Model Instance Name:
PSC Offline (Email) Measure
MID: **Existing Measure - Please fill in; New Measure - DOT will fill in**
Partitioned (N)
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.
**Date:**   8/6/2012

FORESEE

PSC Offline (Email) Measure
Model questions utilize the ACSI methodology to determine scores and impacts

MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
	Representative(1=Poor, 10=Excellent, Don't Know) Thinking about the representative you who worked with you, please rate the following:		**Satisfaction**		**Use Again (1=Very Unlikely, 10=Very Likely)**
Representative - Professionalism	Please rate the **professionalism** of the representative.	Satisfaction - Overall	What is your **overall satisfaction** with this service experience? *(1=Very Dissatisfied, 10=Very Satisfied)*	Use Again	How likely are you to use these services in the future?
Representative - Knowledge	Please rate the **knowledge** of the representative.	Satisfaction - Expectations	How well did this service experience **meet your expectations**? *(1=Falls Short, 10=Exceeds)*		**Recommend (1=Very Unlikely, 10=Very Likely)**
Representative - Courtesy	Please rate the **courtesy** of the representative.	Satisfaction - Ideal	How does this experience **compare to your idea of an ideal service experience?** *(1=Not Very Close, 10=Very Close)*	Recommend	How likely are you to recommend this service provider to someone else?
	Response Speed (1=Poor, 10=Excellent, Don't Know) Thinking about the responsiveness of service delivery, please rate the following:				
Reponses -Time	**Length of time** it took to get the service delivered.				
Response - Speed	The **speed** with which the service was completed.				
Response - Timeliness	The **overall timeliness** of the service delivery process.				
	Service Quality (1=Poor, 10=Excellent, Don't Know) Thinking about the services received, please rate the following aspects of those services:				
Service - Completeness	The **completeness** of the services you received.				
Service - reliability	The **reliability** of the service delivery you received.				
Service - Quality	The **quality** of the services you received.				
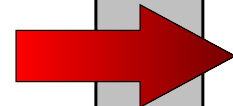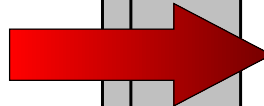
Model Instance Name:
PSC Offline (Email) Measure
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

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

PSC Offline (Email) Measure 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
		Please select the product or service for which you would like to provide feedback today.	Acquisition Services	A	Radio button, one-up vertical	Single	Y	Skip Logic Group*
			Commissioned Corps Support Services	B				
			Customer Contact Centers	C				
			Financial Services	D				
			Information Management Services	E				
			Logistics Services	F				
			Occupational Health Services	G				
			Property Management Services	H				
			Regional Support Services	I				
			Transportation, Travel, and Telework Services	J				
			Visual Media Services	K				
			Administrative Offices	L				
			Other, please specify	Z				
	Z	What product or service would you like to provide feedback on:	open-end		Text area, no char limit		N	

CQ Label
Product/Service Type
OE_Product/ Service Type