

## 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 [Question Grouping Rules](#)
- 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](#)





Model Instance Name:

CVC Tour

MID: MswBBENZcR8FIZ4o1RFBlw==

Partitioned (Y/N)? N

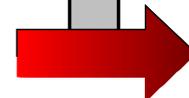
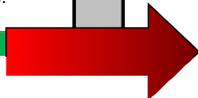
Date: 2/27/2012



CVC Tour

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>US Government (1=Poor, 10=Excellent)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour... Foster connections between citizens and their government.	22 What is your <b>overall satisfaction</b> with the U.S. Capitol Tour? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	25 How likely are you to <b>return</b> to the U.S. Capitol Visitor Center?
2 Enhance understanding of the legislative branch of government.	23 How well does this <b>tour meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Explain the different roles and responsibilities of the House and Senate.	24 How does this <b>tour compare to your idea of an ideal tour</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	26 How likely are you to <b>recommend the U.S. Capitol Tour to someone else</b> ?
<b>Capitol History (1=Poor, 10=Excellent)</b>		<b>Perception (1=Very Unlikely, 10=Very Likely)</b>
4 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 <b>improve your perception of the U.S. Capitol Visitor Center</b> as a result of taking the tour?
5 Develop context about important people, places, and events in U.S. history.		<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>
6 Increase understanding of the role of citizen involvement to develop the United States.		28 How likely are you to <b>express your thoughts about the U.S. Capitol Visitor Center</b> in the next 90 days?
<b>Tour Content (1=Strongly Disagree, 10=Strongly Agree)</b>		<b>Community Service (1=Very Unlikely, 10=Very Likely)</b>
7 <b>Please rate your level of agreement with the following statements:</b> The tour advanced my knowledge and understanding of the U.S. government.		29 How likely are you to <b>donate time and effort to community service</b> in your local area?
8 The tour is a helpful experience toward understanding U.S. history.		
9 The tour covers its objectives.		
<b>Communication (1=Poor, 10=Excellent)</b>		
10 <b>Thinking about your tour guide, please rate how well the guide performed in the following areas:</b> <b>Communication</b> 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.		
<b>Engagement (1=Poor, 10=Excellent)</b>		
13 <b>Engagement</b> Friendliness when speaking.		
14 Promptness to acknowledge questions and comments.		
15 Respect for traditions, cultures, and needs of visitors and guests.		
<b>Interactivity (1=Poor, 10=Excellent)</b>		
16 <b>Interactivity</b> 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.		
<b>Tour Guide (1=Strongly Disagree, 10=Strongly Agree)</b>		



**CVC Tour**

*Model questions utilize the AC SI methodology to determine scores and impacts*

**ELEMENTS (drivers of satisfaction)**

19 Please rate your level of agreement with the following statements:  
The tour guide demonstrated professionalism throughout the tour.

20 The tour guide was responsive to the questions and needs arising during the tour.

21 The tour guide was enthusiastic about my participation at the U.S. Capitol.

**CUSTOMER SATISFACTION**

**FUTURE BEHAVIORS**



Model Instance Name:

CVC Tour

MID: New Measure - DOT will fill in

Partitioned (Y/N)? Y

Date: 2/10/2012



**CVC Tour**

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Atmosphere (1=Poor, 10=Excellent)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Thinking about the content of the tour, please rate the U.S. Capitol Tour performance in the following areas:-	27 What is your overall satisfaction with the U.S. Capitol Tour?	30 How likely are you to return to the U.S. Capitol Visitor Center?
Displays—How well did the...	(1=Very Dissatisfied, 10=Very Satisfied)	
1 Layout of rooms and displays promote a desire to explore and learn.		
2 Lighting illuminate details of displayed items and tour exhibits.	28 How well does this tour meet your expectations?	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
	(1=Falls Short, 10=Exceeds)	
3 Display signs encourage dialogue with the tour guide.	29 How does this tour compare to your idea of an ideal tour?	31 How likely are you to recommend the U.S. Capitol Tour to someone else?
	(1=Not Very Close, 10=Very Close)	
<b>US Government (1=Poor, 10=Excellent)</b>		<b>Perception (1=Very Unlikely, 10=Very Likely)</b>
4 U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour...		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 Foster connections between citizens and their government.		
6 Enhance understanding of the legislative branch of government.		<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>
7 Explain the different roles and 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?
<b>Capitol History (1=Poor, 10=Excellent)</b>		<b>Community Service (1=Very Unlikely, 10=Very Likely)</b>
8 US History and the U.S. Capitol Tour - How well did the presented information ...		34 How likely are you to donate time and effort to community service in your local area?
9 Arouse curiosity in the history of the United States. Congress and the Capitol.		
10 Develop context about important people, places, and events in US history.		
11 Increase understanding of the role of citizen involvement shared sacrifice to develop create the United States.		
<b>Tour Content (1=Strongly Disagree, 10=Strongly Agree)</b>		
12 Please rate your level of agreement with the following statements:		
10 The tour advanced my knowledge and understanding of the US government.		
11 The tour is a helpful experience toward understanding US history.		
12 The tour completely covers its objectives.		
<b>Communication (1=Poor, 10=Excellent)</b>		
13 Thinking about your tour guide, please rate how well your the guide performed in the following areas:		
14 Communication		
13 Tour guide's understanding of your questions during the tour.		
14 Accuracy of information provided about things viewed at the Capitol.		
15 Ability to clearly communicate content and information throughout the tour.		
<b>Engagement (1=Poor, 10=Excellent)</b>		
16 Engagement		
16 Friendliness when speaking.		
17 Promptness to acknowledge questions and comments.		
18 Respect for traditions, cultures, and needs of visitors and guests.		
<b>Interactivity (1=Poor, 10=Excellent)</b>		
19 Interactivity		
19 The ability of the guide to engage in discussions.		
20 The capacity to connect content with questions and discussions during the tour.		

**CVC Tour**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
21 The skill of the guide to create involvement among members of the tour group.		
<b>Tour Guide (1=Strongly Disagree, 10=Strongly Agree)</b>		
Please rate your level of agreement with the following statements:		
22 The tour guide demonstrate <del>s</del> professionalism throughout the tour.		
23 The tour guide <del>was</del> responsive to the questions and needs arising during the tour.		
24 The tour guide <del>was</del> enthusiastic about my participation at the U.S. Capitol.		



Model Instance Name:

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Partitioned (Y/N)? Y

Date: 12/21/2011



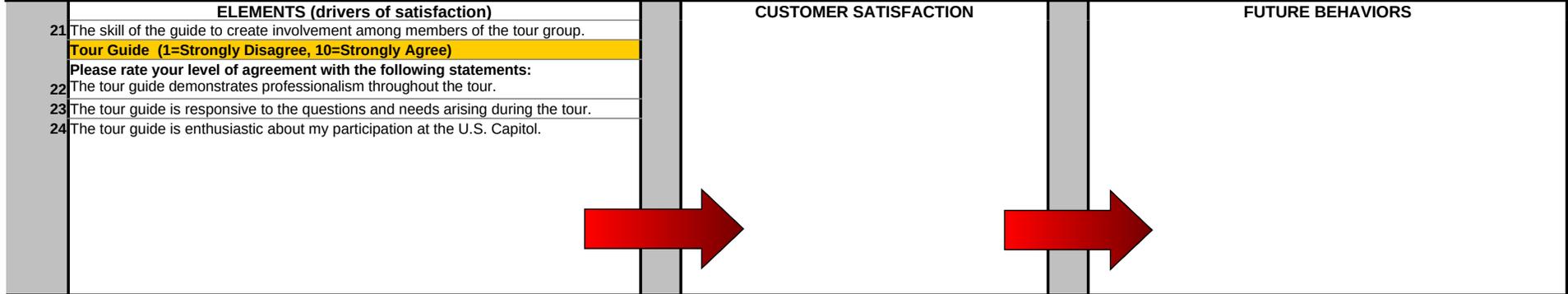
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ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Atmosphere (1=Poor, 10=Excellent)</b>		<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Thinking about the content of the tour, please rate the U.S. Capitol Tour performance in the following areas:		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?
1	Displays - How well did the ...		
	Layout of rooms and displays promote a desire to explore and learn.		
2	Lighting illuminate details of displayed items and tour exhibits.	28 How well does this tour meet your expectations? (1=Falls Short, 10=Exceeds)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3	Display signs encourage dialogue 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?
<b>US Government (1=Poor, 10=Excellent)</b>			<b>Perception (1=Very Unlikely, 10=Very Likely)</b>
U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour...			32 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of taking the tour today?
4	Foster connections between citizens and their government.		<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>
5	Enhance understanding of the legislative branch of government.		33 How likely are you to express your thoughts about the U.S. Capitol Visitor Center in the next 90 days?
6	Explain the different roles and responsibilities of the House and Senate.		<b>Community Service (1=Very Unlikely, 10=Very Likely)</b>
<b>Capitol History (1=Poor, 10=Excellent)</b>			34 How likely are you to donate time and effort to community service in your local area?
US History and the U.S. Capitol Tour - How well did the presented information ...			
7	Arouse curiosity in the history of the United States.		
8	Develop context about important people, places, and events in US history.		
9	Increase understanding of the role of shared sacrifice to create the United States.		
<b>Tour Content (1=Strongly Disagree, 10=Strongly Agree)</b>			
Please rate your level of agreement with the following statements:			
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.		
<b>Communication (1=Poor, 10=Excellent)</b>			
Thinking about your tour guide, please rate how well your the guide performed in the following areas:			
Communication			
13	Tour guide's understanding of your questions during the tour.		
14	Accuracy of information provided about things viewed at the Capitol.		
15	Ability to clearly communicate content and information throughout the tour.		
<b>Engagement (1=Poor, 10=Excellent)</b>			
Engagement			
16	Friendliness when speaking.		
17	Promptness to acknowledge questions and comments.		
18	Respect for traditions, cultures, and needs of visitors and guests.		
<b>Interactivity (1=Poor, 10=Excellent)</b>			
Interactivity			
19	The ability of the guide to engage in discussions.		
20	The capacity to connect content with questions and discussions during the tour.		

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pink: ADDITION

blue + --> REWORDING

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
		How did you <b>obtain your tour passes?</b>	Booked reservation online 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)	I, J I, J I, J F	Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes	TOUR
	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes	TOUR
	I	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	TOUR
	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_Reservation	TOUR
		What <b>areas of the U.S. Capitol Visitor Center</b> did you visit? (Please select all that apply.)	Exhibition Hall Emancipation Hall Gift Shops Restaurant Other (please specify)	B	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas	TOUR
	B	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Areas	TOUR
		Did you take an <b>alternate special</b> tour while at the U.S. Capitol? (Please select all that apply.)	Brumidi Corridors <del>t</del> Tour Civil War <del>t</del> Tour <del>Outdoor-Walking tour</del> Capitol Grounds Tour Other (please specify) I did not take a special tour.	D	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC <del>Alt</del> Special Tour	TOUR
	D	What other <b>alternate special</b> tour did you take at the U.S. Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_ <del>Alt</del> Special Tour	TOUR
		<b>Who guided you</b> on your U.S. Capitol Tour?	A staff member of a Representative's office A staff member of a Senator's office A U.S. Capitol Visitor <del>Center</del> Guide	X	Drop down, select one	Single	Y	Skip Logic Group	Tour Type	TOUR
	X	I was <b>satisfied</b> with the experience provided by my <b>U.S. Capitol <del>Tour</del> Visitor Guide.</b>	Strongly agree Agree Disagree Strongly disagree Not sure	U U T T	Drop down, select one	Single	Y	Skip Logic Group	TG Sat	TOUR

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	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High	TOUR
	T	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	TOUR
		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement	TOUR
		What was the <b>approximate size</b> of the entire group that was led by your tour guide?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y		CVC Group - Size	TOUR
		Approximately <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes 15 - 30 minutes 30 - 45 minutes More than 45 minutes		Drop down, select one	Single	Y		Time Tour	TOUR
		How did you <b>learn about tours of the U.S. Capitol</b> ?	While researching online for information about visiting the U.S. Capitol or the Washington DC area 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 From a social networking site (Twitter, Facebook, etc.) Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour	TOUR
	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	TOUR
	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	TOUR
	I	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Learn About	TOUR
		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	TOUR
		Where do you <b>currently live</b> ?	I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States). Alabama Alaska Arizona Arkansas California Colorado	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State	CVC

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			Connecticut							
			Delaware							
			District of Columbia							
			Florida							
			Georgia							
			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							

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			Midway Islands							
			Northern Mariana Islands							
			Puerto Rico							
			Republic of Palau							
			Republic of the Marshall Islands							
			U.S. Virgin Islands							
			Prefer not to answer							
	A	What <b>country</b> do you live in?	Afghanistan		Drop down, select one	Single	Y	Skip Logic Group	CVC Country	CVC
			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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			Congo (Brazzaville)							
			Congo (Kinshasa)							
			Costa Rica							
			Cote d'Ivoire							
			Croatia							
			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							

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			Japan							
			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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			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							

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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	CQ TYPE
			Togo 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) Prefer not to answer	B						
	B	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country	CVC
		Which of the following best describes your <b>race</b> or <b>ethnic background</b> ? (Please select all that apply.)	African American or Black 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) Prefer not to answer	C	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race	CVC
	C	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race	CVC
		What is your <b>gender</b> ?	Male Female Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Gender	CVC
		What is your <b>age</b> ?	Under 18 18-24 25-34 35-44 45-54		Radio button, one-up vertical	Single	Y		CVC Age	CVC

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			55-64 65 or older Prefer not to answer							
		Which of the following best describes the <b>highest level of education</b> you have attained?	I have not graduated from high school High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Education	CVC
		Which of the following roles best describes you at the time of your visit?	Teacher / Professor 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)	F D	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	CVC
	F	What <b>level of students</b> do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher	CVC
	D	What do you consider your role?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Other_Role	CVC
		Did you <b>arrive</b> at the U.S. Capitol as <b>a part of a group</b> ?	Yes, I was <b>a-part</b> of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	CVC
	O	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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	CVC
	P	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group	T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	CVC

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			Family	T						
			Senior citizen group							
			International visitor group							
			Other (please specify)	K						
	T	What were the <b>age(s) of the children/students</b> 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	CVC
			5-7 years old							
			8-10 years old							
			11-13 years old							
			14-17 years old							
			Over 17 years old							
			Prefer not to answer							
	K	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group	CVC
		What was the <b>reason(s) you decided to visit the U.S. Capitol?</b> (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	CVC
			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.							
			Other (please specify)	B						
	B	What was the <b>other reason</b> you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason	CVC
		Did you <b>accomplish your goal</b> while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accomplish Goal	CVC
			No	F						
			Not applicable							
	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE No Goal	CVC
		Approximately <b>how much time</b> did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up vertical	Single	Y		CVC Time	CVC
			1 - 1 1/2 hours							
			1 1/2 - 2 hours							
			2 - 3 hours							
			More than 3 hours							
		How <b>often do you visit</b> the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency	CVC

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			Less than once a year	G, H						
			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	TOUR
			No							
	H	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	TOUR
			No							
		At what time of day did you visit the <b>U.S. Capitol</b> ? (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							
		Which <b>day of the week</b> did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day	CVC
			Tuesday							
			Wednesday							
			Thursday							
			Friday							
			Saturday							
			Sunday							
		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	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 <b>your</b> tour of the U.S. Capitol <b>and you</b> . <b>The remaining questions</b> for the survey are regarding the <b>entire U.S. Capitol Visitor Center experience</b> . <p> <p> Did the <b>cleanliness level</b> of the U.S. Capitol Visitor Center meet or exceed <b>ed</b> your expectations?	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	K						
	K	Which of the <b>following areas</b> of the U.S. Capitol Visitor Center <b>fell below your expectations</b> ? (Please select all that apply.)	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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	L	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanliness	CVC
		Would you like to provide <b>additional comments</b> about the <b>cleanliness</b> of the U.S. Capitol Visitor Center <b>building</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Cleanliness	CVC
		Did the <b>U.S. Capitol Visitor Center staff</b> (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	CVC
	No, the staff did not meet my expectations									
	M	Which of the <b>following staff members</b> at the U.S. Capitol Visitor Center <b>fell below your expectations</b> ? (Please select all that apply.)	Coat Check	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short	CVC
	Entrance / Greeting Area									
	Exhibition Hall									
	Security									
	Theater									
		Other (Please specify)								
	N	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants	CVC
		Would you like to provide <b>additional comments</b> about an interaction with a <b>Visitor Services staff member</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	CVC
		What is your <b>overall satisfaction</b> with the <b>entire U.S. Capitol</b> Visitor Center experience?	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
	2									
	3									
	4									
	5									
	6									
	7									
	8									
	9									
	10=Very Satisfied									
		How well did this visit to the U.S. Capitol Visitor Center <b>meet your expectations</b> ?	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
	2									
	3									
	4									
	4									

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			5 6 7 8 9 10=Very Satisfied							
		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement	CVC

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		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 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 From a social networking site (Twitter, Facebook, etc.) Other (please specify)	G H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour	TOUR
	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	TOUR
	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	TOUR
	I	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Learn About	TOUR
		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	TOUR
		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. 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. Other (please specify)	B	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Primary Reason	CVC
	B	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason	CVC
		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes No Not applicable	F F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accomplish Goal	CVC
	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE No Goal	CVC
		How often do you visit the U.S. Capitol?	This is my first time Less than once a year Once a year Multiple times a year	G, H G, H G, H	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency	CVC

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	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	TOUR
	H	Was this your first time taking a tour of the U.S. Capitol?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour FT U.S. Tour	TOUR
		How did you <b>obtain your tour passes</b> ?	Booked reservation online 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	Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes	TOUR
	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes	TOUR
		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	TOUR
		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_Reservation	TOUR
		Did you <b>arrive</b> at the U.S. Capitol as a <b>part of a group</b> ?	Yes, I was a part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	CVC
	O	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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	CVC
	P	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group Family Senior citizen group International visitor group Other (please specify)	T T K	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	CVC
	T	What were the <b>age(s) of the children</b> in your group? (Please select all that apply.)	Under 5 years old 5-7 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	CVC

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			8-10 years old 11-13 years old 14-17 years old Prefer not to answer							
	K	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group	CVC
		What was the <b>approximate size</b> of the entire group that was led by your tour guide?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y		CVC Group - Size	TOUR
		Which of the following roles best describes you at the time of your visit?	Teacher / Professor 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)	F       D	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	CVC
	F	What <b>level of students</b> do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher	CVC
	D	What do you consider your role?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Other_Role	CVC
		Where do you <b>currently live</b> ?	I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States). Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State	CVC

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			Georgia							
			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							
			Republic of Palau							

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			Republic of the Marshall Islands							
			U.S. Virgin Islands							
			Prefer not to answer							
	A	What <b>country</b> do you live in?	Afghanistan		Drop down, select one	Single	Y	Skip Logic Group	CVC Country	CVC
			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							
			Congo (Brazzaville)							
			Congo (Kinshasa)							
			Costa Rica							
			Cote d'Ivoire							

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			Croatia							
			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							
			Jordan							
			Kazakhstan							
			Kenya							

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			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							
			Norway							
			Oman							
			Pakistan							
			Palau							

Model Instance Name:

CVC Tour

MID: New Measure - DOT will fill in

Date: 12/21/2011

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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	CQ TYPE
			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							
			Togo							
			Tonga							
			Trinidad and Tobago							
			Tunisia							

Model Instance Name:

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	CQ TYPE
			Turkey Turkmenistan Tuvalu Uganda Ukraine United Arab Emirates United Kingdom Uruguay Uzbekistan Vanuatu Venezuela Vietnam Yemen Zambia Zimbabwe Other (Please specify) Prefer not to answer	B						
	B	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country	CVC
		Which of the following best describes your <b>race</b> or <b>ethnic background</b> ? (Please select all that apply.)	African American or Black 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) Prefer not to answer	C	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race	CVC
	C	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race	CVC
		What is your <b>gender</b> ?	Male Female Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Gender	CVC
		What is your <b>age</b> ?	Under 18 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Age	CVC

Model Instance Name:

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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	CQ TYPE
		Which of the following best describes the <b>highest level of education</b> you have attained?	I have not graduated from high school High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Education	CVC
		Who <b>guided you</b> on your U.S. Capitol Tour?	A staff member of a Representative's office A staff member of a Senator's office A U.S. Capitol Visitor Center Guide		Drop down, select one	Single	Y		Tour Type	TOUR
		I was <b>satisfied</b> with the experience provided by my U.S. Capitol Tour <b>Guide</b> .	Strongly agree Agree Disagree Strongly disagree Not sure	U U T T	Drop down, select one	Single	Y	Skip Logic Group	TG Sat	TOUR
	U	Please provide any additional comments about your tour experience.			Text area, no char limit		N	Skip Logic Group	OE TG Sat High	TOUR
	T	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	TOUR
		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement	TOUR
		Approximately <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes 15 - 30 minutes 30 - 45 minutes More than 45 minutes		Drop down, select one	Single	Y		Time Tour	TOUR
		Approximately <b>how much time</b> did you spend <b>overall at the U.S. Capitol Visitor Center</b> ?	Less than 1 hour 1 - 1 1/2 hours 1 1/2 - 2 hours 2 - 3 hours More than 3 hours		Radio button, one-up vertical	Single	Y		CVC Time	CVC
		What <b>areas of the U.S. Capitol Visitor Center</b> did you visit? (Please select all that apply.)	Exhibition Hall Emancipation Hall Gift Shops Restaurant Other (please specify)	B	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas	TOUR
	B	What other areas did you visit?			Text area, no char limit		N	Skip Logic Group	Other_Areas	TOUR
		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 Tour	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	CQ TYPE
			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_Alt Tour	TOUR
		Which <b>day of the week</b> did you visit the U.S. Capitol?	Monday Tuesday Wednesday Thursday Friday Saturday Sunday		Radio button, one-up vertical	Single	Y		CVC Day	CVC
		At what time of day did you visit the <b>U.S. Capitol</b> ? (Please select all that apply.)	Early morning Late morning Afternoon Mid-Afternoon		Checkbox, one-up vertical	Multi	Y		CVC Time of day	CVC
		Questions up until now have been specifically about your tour of the U.S. Capitol. <b>The remaining questions</b> for the survey are regarding the <b>entire U.S. Capitol Visitor Center experience</b> . <p><p> Did the <b>cleanliness level</b> of the U.S. Capitol Visitor Center meet or exceeded your expectations?	Yes, the cleanliness level met or exceeded my expectations No, the cleanliness level did not meet my expectations	K	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Cleanliness	CVC
	K	Which of the <b>following areas</b> of the U.S. Capitol Visitor Center <b>fell below your expectations</b> ? (Please select all that apply.)	Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant Restrooms Other (Please specify)	L	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Cleanliness - Short	CVC
	L	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanliness	CVC
		Would you like to provide <b>additional comments</b> about the <b>cleanliness</b> of the U.S. Capitol Visitor Center <b>building</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Cleanliness	CVC
		Did the <b>U.S. Capitol Visitor Center staff</b> (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?	Yes, the staff met or exceeded my expectations No, the staff did not meet my expectations	M	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants	CVC

Model Instance Name:

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	CQ TYPE
	M	Which of the <b>following staff members</b> at the U.S. Capitol Visitor Center <b>fell below your expectations?</b> (Please select all that apply.)	Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short	CVC
	N	What other area fell below your expectations?		N	Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants	CVC
		Would you like to provide <b>additional comments</b> about an interaction with a <b>Visitor Services staff member?</b> If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	CVC
		What is your <b>overall satisfaction</b> with the <b>entire U.S. Capitol</b> Visitor Center experience?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
		How well did this visit to the U.S. Capitol Visitor Center <b>meet your expectations?</b>	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement	CVC



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

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CVC Tour

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Partitioned (Y/N)? N

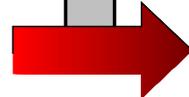
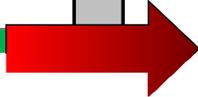
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CVC Tour

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>US Government (1=Poor, 10=Excellent)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
1 U.S. Capitol Tour and Government - How well did the U.S. Capitol Tour... Foster connections between citizens and their government.	22 What is your <b>overall satisfaction</b> with the U.S. Capitol Tour? (1=Very Dissatisfied, 10=Very Satisfied)	25 How likely are you to <b>return</b> to the U.S. Capitol Visitor Center?
2 Enhance understanding of the legislative branch of government.	23 How well does this <b>tour meet your expectations</b> ? (1=Falls Short, 10=Exceeds)	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
3 Explain the different roles and responsibilities of the House and Senate.	24 How does this <b>tour compare to your idea of an ideal tour</b> ? (1=Not Very Close, 10=Very Close)	26 How likely are you to <b>recommend the U.S. Capitol Tour to someone else</b> ?
<b>Capitol History (1=Poor, 10=Excellent)</b>		<b>Perception (1=Very Unlikely, 10=Very Likely)</b>
4 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.	Denise.Philips: For questions 4,5, 7, & 8 I added periods between US. So all U.S. should have periods in between.	27 How likely are you to <b>improve your perception of the U.S. Capitol Visitor Center</b> as a result of taking the tour <b>today</b> ?
5 Develop context about important people, places, and events in U.S. history.		<b>Future Participation (1=Very Unlikely, 10=Very Likely)</b>
6 Increase understanding of the role of citizen involvement to develop the United States.		28 How likely are you to <b>express your thoughts about the U.S. Capitol Visitor Center</b> in the next 90 days?
<b>Tour Content (1=Strongly Disagree, 10=Strongly Agree)</b>		<b>Community Service (1=Very Unlikely, 10=Very Likely)</b>
7 <b>Please rate your level of agreement with the following statements:</b> The tour advanced my knowledge and understanding of the U.S. government.		29 How likely are you to <b>donate time and effort to community service</b> in your local area?
8 The tour is a helpful experience toward understanding U.S. history.		
9 The tour covers its objectives.		
<b>Communication (1=Poor, 10=Excellent)</b>		
10 <b>Thinking about your tour guide, please rate how well the guide performed in the following areas:</b> <u>Communication</u> 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.		
<b>Engagement (1=Poor, 10=Excellent)</b>		
<u>Engagement</u>		
13 Friendliness when speaking.		
14 Promptness to acknowledge questions and comments.		
15 Respect for traditions, cultures, and needs of visitors and guests.		
<b>Interactivity (1=Poor, 10=Excellent)</b>		
<u>Interactivity</u>		
16 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.		
<b>Tour Guide (1=Strongly Disagree, 10=Strongly Agree)</b>		



**CVC Tour**

*Model questions utilize the AC SI methodology to determine scores and impacts*

**ELEMENTS (drivers of satisfaction)**

**CUSTOMER SATISFACTION**

**FUTURE BEHAVIORS**

19 Please rate your level of agreement with the following statements:  
The tour guide demonstrated professionalism throughout the tour.

20 The tour guide was responsive to the questions and needs arising during the tour.

21 The tour guide was enthusiastic about my participation at the U.S. Capitol.



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	<b>1</b>	<b>1</b>	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	<b>1</b>	<b>1</b>	<b>1</b>	0	0	0	0	0
Satisfaction	0	0	<b>1</b>	0	<b>0</b>	<b>0</b>	<b>1</b>	0	0	0	0
FB1	0	0	0	0	0	0	0	<b>1</b>	0	0	0
FB2	0	0	0	0	0	0	0	<b>1</b>	0	0	0
FB3	0	0	0	0	0	0	0	<b>1</b>	0	0	0

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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
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office A staff member of a Senator's office A U.S. Capitol Visitor Guide	X	Drop down, select one	Single	Y	Skip Logic Group	Tour Type
CJI0054	X	I was <b>satisfied</b> with the experience provided by my <b>U.S. Capitol Visitor Guide</b> .	Strongly agree Agree Disagree Strongly disagree Not sure	U T T T	Drop down, select one	Single	Y	Skip Logic Group	TG Sat
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	T	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
CJI0057		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement
CJI0058		What was the <b>approximate size</b> of the entire group that was led by your tour guide?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y		CVC Group - Size
CJI0059		Approximately <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes 15 - 30 minutes 30 - 45 minutes More than 45 minutes		Drop down, select one	Single	Y		Time Tour
CJI0073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor 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)	F D	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role
CJI0074	F	What <b>level of students</b> do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher

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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	Required Y/N	Special Instructions	CQ Label
CJI0075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJI0076		Did you <b>arrive</b> at the U.S. Capitol as <b>part of a group</b> ?	Yes, I was part of a group (school, family, tourist group, etc.).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
			No, I arrived alone (as an individual).						
CJI0077	O	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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									
CJI0078	P	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group	T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

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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
			Family	T					
			Senior citizen group						
			International visitor group						
			Other (please specify)	K					
CJI0079	T	What were the <b>age(s) of the children/students</b> 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						
			8-10 years old						
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJI0080	K	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group
CJI0081		What was the <b>reason(s) you decided to visit the U.S. Capitol?</b> (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.						
			Other (please specify)	B					
CJI0082	B	What was the <b>other reason</b> you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason
CJI0085		Approximately <b>how much time</b> did you spend <b>overall at the U.S. Capitol Visitor Center?</b>	Less than 1 hour		Radio button, one-up vertical	Single	Y		CVC Time
			1 - 1 1/2 hours						
			1 1/2 - 2 hours						
			2 - 3 hours						
			More than 3 hours						
CJI0086		How <b>often do you visit</b> the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency
			Less than once a year						
			Once a year						
			Multiple times a year						
CJI0089		At what <b>time of day</b> did you visit the U.S. Capitol? (Please select all that apply.)	Early morning		Checkbox, one-up vertical	Multi	Y		CVC Time of day

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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						
CJI0090		Which <b>day of the week</b> did you visit the U.S. Capitol?	Monday Tuesday Wednesday Thursday Friday Saturday		Radio button, one-up vertical	Single	Y		CVC Day
CJI0091		<b>How recently</b> did you visit the U.S. Capitol?	Within a week Within a month Within the past 6 months Within the past year		Radio button, one-up vertical	Single	Y		CVC Timeframe
CJI0096		Did the <b>U.S. Capitol Visitor Center staff</b> (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?	Yes, the staff met or exceeded my expectations. No, the staff did not meet my expectations.	<b>M</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants
CJI0097	<b>M</b>	Which of the <b>following staff members</b> at the U.S. Capitol Visitor Center <b>fell below your expectations?</b> (Please select all that apply.)	Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	<b>N</b>	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short
CJI0098	<b>N</b>	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants
CJI0099		Would you like to provide <b>additional comments</b> about an interaction with a <b>staff member</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants
CJI0102		What is your <b>overall satisfaction</b> with the <b>entire U.S. Capitol Visitor Center experience</b> ?	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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			8						
			9						
			10=Very Satisfied						
CJI0104		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement

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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
CJI0045		How did you obtain your tour passes?	Booked reservation online	I, J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes
			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					
CJI0046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes
CJI0047	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
			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_Reservations
CJI0049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall	B	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas
			Emancipation Hall						
			Gift Shops						
			Restaurant						
			Other (please specify)						
CJI0050	B	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	D	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Special Tour
			Civil War Tour						
			Capitol Grounds Tour						
			Other (please specify)						
			I did not take a special tour.						
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_Special Tour
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office	X	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						
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	T					
			Strongly disagree	T					
			Not sure	T					

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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
CJ10056	T	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
CJ10057		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement
CJ10058		What was the <b>approximate size</b> 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 <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour
			15 - 30 minutes						
			30 - 45 minutes						
			More than 45 minutes						
CJ10060		<del>How did you learn about tours of the U.S. Capitol?</del>	<del>While researching online for information about visiting the U.S. Capitol or the Washington DC area</del>	G H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour
			<del>While researching online information about Congress</del>						
			<del>From the Office of my Senator and/or Representative</del>						
			<del>From previous experience of being on a tour</del>						
			<del>From a friend/coworker</del>						
			<del>From a teacher/instructor/professor</del>						
			<del>From another organization's website</del>						
			<del>From a social networking site (Twitter, Facebook, etc.)</del>						
<del>Other (please specify)</del>									
CJ10061	G	<del>Through which other organization's website did you find out about the tour?</del>			Text area, no char limit		N	Skip Logic Group	OE_Org Website
CJ10062	H	<del>Through which social networking site did you find out about the tour?</del>			Text area, no char limit		N	Skip Logic Group	OE_Social Network
CJ10063	I	<del>Where did you find out about the tour?</del>			Text area, no char limit		N	Skip Logic Group	Other_Learn About
CJ10064		<del>What, if anything, did you do to prepare for your visit to the U.S. Capitol Visitor Center / the U.S. Capitol?</del>			Text area, no char limit		N		Prepare for Tour
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						
			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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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 <b>level of students</b> do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher
CJI0075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJI0076		Did you <b>arrive</b> at the U.S. Capitol as <b>part of a group</b> ?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
CJI0077	O	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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
CJI0078	P	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group	T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

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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
			Family	T					
			Senior citizen group						
			International visitor group						
			Other (please specify)	K					
CJ10079	T	What were the <b>age(s) of the children/students</b> 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						
			8-10 years old						
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJ10080	K	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group
CJ10081		What was the <b>reason(s) you decided to visit the U.S. Capitol?</b> (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.						
			Other (please specify)	B					
CJ10082	B	What was the <b>other reason</b> you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason
<del>GJ10083</del>		<del>Did you <b>accomplish your goal</b> while at the U.S. Capitol Visitor Center?</del>	Yes	F	<del>Radio button, one-up vertical</del>	Single	<del>Y</del>	<del>Skip Logic Group</del>	<del>CVC Accomplish Goal</del>
			No	F					
			Not applicable						
<del>GJ10084</del>	F	<del>What was the <b>goal</b> that you wanted to accomplish?</del>			<del>Text area, no char limit</del>		N	<del>Skip Logic Group</del>	<del>CVC-GE-No Goal</del>
CJ10085		Approximately <b>how much time</b> 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 1/2 - 2 hours						
			2 - 3 hours						
			More than 3 hours						
CJ10086		How <b>often do you visit</b> the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency

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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
			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	Y	Skip Logic Group	Four 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	Y	Skip Logic Group	Four FT U.S. Tour
			No						
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
			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						
CJ10091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timeframe
			Within a month						
			Within the past 6 months						
			Within the past year						
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. <p><p> 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.	K					
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	Y	Skip Logic Group	CVC Cleanliness-Short
			Exhibition Hall						
			Gift Shop						
			Restaurant						
			Restrooms						
			Other (Please specify)	L					

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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
CJI0094	E	<del>What other area fell below your expectations?</del>			<del>Text area, no char limit</del>		N	Skip Logic Group	CVC Other_Cleanliness
CJI0095		<del>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.</del>			<del>Text area, no char limit</del>		N		CVC OE_Cleanlines
CJI0096		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
			No, the staff did not meet my expectations.						
CJI0097	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	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short
			Entrance / Greeting Area						
			Exhibition Hall						
			Security						
			Theater						
Other (Please specify)									
CJI0098	N	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants
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
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	Strongly Agree	O	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accessibility
			Agree						
			Neutral						
			Disagree						
			Strongly disagree						
I don't know									
CJI0101	O	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		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						

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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 <del>meet your expectations?</del>	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			<del>10=Very Satisfied</del>						
CJI0104		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement

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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
CJI0045		How did you obtain your tour passes?	Booked reservation online	I, J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes
			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					
CJI0046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes
CJI0047	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
			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_Reservations
CJI0049		What areas of the U.S. Capitol Visitor Center did you visit? (Please select all that apply.)	Exhibition Hall	B	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas
			Emancipation Hall						
			Gift Shops						
			Restaurant						
			Other (please specify)						
CJI0050	B	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	D	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Special Tour
			Civil War Tour						
			Capitol Grounds Tour						
			Other (please specify)						
			I did not take a special tour.						
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_Special Tour
CJI0053		Who guided you on your U.S. Capitol Tour?	A staff member of a Representative's office	X	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						
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	T					
			Strongly disagree	T					
			Not sure	T					

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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
CJ10056	T	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
CJ10057		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement
CJ10058		What was the <b>approximate size</b> 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 <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes		Drop down, select one	Single	Y		Time Tour
			15 - 30 minutes						
			30 - 45 minutes						
			More than 45 minutes						
CJ10060		<del>How did you learn about tours of the U.S. Capitol?</del>	<del>While researching online for information about visiting the U.S. Capitol or the Washington DC area</del>	G H I	Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour
			<del>While researching online information about Congress</del>						
			<del>From the Office of my Senator and/or Representative</del>						
			<del>From previous experience of being on a tour</del>						
			<del>From a friend/coworker</del>						
			<del>From a teacher/instructor/professor</del>						
			<del>From another organization's website</del>						
			<del>From a social networking site (Twitter, Facebook, etc.)</del>						
<del>Other (please specify)</del>									
CJ10061	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	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	I	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Learn 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 for Tour
CJ10065		Where do you <b>currently live</b> ?	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**

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
			Connecticut						
			Delaware						
			District of Columbia						
			Florida						
			Georgia						
			Hawaii						
			Idaho						
			Illinois						
			Indiana						
			Iowa						
			Kansas						
			Kentucky						
			Louisiana						
			Maine						
			Maryland						
			Massachusetts						
			Michigan						
			Minnesota						
			Mississippi						
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			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						

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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
			Midway Islands						
			Northern Mariana Islands						
			Puerto Rico						
			Republic of Palau						
			Republic of the Marshall Islands						
			U.S. Virgin Islands						
			Prefer not to answer						
CJ10066	A	What <b>country</b> 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						
			China						
			Colombia						
			Comoros						

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CVC Tour CUSTOM QUESTION LIST

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			Congo (Brazzaville)						
			Congo (Kinshasa)						
			Costa Rica						
			Cote d'Ivoire						
			Croatia						
			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						

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			Japan						
			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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			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						

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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
			Togo 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) Prefer not to answer	B					
CJ10067	B	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country
CJ10068		Which of the following best describes your <b>race</b> or <b>ethnic background</b> ? (Please select all that apply.)	African American or Black 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) Prefer not to answer	C	Checkbox, two-up vertical       8889	Multi	Y	Skip Logic Group	CVC Race
CJ10069	C	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race
CJ10070		What is your <b>gender</b> ?	Male Female Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Gender
CJ10071		What is your <b>age</b> ?	Under 18 18-24 25-34 35-44 45-54		Radio button, one-up vertical	Single	Y		CVC Age

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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						
CJ10072		Which of the following best describes the <b>highest level of education</b> you have attained?	I have not graduated from high school.  High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Education
CJ10073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor  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)	<b>F</b>       <b>D</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role
CJ10074	<b>F</b>	What <b>level of students</b> do you teach?	Elementary School  Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher
CJ10075	<b>D</b>	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJ10076		Did you <b>arrive</b> at the U.S. Capitol as <b>part of a group</b> ?	Yes, I was part of a group (school, family, tourist group, etc.).  No, I arrived alone (as an individual).	<b>O, P</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
CJ10077	<b>O</b>	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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	<b>P</b>	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group	<b>T</b>	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

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			Family	T					
			Senior citizen group						
			International visitor group						
			Other (please specify)	K					
CJ10079	T	What were the <b>age(s) of the children/students</b> 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						
			8-10 years old						
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJ10080	K	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group
CJ10081		What was the <b>reason(s) you decided to visit the U.S. Capitol?</b> (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.						
			Other (please specify)	B					
CJ10082	B	What was the <b>other reason</b> you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason
<del>GJ10083</del>		<del>Did you <b>accomplish your goal</b> while at the U.S. Capitol Visitor Center?</del>	Yes	F	<del>Radio button, one-up vertical</del>	Single	<del>Y</del>	<del>Skip Logic Group</del>	<del>CVC Accomplish Goal</del>
			No	F					
			Not applicable						
<del>GJ10084</del>	F	<del>What was the <b>goal</b> that you wanted to accomplish?</del>			<del>Text area, no char limit</del>		N	<del>Skip Logic Group</del>	<del>CVC-GE-No Goal</del>
CJ10085		Approximately <b>how much time</b> 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 1/2 - 2 hours						
			2 - 3 hours						
			More than 3 hours						
CJ10086		How <b>often do you visit</b> the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency

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			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	Y	Skip Logic Group	Four 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	Y	Skip Logic Group	Four FT U.S. Tour
			No						
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
			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						
CJ10091		How recently did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timeframe
			Within a month						
			Within the past 6 months						
			Within the past year						
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. <p><p> 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.	K					
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	Y	Skip Logic Group	CVC Cleanliness-Short
			Exhibition Hall						
			Gift Shop						
			Restaurant						
			Restrooms						
			Other (Please specify)	L					

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CJI0094	E	<del>What other area fell below your expectations?</del>			<del>Text area, no char limit</del>		N	Skip Logic Group	CVC Other_Cleanliness
CJI0095		<del>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.</del>			<del>Text area, no char limit</del>		N		CVC OE_Cleanlines
CJI0096		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
			No, the staff did not meet my expectations.						
CJI0097	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	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short
			Entrance / Greeting Area						
			Exhibition Hall						
			Security						
			Theater						
Other (Please specify)									
CJI0098	N	What other staff members fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants
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
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	Strongly Agree	O	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accessibility
			Agree						
			Neutral						
			Disagree						
			Strongly disagree						
I don't know									
CJI0101	O	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		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						

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			8						
			9						
			10=Very Satisfied						
CJI0103		How well did this visit to the U.S. Capitol Visitor Center <del>meet your expectations?</del>	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			<del>10=Very Satisfied</del>						
CJI0104		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement

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CJI0045		How did you <b>obtain your tour passes</b> ?	Booked reservation online	I, J	Radio button, one-up vertical	Single	Y	Skip Logic Group	Obtain Passes	
			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						
CJI0046	F	What other way did you obtain your tour passes?			Text area, no char limit		N	Skip Logic Group	Other Obtain Passes	
CJI0047	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	
			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_Reservation	
CJI0049		What <b>areas of the U.S. Capitol Visitor Center</b> did you visit? (Please select all that apply.)	Exhibition Hall	B	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	Areas	
			Emancipation Hall							
			Gift Shops							
			Restaurant							
			Other (please specify)							
CJI0050	B	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	D	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Special Tour	
			Civil War Tour							
			Capitol Grounds Tour							
			Other (please specify)							
			I did not take a special tour.							
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_Special Tour	
CJI0053		<b>Who guided you</b> on your U.S. Capitol Tour?	A staff member of a Representative's office	X	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							
CJI0054	X	I was <b>satisfied</b> with the experience provided by my <b>U.S. Capitol Visitor Guide</b> .	Strongly agree	U	Drop down, select one	Single	Y	Skip Logic Group	TG Sat	
			Agree	U						
			Disagree	T						
			Strongly disagree	T						
			Not sure	T						

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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
CJ10056	T	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
CJ10057		If you could make <b>one suggestion to improve your tour experience</b> , what would it be?			Text area, no char limit		N		OE_Improvement
CJ10058		What was the <b>approximate size</b> of the entire group that was led by your tour guide?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y		CVC Group - Size
CJ10059		Approximately <b>how much time</b> did you spend touring the <b>U.S. Capitol</b> ?	Less than 15 minutes 15 - 30 minutes 30 - 45 minutes More than 45 minutes		Drop down, select one	Single	Y		Time Tour
CJ10060		How did you <b>learn about tours of the U.S. Capitol</b> ?	While researching online for information about visiting the U.S. Capitol or the Washington DC area 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 From a social networking site (Twitter, Facebook, etc.) Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group	Learn About Tour
CJ10061	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	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	I	Where did you find out about the tour?			Text area, no char limit		N	Skip Logic Group	Other_Learn About
CJ10064		What, if anything, did you do to prepare for your visit to the U.S. Capitol Visitor Center / the U.S. Capitol?	Denise.Philips: Add a space before the /.		Text area, no char limit		N		Prepare for Tour
CJ10065		Where do you <b>currently live</b> ?	I live outside of the United States. Alabama Alaska Arizona Arkansas California Colorado	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State

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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
			Connecticut						
			Delaware						
			District of Columbia						
			Florida						
			Georgia						
			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						

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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
			Midway Islands						
			Northern Mariana Islands						
			Puerto Rico						
			Republic of Palau						
			Republic of the Marshall Islands						
			U.S. Virgin Islands						
			Prefer not to answer						
CJ10066	A	What <b>country</b> 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						
			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 or Multi	Required Y/N	Special Instructions	CQ Label
			Congo (Brazzaville)						
			Congo (Kinshasa)						
			Costa Rica						
			Cote d'Ivoire						
			Croatia						
			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						

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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
			Japan						
			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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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
			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						

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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
			Togo 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) Prefer not to answer	B					
CJ10067	B	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country
CJ10068		Which of the following best describes your <b>race</b> or <b>ethnic background</b> ? (Please select all that apply.)	African American or Black 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) Prefer not to answer	C	Checkbox, two-up vertical       8889	Multi	Y	Skip Logic Group	CVC Race
CJ10069	C	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race
CJ10070		What is your <b>gender</b> ?	Male Female Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Gender
CJ10071		What is your <b>age</b> ?	Under 18 18-24 25-34 35-44 45-54		Radio button, one-up vertical	Single	Y		CVC Age

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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						
CJ10072		Which of the following best describes the <b>highest level of education</b> you have attained?	I have not graduated from high school. <span style="border: 1px solid black; padding: 2px;">Denise, Philips: Added period.</span> High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer		Radio button, one-up vertical	Single	Y		CVC Education
CJ10073		Which of the following roles best describes you at the time of your visit?	Teacher / Professor 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)	F       D	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role
CJ10074	F	What <b>level of students</b> do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher
CJ10075	D	What do you consider your role?				Single	Y	Skip Logic Group	CVC Other_Role
CJ10076		Did you <b>arrive</b> at the U.S. Capitol as <b>part of a group</b> ?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group
CJ10077	O	What was the <b>approximate size</b> of the entire group that you <b>arrived to the Capitol with</b> ?	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	P	Which of the following best describes the <b>type of group</b> you arrived at the Capitol with?	School group	T	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type

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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
			Family	T					
			Senior citizen group						
			International visitor group						
			Other (please specify)	K					
CJ10079	T	What were the <b>age(s) of the children/students</b> 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						
			8-10 years old						
			11-13 years old						
			14-17 years old						
			Over 17 years old						
			Prefer not to answer		8889				
CJ10080	K	What other type of tour group were you a part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group
CJ10081		What was the <b>reason(s) you decided to visit the U.S. Capitol?</b> (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.						
			Other (please specify)	B					
CJ10082	B	What was the <b>other reason</b> you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason
CJ10083		Did you <b>accomplish your goal</b> 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						
CJ10084	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE No Goal
CJ10085		Approximately <b>how much time</b> 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 1/2 - 2 hours						
			2 - 3 hours						
			More than 3 hours						
CJ10086		How <b>often do you visit</b> the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Frequency

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Remove extra space.

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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>U.S. Capitol Visitor Center</u> ? <div style="border: 1px solid black; padding: 2px; width: fit-content;">Denise.Philips: Bold the U.S. Capitol Visitor Center.</div>	Yes		Radio button, one-up vertical	Single	Y	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	Y	Skip Logic Group	Tour FT U.S. Tour
			No						
CJ10089		At what <b>time of day</b> 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 <b>day of the week</b> did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day
			Tuesday						
			Wednesday						
			Thursday						
			Friday						
			Saturday						
CJ10091		<b>How recently</b> did you visit the U.S. Capitol?	Within a week		Radio button, one-up vertical	Single	Y		CVC Timeframe
			Within a month						
			Within the past 6 months						
			Within the past year						
CJ10092		Questions up until now have been specifically about the tour of the U.S. Capitol and you. <b>The remaining questions</b> for the survey are regarding the <b>entire U.S. Capitol Visitor Center experience</b> . <p><p> Did the <b>cleanliness level</b> of the U.S. Capitol Visitor Center meet or exceed your expectations? <div style="border: 1px solid black; padding: 2px; width: fit-content;">Denise.Philips: Added periods to lines 435 &amp; 436.</div>	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.	K					
CJ10093	K	Which of the <b>following areas</b> of the U.S. Capitol Visitor Center <b>fell below your expectations</b> ? (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					

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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
CJI0094	L	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanliness
CJI0095		Would you like to provide <b>additional comments</b> about the <b>cleanliness</b> of the U.S. Capitol Visitor Center <b>building</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Cleanlines
CJI0096		Did the <b>U.S. Capitol Visitor Center staff</b> (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?	Yes, the staff met or exceeded my expectations.		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants
			No, the staff did not meet my expectations.	M					
CJI0097	M	Which of the <b>following staff members</b> at the U.S. Capitol Visitor Center <b>fell below your expectations</b> ? (Please select all that apply.)	Coat Check	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short
			Entrance / Greeting Area						
			Exhibition Hall						
			Security						
			Theater						
Other (Please specify)									
CJI0098	N	What other <b>staff members area</b> fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants
CJI0099		Would you like to provide <b>additional comments</b> about an interaction with a <b>staff member</b> ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants
CJI0100		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	Strongly Agree	O	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accessibility
			Agree						
			Neutral						
			Disagree						
			Strongly disagree						
I don't know									
CJI0101	O	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	CVC Accessibility - Low
CJI0102		What is your <b>overall satisfaction</b> with the <b>entire U.S. Capitol Visitor Center experience</b> ?	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						

Denise.Philips:  
 Added periods to lines 445 & 446.

Denise.Philips:  
 I would just like to bold the last three words. They are already there.

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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
			8						
			9						
			10=Very Satisfied						
CJI0103		How well did this visit to the U.S. Capitol Visitor Center <b>meet your expectations?</b>	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			10=Very Satisfied						
CJI0104		If you could make <b>one suggestion to improve the entire U.S. Capitol Visitor Center experience</b> , what would it be?			Text area, no char limit		N		CVC OE_Improvement

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