					
			Disagree	Т					
			Strongly disagree	Т					
			Not sure						

CVC Tour

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			CVC Tour 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	CQ Label
CJ10055	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High
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	Skip Logic Group	OE TG Sat L
CJI0057		If you could make one suggestion to improve your tour experience , what would it be?			Text area, no char limit		N		OE_Improvent
CJI0058		What was the approximate size of the entire group that was led by your tour guide?	Under 10		Radio button, one-up vertical	Single	Y		CVC Group Size
			10-20 20-30	_					
			30-40						
			40-50 More than 50	_					
CJ10059		Approximately how much time did you spend touring the U.S. Capitol ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tou
			15 - 30 minutes						
			30 - 45 minutes	_					
2 110000		Use did you have about to we of the U.C. Conitalo	More than 45 minutes		Dedie butter	Cinglo	¥	Ckip Logio	Leeve Alee
CJ10060		How did you learn about tours of the U.S. Capitol?	While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button, one-up vertical	Single	- T	Skip Logic Group	Learn Abou Tour
			While researching online information about Congress						
			From the Office of my Senator and/or Representative	_					
			From previous experience of being on a tour From a friend/coworker	_					
			From a teacher/instructor/professor	_					
			From another organization's website	G					
			From a social networking site (Twitter, Facebook, etc.)	H					
			Other (please specify)	- + -					
CJ10061	e	Through which other organization's website did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Org Website
CJ10062	H	Through which social networking site did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Socia Network
CJ10063	+	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Lear
CJ10064		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		Prepare fe Tour
CJ10065		Where do you currently live?	I live outside of the United States.	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State
			Alabama						
			Alaska	_					
			Arizona Arkansas						
			Arkansas California						
			Colorado						

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			CVC Tour 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	CQ Label
		Quotatin Toxi	Connecticut	0.00		er munt		linea actione	• ų =u.so.
			Delaware	1					
			District of Columbia	1					
			Florida	1					
			Georgia	1					
			Hawaii	1					
			Idaho	1					
			Illinois]					
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire	-					
			New Jersey	-					
			New Mexico	-					
			New York	-					
			North Carolina	-					
			North Dakota						
			Ohio	-					
			Oklahoma	-					
			Oregon	-					
			Pennsylvania Rhode Island						
			South Carolina	-					
			South Carolina South Dakota	-					
			Tennessee	-					
			Texas	-					
			Utah	-					
			Vermont	-					
			Virginia	-					
			Washington	-					
			West Virginia	-					
			Wisconsin						
			Wyoming						
			American Samoa						
			Federated States of Micronesia						
			Guam						

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			CVC Tour CUSTOM QUESTION LIST						
	Skip Logic	Question Text	Answer Choices	Chin to	Type (select from list)	Single	Required	Special Instructions	
QID	Label	Question Text	(limited to 50 characters) Midway Islands	Skip to	from list)	or Multi	Y/N	Instructions	CQ Labe
			Northern Mariana Islands						
			Puerto Rico Republic of Palau						
			Republic of the Marshall Islands						
			U.S. Virgin Islands						
	-		Prefer not to answer					<u>.</u>	
0066	A	What country do you live in?	Afghanistan		Drop down, select one	Single	Y	Group	CVC Cou
			Albania						
			Algeria						
			Andorra						
			Angola						
			Antigua and Barbuda						
			Argentina						
			Armenia						
			Australia						
			Austria						
			Azerbaijan						
			Bahamas, The						
			Bahrain						
			Bangladesh						
			Barbados						
			Belarus						
			Belgium						
			Belize						
			Benin						
			Bhutan						
			Bolivia						
			Bosnia and Herzegovina						
			Botswana						
			Brazil						
			Brunei						
			Bulgaria						
			Burkina Faso						
			Burma						
			Burundi						
			Cambodia						
			Cameroon						
			Canada						
			Cape Verde						
			Central African Republic						
			Chad						
			Chile						
			China						
			Colombia						
			Comoros						

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	_		CVC Tour CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single	Required	Special Instructions	CQ Label
UIQ	Laber	Question Text	Congo (Brazzaville)	Skip to	ironi iist)	or multi	¥/N	Instructions	CQ Laber
			Congo (Kinshasa)	1					
			Costa Rica	-					
			Cote d'Ivoire	-					
			Croatia	-					
			Cuba	1					
			Cyprus	-					
			Czech Republic	-					
			Denmark	1					
			Djibouti						
			Dominica	1					
			Dominican Republic						
			East Timor						
			Ecuador						
			Egypt						
			El Salvador						
			Equatorial Guinea	1					
			Eritrea						
			Estonia	1					
			Ethiopia						
			Fiji	1					
			Finland	1					
			France	1					
			Gabon	1					
			Gambia, The	1					
			Georgia	1					
			Germany	1					
			Ghana]					
			Greece						
			Grenada						
			Guatemala						
			Guinea						
			Guinea-Bissau						
			Guyana						
			Haiti						
			Holy See						
			Honduras						
			Hong Kong	-					
			Hungary						
			Iceland	-					
			India	-					
			Indonesia	-					
			Iran	-					
			Iraq	-					
			Ireland	-					
			Israel	-					
			Italy	-					
			Jamaica						

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Date:	#VALUE!		CVC Tour 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	Special Instructions	CQ Label
QID	Laber	Question Text	Japan	Skip to	noministy	or multi	17/1	Instructions	CQ Laber
			Jordan						
			Kazakhstan						
			Kenya						
			Kiribati						
			Korea, North						
			Korea, South						
			Kosovo						
			Kuwait						
			Kyrgyzstan						
			Laos						
			Latvia						
			Lebanon Lesotho						
			Liberia						
			Libya						
			Liechtenstein						
			Lithuania						
			Luxembourg						
			Macau						
			Macedonia						
			Madagascar						
			Malawi						
			Malaysia						
			Maldives						
			Mali						
			Malta Marshall Islands						
			Mauritania						
			Mauritius						
			Mexico						
			Micronesia						
			Moldova						
			Monaco						
			Mongolia						
			Montenegro						
			Morocco						
			Mozambique						
			Namibia						
			Nauru						
			Nepal						
			Netherlands Netherlands Antilles						
			New Zealand						
			Nicaragua						
			Niger						
			Nigeria						
			North Korea						

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	#VALUE:		CVC Tour CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices		Type (select	Single	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	or Multi	Y/N	Special Instructions	CQ Label
			Norway						
			Oman						
			Pakistan						
			Palau						
			Palestinian Territories						
			Panama						
			Papua New Guinea						
			Paraguay						
			Peru						
			Philippines						
			Poland						
			Portugal						
			Qatar						
			Romania						
			Russia						
			Rwanda Saint Kitts and Nevis						
			Saint Lucia						
			Saint Vincent and the Grenadines Samoa						
			San Marino						
			Sao Tome and Principe						
			Saudi Arabia						
			Senegal						
			Serbia						
			Seychelles						
			Sierra Leone						
			Singapore						
			Slovakia						
			Slovenia						
			Solomon Islands						
			Somalia						
			South Africa						
			South Korea						
			South Sudan						
			Spain						
			Sri Lanka						
			Sudan						
			Suriname						
			Swaziland						
			Sweden						
			Switzerland						
			Syria						
			Taiwan						
			Tajikistan						
			Tanzania						
			Thailand						
			Timor-Leste						
			Timor-Leste						

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			CVC Tour 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	CQ Label
. -		C	Тодо						
			Tonga	1					
			Trinidad and Tobago						
			Tunisia						
			Turkey						
			Turkmenistan						
			Tuvalu						
			Uganda						
			Ukraine	4					
			United Arab Emirates	4					
			United Kingdom	-					
			Uruguay	4					
			Uzbekistan	-					
			Vanuatu	-					
			Venezuela	-					
			Vietnam	4					
			Yemen	-					
			Zambia	4					
			Zimbabwe Other (Please specify)	в					
				- P					
JI0067	В	Where do you live?	Prefer not to answer		Text field,		N	Skip Logic	CVC
2010007					<100 char			Group	Other_Coun
CJ10068		Which of the following best describes your race or ethnic background ? (Please select all that apply.)	African American or Black		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race
			American Indian or Alaska Native	1					
			Asian						
			Hispanic or Latino						
			Native Hawaiian or Other Pacific Islander						
			White or Caucasian (Not Hispanic or Latino)						
			Other (Please specify)	С					
			Prefer not to answer		8889				
CJ10069	С	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race
CJI0070		What is your gender ?	Male		Radio button,	Single	Y		CVC Gende
		,			one-up	9.9			
					vertical				
			Female	1					
			Prefer not to answer						
CJI0071		What is your age ?	Under 18		Radio button, one-up vertical	Single	Y		CVC Age
CJI0071				1		1	1	1	1
CJI0071			18-24						
CJI0071			18-24 25-34						
CJI0071			18-24 25-34 35-44	-					

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			CVC Tour 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	CQ Label
			55-64						
			65 or older						
			Prefer not to answer						
JI0072		Which of the following best describes the highest level of education you have attained?	I have not graduated from high school.		Radio button, one-up vertical	Single	Y		CVC Educat
			High school graduate	1					
			Some college, trade, technical or vocational training	1					
			College graduate	1					
			Post graduate degree						
			Prefer not to answer	1					
CJI0073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role
			Student	-					
			Adult accompanying a child/children (ex: parent or guardian)	-					
			Congressional staff member	-					
			Tour organizer	-					
				-					
			Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor	D					
110074	F	W/hat lavel of students do you to ob?	Other (please specify)	_	Dedie hutter	Cinale	N/		
:JI0074	F	What level of students do you teach?	Elementary School		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teach
			Middle School	1					
			High School	1					
			College - Undergraduate	1					
			College - Post graduate	-					
			Prefer not to answer	-					
CJI0075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJ10076		Did you arrive at the U.S. Capitol as part of a group ?	Yes, I was part of a group (school, family, tourist group, etc.).	0, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
			No, I arrived alone (as an individual).						
JI0077	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	Under 10		Radio button, Single Y one-up vertical	Y	Skip Logic Group	CVC Grou Size	
			10-20						
			20-30	1					
			30-40						
			40-50						
			More than 50						
JI0078	Р	Which of the following best describes the type of	School group	т	Radio button,	Single	Y	Skip Logic	Tour Grou
		group you arrived at the Capitol with?			one-up vertical			Group	Туре

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015	Skip Logic	Question Text	Answer Choices		Type (select		Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label
			Senior citizen group						
			International visitor group	{					
			Other (please specify)	к					
JI0079	т	What were the age(s) of the children/students in	Under 5 years old		Checkbox,	Multi	Y	Skin Logic	CVC Childre
		your group? (Please select all that apply.)			two-up vertical	Widiti		Group	Ages
			5-7 years old	1					
			8-10 years old]					
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJ10080	К	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tou Group
CJI0081		What was the reason(s) you decided to visit the U.S. Capitol ? (Please select all that apply.)	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Prima Reason
			To view the art and architecture of the U.S. Capitol building.	1					
			To learn about Congress and how it functions.	1					
			To visit the House or Senate Chambers in session.	1					
			To be able to ask questions to a knowledgeable person about the U.S. Capitol.						
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.						
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.						
			Other (please specify)	В					
CJ10082	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reas
:JI0083		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC Accomplis Goal
			N o	F					
			Not applicable	1					
:JI0084	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE N Goal
JI0085		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up	Single	Y		CVC Time
				ļ	vertical				
			1 - 1 1/2 hours	1					
			1 1/2 - 2 hours	1					
			2 - 3 hours						
			More than 3 hours						
JI0086		How often do you visit the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Freque

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			CVC Tour 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	CQ Label		
			Less than once a year	G, H							
			Once a year	G, H							
			Multiple times a year	G, H							
CJ10087	G	Was this your first time visiting the U.S. Capitol Visitor Center?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Tour FT CVC		
			No								
CJ10088	H	Was this your first time taking a tour of the U.S. Capitol?	Yes		Radio button, one-up vertical	Single	¥	Skip Logic Group	Tour FT U.S. Tour		
			No								
CJI0089		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)	Early morning		Checkbox, one-up vertical	Multi	Y		CVC Time of day		
			Late morning								
			Early Afternoon								
			Late Afternoon								
CJ10090		Which day of the week did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	, Single	Y		CVC Day		
			Tuesday	-							
			Wednesday								
			Thursday	-							
			Friday	-							
			Saturday	-							
CJI0091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timefram		
			Within a month		İ	ĺ	İ				
			Within the past 6 months		ĺ	ĺ	ĺ				
			Within the past year		Ì		ĺ				
CJ10092		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	¥	Skip Logic Group	CVC Cleanliness		
			No, the cleanliness level did not meet my expectations.	ĸ							
CJ10093	K	Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Entrance / Greeting Area		Checkbox, two-up vertical	Multi	¥	Skip Logic Group	CVC Cleanliness- Short		
			Exhibition Hall								
			Gift Shop								
			Restaurant								
			Restrooms								
			Other (Please specify)	E -							

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			CVC Tour 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	CQ Label
CJ10094	E	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	Other_Cleanli
CJI0095		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		CVC OE_Cleanline s
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?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistant
CJ10097	M	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	No, the staff did not meet my expectations. Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	M 	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistant - Short
CJ10098	N	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assista s
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		CVC OE_Assistant
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible:"	Strongly Agree Agree Neutral Disagree Strongly disagree I don't know	0 0	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC Accessibility
CJI0101	θ	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	e CVC Accessibility Low
CJI0102		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	1=Very Dissatisfied 2 2 3 4 5 6		Radio button, scale, no don't know	Single Y	Y		CVC Overall Satisfaction

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			CVC Tour 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	
			8						

9

How well did this visit to the U.S. Capitol Visitor Center meet your expectations?

If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?

CJI0103

CJI0104

10=Very Satisfied

1=Very Dissatisfied

10=Very Satisfied

CQ Label

CVC Overall Satisfaction

CVC

OE_Improveme nt

Radio button, Single scale, no don't

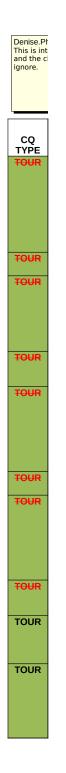
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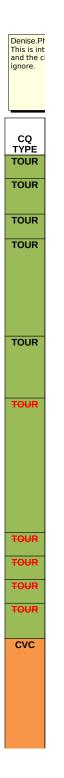
Text area, no

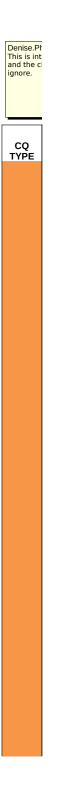
char limit

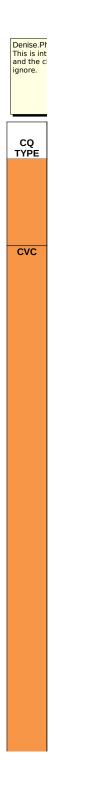
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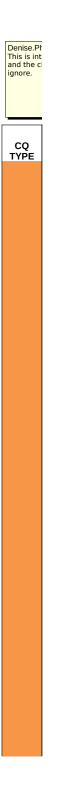
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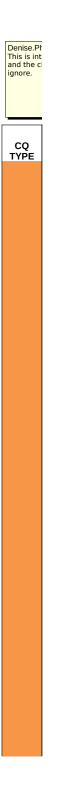


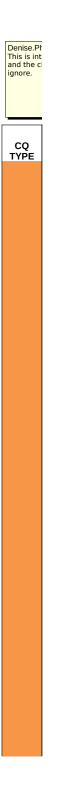


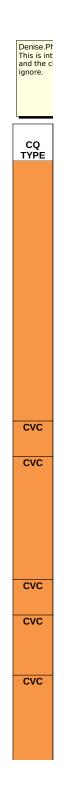


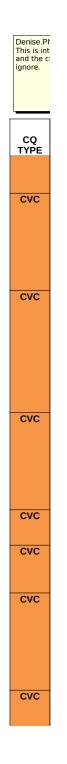


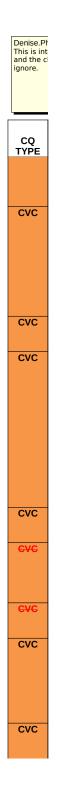


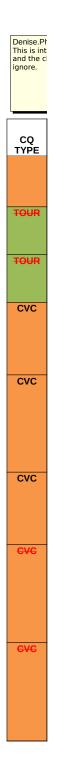


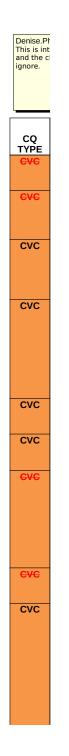


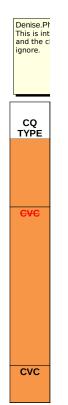












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			CVC Tour CUSTOM QUESTION LIST					-	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CJ10045			Booked reservation online	I. J	Radio button,	Single	Y	Skip Logic	Obtain Passe
					one-up vertical			Group	
			Booked reservation through a Congressional office	I, J					
			Booked reservation through a tour group organizer	I, J					
			Arrived to the U.S. Capitol Visitor Center and received "same day" walk up passes						
- 2100 / 0			Other (please specify)	F					
CJI0046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes
CJI0047	1	I was satisfied with the overall experience of booking a reservation.	Strongly agree		Drop down, select one	Single	Y	Skip Logic Group	Booking Sat
			Agree						
			Disagree						
			Strongly disagree						
			Not sure						
CJI0048	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	Skip Logic Group	OE_Reservat
CJ10049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas
			Emancipation Hall	1					
			Gift Shops	1					
			Restaurant						
			Other (please specify)	В					
CJ10050	В	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Areas
CJI0051		Did you take a special tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors Tour		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Specia Tour
			Civil War Tour	1					
			Capitol Grounds Tour						
			Other (please specify)	D					
			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	Skip Logic Group	CVC Other_Specia Tour
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office		Drop down, select one	Single	Y	Skip Logic Group	Tour Type
			A staff member of a Senator's office						
			A U.S. Capitol Visitor Guide	Х					
CJI0054	X	I was satisfied with the experience provided by my U.S. Capitol Visitor Guide .	Strongly agree	U	Drop down, select one	Single	Y	Skip Logic Group	TG Sat
			Agree	U					
			Disagree	Т					
			Strongly disagree	Т					
			Not sure						

CVC Tour

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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		Special Instructions	CO Label	
CJ10055	U	Please provide any additional comments about your tour experience.	(initial to so characters)		Text area, no char limit	OT MUILI	N	Skip Logic Group	OE TG Sat High	
CJ10056	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	Skip Logic Group	OE TG Sat L	
CJI0057		If you could make one suggestion to improve your tour experience , what would it be?			Text area,no char limit		N		OE_Improver nt	
CJ10058		What was the approximate size of the entire group that was led by your tour guide?	Under 10		Radio button, one-up vertical	Single	Y		CVC Group Size	
			10-20	_						
			20-30	_						
			30-40	_						
			40-50 Manual Inc. 50	_						
0 110050			More than 50		Duese elevine	Single	Y		Time Terre	
CJI0059		Approximately how much time did you spend touring the U.S. Capitol ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour	
			15 - 30 minutes	_						
			30 - 45 minutes	_						
2110000			More than 45 minutes		Deally location	Cingle	Y	Skip Logic	l Als	
CJ10060		How did you learn about tours of the U.S. Capitol?	While researching online for information about visiting the U.S. Capitol or the Washington DC area		Radio button, one-up vertical	Single	Y	Group	Learn Abou Tour	
			While researching online information about Congress	-						
			From the Office of my Senator and/or Representative	-						
			From previous experience of being on a tour	-						
			From a friend/coworker	-						
			From a teacher/instructor/professor							
			From another organization's website	G						
			From a social networking site (Twitter, Facebook, etc.)	н						
			Other (please specify)	1						
CJI0061	G	Through which other organization's website did you find out about the tour?			Text area,no char limit		N	Skip Logic Group	OE_Org Website	
CJ10062	н	Through which social networking site did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	OE_Social Network	
CJ10063	I.	Where did you find out about the tour?	Denise.Philips:		Text area, no char limit		N	Skip Logic Group	Other_Learn	
CJI0064		What, if anything, did you do to prepare for your visit to the U.S. Capitol Visitor Center / the U.S. Capitol?	Add a space before the /.		Text area, no char limit		N		Prepare for Tour	
CJ10065		Where do you currently live?	I live outside of the United States.	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State	
			Alabama Alaska	-						
			Arizona	-						
			Arkansas							
			California							
			Colorado							

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			CVC Tour CUSTOM QUESTION LIST						
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		Quotatin Toxi	Connecticut	0.00		er munt		linea actione	• ų = 4.50.
			Delaware	1					
			District of Columbia	1					
			Florida	1					
			Georgia	1					
			Hawaii	1					
			Idaho	1					
			Illinois]					
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
			Missouri						
			Montana						
			Nebraska						
			Nevada						
			New Hampshire	-					
			New Jersey	-					
			New Mexico	-					
			New York	-					
			North Carolina	-					
			North Dakota						
			Ohio	-					
			Oklahoma	-					
			Oregon	-					
			Pennsylvania Rhode Island						
			South Carolina	-					
			South Carolina South Dakota	-					
			Tennessee	-					
			Texas	-					
			Utah	-					
			Vermont	-					
			Virginia	-					
			Washington	-					
			West Virginia	-					
			Wisconsin						
			Wyoming						
			American Samoa						
			Federated States of Micronesia						
			Guam						

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			CVC Tour CUSTOM QUESTION LIST						
	Skip Logic	Question Text	Answer Choices	Chin to	Type (select from list)	Single	Required	Special Instructions	
QID	Label	Question Text	(limited to 50 characters) Midway Islands	Skip to	from list)	or Multi	Y/N	Instructions	CQ Labe
			Northern Mariana Islands						
			Puerto Rico Republic of Palau						
			Republic of the Marshall Islands						
			U.S. Virgin Islands						
	-		Prefer not to answer					<u>.</u>	
0066	A	What country do you live in?	Afghanistan		Drop down, select one	Single	Y	Group	CVC Cou
			Albania						
			Algeria						
			Andorra						
			Angola						
			Antigua and Barbuda						
			Argentina						
			Armenia						
			Australia						
			Austria						
			Azerbaijan						
			Bahamas, The						
			Bahrain						
			Bangladesh						
			Barbados						
			Belarus						
			Belgium						
			Belize						
			Benin						
			Bhutan						
			Bolivia						
			Bosnia and Herzegovina						
			Botswana						
			Brazil						
			Brunei						
			Bulgaria						
			Burkina Faso						
			Burma						
			Burundi						
			Cambodia						
			Cameroon						
			Canada						
			Cape Verde						
			Central African Republic						
			Chad						
			Chile						
			China						
			Colombia						
			Comoros						

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	_		CVC Tour CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single	Required	Special Instructions	CQ Label
UIQ	Laber	Question Text	Congo (Brazzaville)	Skip to	ironi iist)	or multi	¥/N	Instructions	CQ Laber
			Congo (Kinshasa)	1					
			Costa Rica	-					
			Cote d'Ivoire	-					
			Croatia	-					
			Cuba	1					
			Cyprus	-					
			Czech Republic	-					
			Denmark	1					
			Djibouti						
			Dominica	1					
			Dominican Republic						
			East Timor						
			Ecuador						
			Egypt						
			El Salvador						
			Equatorial Guinea	1					
			Eritrea						
			Estonia	1					
			Ethiopia						
			Fiji	1					
			Finland	1					
			France	1					
			Gabon	1					
			Gambia, The	1					
			Georgia	1					
			Germany	1					
			Ghana]					
			Greece						
			Grenada						
			Guatemala						
			Guinea						
			Guinea-Bissau						
			Guyana						
			Haiti						
			Holy See						
			Honduras						
			Hong Kong	-					
			Hungary						
			Iceland	-					
			India	-					
			Indonesia	-					
			Iran						
			Iraq	-					
			Ireland	-					
			Israel	-					
			Italy	-					
			Jamaica						

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Date:	#VALUE!		CVC Tour CUSTOM QUESTION LIST						
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QID	Laber	Question Text	Japan	Skip to	noministy	or multi	17/1	Instructions	CQ Laber
			Jordan						
			Kazakhstan						
			Kenya						
			Kiribati						
			Korea, North						
			Korea, South						
			Kosovo						
			Kuwait						
			Kyrgyzstan						
			Laos						
			Latvia						
			Lebanon Lesotho						
			Liberia						
			Libya						
			Liechtenstein						
			Lithuania						
			Luxembourg						
			Macau						
			Macedonia						
			Madagascar						
			Malawi						
			Malaysia						
			Maldives						
			Mali						
			Malta Marshall Islands						
			Mauritania						
			Mauritius						
			Mexico						
			Micronesia						
			Moldova						
			Monaco						
			Mongolia						
			Montenegro						
			Morocco						
			Mozambique						
			Namibia						
			Nauru						
			Nepal						
			Netherlands Netherlands Antilles						
			New Zealand						
			Nicaragua						
			Niger						
			Nigeria						
			North Korea						

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	#VALUE:		CVC Tour CUSTOM QUESTION LIST						
	Skip Logic		Answer Choices		Type (select	Single	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	or Multi	Y/N	Special Instructions	CQ Label
			Norway						
			Oman						
			Pakistan						
			Palau						
			Palestinian Territories						
			Panama						
			Papua New Guinea						
			Paraguay						
			Peru						
			Philippines						
			Poland						
			Portugal						
			Qatar						
			Romania						
			Russia						
			Rwanda Saint Kitts and Nevis						
			Saint Lucia						
			Saint Vincent and the Grenadines Samoa						
			San Marino						
			Sao Tome and Principe						
			Saudi Arabia						
			Senegal						
			Serbia						
			Seychelles						
			Sierra Leone						
			Singapore						
			Slovakia						
			Slovenia						
			Solomon Islands						
			Somalia						
			South Africa						
			South Korea						
			South Sudan						
			Spain						
			Sri Lanka						
			Sudan						
			Suriname						
			Swaziland						
			Sweden						
			Switzerland						
			Syria						
			Taiwan						
			Tajikistan						
			Tanzania						
			Thailand						
			Timor-Leste						
			l imor-Leste						

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			CVC Tour 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	CQ Label
. -		L	Тодо						
			Tonga						
			Trinidad and Tobago						
			Tunisia						
			Turkey						
			Turkmenistan						
			Tuvalu	_					
			Uganda	_					
			Ukraine	_					
			United Arab Emirates	_					
			United Kingdom	_					
			Uruguay	_					
			Uzbekistan	-					
			Vanuatu	-					
			Venezuela	-					
			Vietnam	_					
			Yemen	_					
			Zambia	-					
			Zimbabwe	в					
			Other (Please specify)	- P					
JI0067	В	Where do you live?	Prefer not to answer		Text field,		N	Skip Logic	CVC
2010007					<100 char			Group	Other_Coun
CJ10068		Which of the following best describes your race or thnic background ? (Please select all that apply.)	African American or Black		Checkbox, two-up vertica	Multi	Y	Skip Logic Group	CVC Race
			American Indian or Alaska Native	1					
			Asian						
			Hispanic or Latino						
			Native Hawaiian or Other Pacific Islander						
			White or Caucasian (Not Hispanic or Latino)						
			Other (Please specify)	С					
			Prefer not to answer		8889				
CJ10069	С	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Rac
CJI0070		What is your gender ?	Male		Radio button,	Single	Y		CVC Gende
					one-up				
					vertical				
			Female	1					
			Prefer not to answer	1					
		What is your age ?	Under 18		Radio button, one-up	Single	Y		CVC Age
JI0071					vertical				
CJI0071			19.24	-	vertical				
CJI0071			18-24	-	vertical				
CJI0071			18-24 25-34 35-44	_	verticai				

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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	Special Instructions	CQ Label	
			55-64							
			65 or older							
			Prefer not to answer							
CJI0072		Which of the following best describes the highest level of education you have attained?	I have not graduated from high school.		Radio button, one-up vertical	Single	Single Y		CVC Educat	
			High school graduate	1						
			Some college, trade, technical or vocational training	1						
			College graduate	1						
			Post graduate degree	1						
			Prefer not to answer	1						
CJI0073		Which of the following roles best describes you at	Teacher / Professor	F	Radio button,	Single	Y	Skip Logic	CVC Role	
		the time of your visit?			one-up vertical			Group		
			Student							
			Adult accompanying a child/children (ex: parent or guardian)							
			Congressional staff member	1						
			Tour organizer							
			Interested citizen (ex: tourist, family member, senior citizen, etc.)							
			International Visitor							
			Other (please specify)	D						
CJI0074	F	What level of students do you teach?	Elementary School		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teach	
			Middle School	1						
			High School	1						
			College - Undergraduate							
			College - Post graduate	1						
			Prefer not to answer	1						
CJI0075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Rol	
CJ10076		Did you arrive at the U.S. Capitol as part of a group?	Yes, I was part of a group (school, family, tourist group, etc.).	0, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	
			No, I arrived alone (as an individual).							
CJ10077	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	Under 10		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Grou Size	
			10-20]						
			20-30							
			30-40							
			40-50							
			More than 50							
CJI0078	Р	Which of the following best describes the type of group you arrived at the Capitol with?	School group	т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Grou Type	

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CVC Tour

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	Skip Logic		Answer Choices		Type (select	Single	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	from list)	or Multi	Ý/N	Instructions	CQ Label
			Family	т					
			Senior citizen group						
			International visitor group						
			Other (please specify)	к					
JI0079	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Childre Ages
			5-7 years old	1					
			8-10 years old	1					
			11-13 years old	1					
			14-17 years old	1					
			Over 17 years old	1					
			Prefer not to answer	1	8889				
CJI0080	К	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tou Group
CJI0081		What was the reason(s) you decided to visit the U.S. Capitol ? (Please select all that apply.)	To learn about -the history of the U.S. Capitol Denise.Philips: Remove extra space.		Checkbox, one-up vertical	p	Skip Logic Group		
			To view the art and architecture of the U.S. Capitol building.	1					
			To learn about Congress and how it functions.	1					
			To visit the House or Senate Chambers in session.						
			To be able to ask questions to a knowledgeable person about the U.S. Capitol.						
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.						
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary.						
			Other (please specify)	В					
:JI0082	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reas
CJ10083		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accomplish Goal
			No	F					
			Not applicable						
JI0084	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE N Goal
JI0085		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up	Single	Y		CVC Time
		overall at the olor ouplion visitor denter:			vertical				
			1 - 1 1/2 hours	1					
			1 1/2 - 2 hours	1					
			2 - 3 hours	1					1
			More than 3 hours	{			1		
JI0086		How often do you visit the U.S. Capitol?	This is my first time		Radio button,	Single	Y	Skin Logio	CVC Freque
010000					one-up vertical	Single		Group	CVC Fieque

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			CVC Tour CUSTOM QUESTION LIST	1	· · · · · ·				
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	CQ Label
X		, , , , , , , , , , , , , , , , , , , 	Less than once a year	G, H					
			Once a year	G, H					
				l í					
			Multiple times a year	G, H					
CJI0087	G	Was this your first time visiting the U.S. Capitol Visitor Center?	Yes No	_	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT CVC
CJ10088	н	Was this your first time taking a tour of the U.S. Capitol?	Yes	-	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT U.S. Tour
CJ10089		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)	Early morning		Checkbox, one-up vertical	Multi	Y		CVC Time of day
			Early Afternoon	{					
			Late Afternoon	{					
CJ10090		Which day of the week did you visit the U.S. Capitol?	Monday		one-up	Single	Y		CVC Day
					vertical				
			Tuesday	{					
			Wednesday	ł					
			Thursday	ł					
			Friday						
			Saturday						
CJI0091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timefran
			Within a month	1			ĺ		
			Within the past 6 months]					
			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	Skip Logic Group	CVC Cleanliness
			No, the cleanliness level did not meet my expectations.	ĸ					
CJ10093	К	Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Entrance / Greeting Area		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Cleanliness - Short
			Exhibition Hall						
			Gift Shop						
			Restaurant						
			Restrooms						
			Other (Please specify)	L					

Model	Instance	Name:	

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			CVC Tour CUSTOM QUESTION LIST						
QID CJ10094	Skip Logic Label	Question Text What other area fell below your expectations?	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Single or Multi	Required Y/N N	Special Instructions Skip Logic Group	CVC Other_Cleanl
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		ess CVC OE_Cleanline S
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 Denise.Philips: Added periods to lines 445 & 446.	м	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistar
CJ10097	M	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistan - Short
CJ10098	N	What other staff members area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assista s
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		CVC OE_Assistan
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	Strongly Agree Agree Neutral Disagree Strongly disagree I don't know	0	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accessibility
CJI0101	0	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	CVC Accessibility Low
CJI0102		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience?	1=Very Dissatisfied 2 3 4 5 6 7	-	Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction

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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	Special Instructions	CQ Label
			8 9 10=Very Satisfied	_					
CJI0103		How well did this visit to the U.S. Capitol Visitor Center meet your expectations ?	1=Very Dissatisfied 2 3 4 5	-	Radio button, scale, no don't know		Y		CVC Overall Satisfaction
			6 7 8 9 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		CVC OE_Improveme nt





