

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)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** have to be submitted using this document

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implements change(s)

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

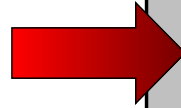
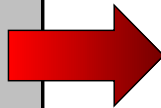
4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

PBGC.gov v3 MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the completeness of information on this site.	24 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	27 How likely are you to return to this site ?
2 Please rate the quality of information on this site.	25 How well does this site meet your expectations ? (1= Falls Short, 10= Exceeds)	Prefer Web Channel (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	26 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	28 How likely are you to use this site rather than calling or writing ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Recommend (1=Very Unlikely, 10=Very Likely)
4 Please rate the visual appeal of this site.		29 How likely are you to recommend this site to someone else ?
5 Please rate the balance of graphics and text on this site.		Trust (1=Not at all Trustworthy, 10=Very Trustworthy)
6 Please rate the readability of the pages on this site (for example, text size or color).		30 Please rate your level of trust in this agency .
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate how well the site is organized .		
8 Please rate the options available for navigating this site.		
9 Please rate how well the site layout helps you find what you are looking for .		
10 Please rate the number of clicks to get where you want on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
11 Please rate how thoroughly this website discloses information about what this agency is doing.		
12 Please rate how quickly agency information is made available on this website.		
13 Please rate how well information about this agency's actions can be accessed by the public on this website.		
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
15 Please rate the organization of search results on this site.		
16 Please rate how well the headings and descriptions in the search results help you decide what to select .		
17 Please rate how well the search feature helps you to narrow the results to find what you want .		
Plain Language (1=Poor, 10=Excellent, Don't Know)		
18 Please rate the clarity of the wording on this site.		
19 Please rate how well you understand the wording on this site.		
20 Please rate the site on its use of short, clear sentences .		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
21 Please rate how quickly pages load on this site.		
22 Please rate the consistency of speed from page to page on this site.		
23 Please rate the ability to load pages without getting error messages on this site.		



Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001 Yes SAC4232A002 No SAC4232A003 Not sure		Radio button, one-up vertical	Single	Y
SAC4233		Which best describes you?	SAC4233A001 United Airlines worker or retiree SAC4233A002 Worker or retiree SAC4233A003 Widow(er) or spouse or beneficiary SAC4233A004 Researcher or student SAC4233A005 Practitioner or pension professional SAC4233A006 Media or press representative SAC4233A006 Trade association or business organization SAC4233A007 Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	SAC4235A001 To find information about my pension plan SAC4235A002 To search for unclaimed pensions on PBGC's missing participant list SAC4235A003 To log in to MyPBA (worker or retiree info) SAC4235A004 To obtain tax information or Form 1099 SAC4235A005 To follow up on an annual funding notice I received SAC4235A006 To find premium-related information SAC4235A007 To log in to My PAA (premium-related matters) SAC4235A008 To research plan termination SAC4235A009 To find information and news about PBGC SAC4235A010 To find information on defined benefit pensions SAC4235A011 Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N
SAC4237		Did you accomplish your goal?	SAC4237A001 Yes SAC4237A002 No SAC4237A003 In part SAC4237A004 Not yet	A A A A	Radio button, one-up vertical	Single	Y
SAC4238	A	Why were you unable to accomplish your goal?	SAC4238A001 Did not find specific information on me or my plan SAC4238A002 Could not log in to MyPBA or My PAA SAC4238A003 Had technical difficulties SAC4238A004 Other (please specify)	B	Radio button, one-up vertical	Single	Y
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.			Text area, no char limit		N
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001 Yes SAC4240A002 No	A	Radio button, one-up vertical	Single	Y
SAC4241	A	Did you find what you were looking for?	SAC4241A001 Yes SAC4241A002 No	B B	Radio button, one-up vertical	Single	Y
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001 Search results were helpful SAC4242A002 Search results were not helpful SAC4242A003 Returned too many results SAC4242A004 Returned not enough or zero results SAC4242A005 Returned results that were too similar/redundant SAC4242A006 Results were not relevant to my search terms or needs SAC4242A007 I was not sure what words to use in my search SAC4242A008 Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001 Yes SAC4244A002 No	A	Radio button, one-up vertical	Single	Y
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	SAC4245A001 1 = Very Difficult SAC4245A002 2 SAC4245A003 3 SAC4245A004 4 SAC4245A005 5 SAC4245A006 6 SAC4245A007 7 SAC4245A008 8 SAC4245A009 9 SAC4245A010 10 = Very Easy	B B B B B B B B B B	Radion button, scale, no don't know	Single	Y
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	SAC4246A001 I wasn't sure what the list was SAC4246A002 I found myself or my pension plan SAC4246A003 I didn't find myself or my pension plan SAC4246A004 Search results were helpful SAC4246A005 Search results were not helpful SAC4246A006 Returned too many results SAC4246A007 Returned not enough or zero results SAC4246A008 Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4247	C	Please specify your experience with PBGC's missing participant list.			Text area, no char limit		N
SAC4248		Did you experience any difficulties during your visit?	SAC4248A001 Yes SAC4248A002 No	A	Radio button, one-up	Single	Y
SAC4249	A	Description of difficulties:			Text area, no char limit		N
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	SAC4250A001 Yes SAC4250A002 No	A	Radio button, one-up vertical	Single	Y
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	SAC4251A001 The website directed me to call SAC4251A002 The information on the website was not clear or helpful SAC4251A003 I did not find the information I was looking for SAC4251A004 I was already planning to call SAC4251A005 Other (please specify)	B	Checkbox, one-up vertical	Multi	Y
SAC4252	B	Please specify the other reason why you are likely to call PBGC.			Text area, no char limit		N
SAC4253		What other information or online services would you like to see?	SAC4253A001 None SAC4253A002 Please consider	A	Radio button, one-up vertical	Single	Y
SAC4254	A	Description of other information or online services:			Text area, no char limit		N

Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group	Purpose
Randomize	
Skip logic group	OE_Purpose
Skip logic group	Accomplish
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Find_Search box
Skip logic group	Search box experience
Skip logic group	OE_Search box experience

Special Instructions	CQ Label
Skip logic group	Missing participant list
Skip logic group	Ease of using MPL
Skip logic group	Problems with MPL
Skip logic group	OE_MPL experience
Skip logic group	Difficulties
Skip logic group	OE_Difficulties
Skip logic group	Call PBGC
Skip logic group	Call reason
Skip logic group	OE_Call
Skip logic group	Other info or services
Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001 Yes SAC4232A002 No SAC4232A003 Not sure		Radio button, one-up vertical	Single	Y
SAC4233		Which best describes you?	United Airlines worker or retiree Worker or retiree Widow(er) or spouse or beneficiary Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	To find information about my pension plan To search for unclaimed pensions on PBGC's missing participant list To log in to MyPBA (worker or retiree info) To obtain tax information or Form 1099 To follow up on an annual funding notice I received To find premium-related information To log in to My PAA (premium-related matters) To research plan termination To find information and news about PBGC To find information on defined benefit pensions Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N
SAC4237		Did you accomplish your goal?	SAC4237A001 Yes SAC4237A002 No SAC4237A003 In part SAC4237A004 Not yet	A A A A	Radio button, one-up vertical	Single	Y
SAC4238	A	Why were you unable to accomplish your goal?	Did not find specific information on me or my plan Could not log in to MyPBA or My PAA Had technical difficulties Other (please specify)	B	Radio button, one-up vertical	Single	Y
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.			Text area, no char limit		N
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001 Yes SAC4240A002 No	A	Radio button, one-up vertical	Single	Y
SAC4241	A	Did you find what you were looking for?	SAC4241A001 Yes SAC4241A002 No	B B	Radio button, one-up vertical	Single	Y
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	Search results were helpful Search results were not helpful Returned too many results Returned not enough or zero results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001 Yes SAC4244A002 No	A	Radio button, one-up vertical	Single	Y
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	SAC4245A001 1 = Very Difficult SAC4245A002 2 SAC4245A003 3 SAC4245A004 4 SAC4245A005 5 SAC4245A006 6 SAC4245A007 7 SAC4245A008 8 SAC4245A009 9 SAC4245A010 10 = Very Easy	B B B B B B B B B B	Radion button, scale, no don't know	Single	Y
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	SAC4246A001 I wasn't sure what the list was SAC4246A002 I found myself or my pension plan SAC4246A003 I didn't find myself or my pension plan SAC4246A004 Search results were helpful SAC4246A005 Search results were not helpful SAC4246A006 Returned too many results SAC4246A007 Returned not enough or zero results SAC4246A008 Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4247	C	Please specify your experience with PBGC's missing participant list.			Text area, no char limit		N
SAC4248		Did you experience any difficulties during your visit?	SAC4248A001 Yes SAC4248A002 No	A	Radio button, one-up	Single	Y
SAC4249	A	Description of difficulties:			Text area, no char limit		N
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	SAC4250A001 Yes SAC4250A002 No	A	Radio button, one-up vertical	Single	Y
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	SAC4251A001 The website directed me to call SAC4251A002 The information on the website was not clear or helpful SAC4251A003 I did not find the information I was looking for SAC4251A004 I was already planning to call SAC4251A005 Other (please specify)	B	Checkbox, one-up vertical	Multi	Y
SAC4252	B	Please specify the other reason why you are likely to call PBGC.			Text area, no char limit		N
SAC4253		What other information or online services would you like to see?	SAC4253A001 None SAC4253A002 Please consider	A	Radio button, one-up vertical	Single	Y
SAC4254	A	Description of other information or online services:			Text area, no char limit		N

Special Instructions	
Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group	Purpose
Randomize	
Skip logic group	OE_Purpose
Skip logic group	Accomplish
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Find_Search box
Skip logic group	Search box experience
Skip logic group	OE_Search box experience

Special Instructions	CQ Label
Skip logic group	Missing participant list
Skip logic group	Ease of using MPL
Skip logic group	Problems with MPL
Skip logic group	OE_MPL experience
Skip logic group	Difficulties
Skip logic group	OE_Difficulties
Skip logic group	Call PBGC
Skip logic group	Call reason
Skip logic group	OE_Call
Skip logic group	Other info or services
Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001 Yes SAC4232A002 No SAC4232A003 Not sure		Radio button, one-up vertical	Single	Y
SAC4233		Which best describes you?	SAC4233A001 Worker or retiree SAC4233A002 Widow(er) or spouse or beneficiary SAC4233A003 Researcher or student SAC4233A004 Practitioner or pension professional SAC4233A005 Media or press representative SAC4233A006 Trade association or business organization SAC4233A007 Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	SAC4235A001 To find information about my pension plan SAC4235A002 To search for unclaimed pensions on PBGC's missing participant list SAC4235A003 To log in to MyPBA (worker or retiree info) SAC4235A004 To obtain tax information or Form 1099 SAC4235A005 To follow up on an annual funding notice I received SAC4235A006 To find premium-related information SAC4235A007 To log in to My PAA (premium-related matters) SAC4235A008 To research plan termination SAC4235A009 To find information and news about PBGC SAC4235A010 To find information on defined benefit pensions SAC4235A011 Other (please specify)	A	Radio button, one-up vertical	Single	Y
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N
SAC4237		Did you accomplish your goal?	SAC4237A001 Yes SAC4237A002 No SAC4237A003 In part SAC4237A004 Not yet	A A A	Radio button, one-up vertical	Single	Y
SAC4238	A	Why were you unable to accomplish your goal?	SAC4238A001 Did not find specific information on me or my plan SAC4238A002 Could not log in to MyPBA or My PAA SAC4238A003 Had technical difficulties SAC4238A004 Other (please specify)	B	Radio button, one-up vertical	Single	Y
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.			Text area, no char limit		N
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001 Yes SAC4240A002 No	A	Radio button, one-up vertical	Single	Y
SAC4241	A	Did you find what you were looking for?	SAC4241A001 Yes SAC4241A002 No	B B	Radio button, one-up vertical	Single	Y
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001 Search results were helpful SAC4242A002 Search results were not helpful SAC4242A003 Returned too many results SAC4242A004 Returned not enough or zero results SAC4242A005 Returned results that were too similar/redundant SAC4242A006 Results were not relevant to my search terms or needs SAC4242A007 I was not sure what words to use in my search SAC4242A008 Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001	Yes	A	Radio button, one-up vertical	Single	Y
			SAC4244A002	No				
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	SAC4245A001	1 = Very Difficult	B	Radion button, scale, no don't know	Single	Y
			SAC4245A002	2	B			
			SAC4245A003	3	B			
			SAC4245A004	4	B			
			SAC4245A005	5	B			
			SAC4245A006	6	B			
			SAC4245A007	7	B			
			SAC4245A008	8	B			
			SAC4245A009	9	B			
			SAC4245A010	10 = Very Easy	B			
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	SAC4246A001	I wasn't sure what the list was		Checkbox, one-up vertical	Multi	Y
			SAC4246A002	I found myself or my pension plan				
			SAC4246A003	I didn't find myself or my pension plan				
			SAC4246A004	Search results were helpful				
			SAC4246A005	Search results were not helpful				
			SAC4246A006	Returned too many results				
			SAC4246A007	Returned not enough or zero results				
			SAC4246A008	Other (please specify)	C			
SAC4247	C	Please specify your experience with PBGC's missing participant list.				Text area, no char limit		N
SAC4248		Did you experience any difficulties during your visit?	SAC4248A001	Yes	A	Radio button, one-up	Single	Y
			SAC4248A002	No				
SAC4249	A	Description of difficulties:				Text area, no char limit		N
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	SAC4250A001	Yes	A	Radio button, one-up vertical	Single	Y
			SAC4250A002	No				
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	SAC4251A001	The website directed me to call		Checkbox, one-up vertical	Multi	Y
			SAC4251A002	The information on the website was not clear or helpful				
			SAC4251A003	I did not find the information I was looking for				
			SAC4251A004	I was already planning to call				
			SAC4251A005	Other (please specify)	B			
SAC4252	B	Please specify the other reason why you are likely to call PBGC.				Text area, no char limit		N
SAC4253		What other information or online services would you like to see?	SAC4253A001	None		Radio button, one-up vertical	Single	Y
			SAC4253A002	Please consider	A			
SAC4254	A	Description of other information or online services:				Text area, no char limit		N

Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group	Purpose
Randomize	
Skip logic group	OE_Purpose
Skip logic group	Accomplish
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Find_Search box
Skip logic group	Search box experience
Skip logic group	OE_Search box experience

Special Instructions	CQ Label
Skip logic group	Missing participant list
Skip logic group	Ease of using MPL
Skip logic group	Problems with MPL
Skip logic group	OE_MPL experience
Skip logic group	Difficulties
Skip logic group	OE_Difficulties
Skip logic group	Call PBGC
Skip logic group	Call reason
Skip logic group	OE_Call
Skip logic group	Other info or services
Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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	
CQMMW001		Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides:	CQMMW001A01	1=Peer		Radio button, scale, has don't know	S	Y
			CQMMW001A02		2			
			CQMMW001A03		3			
			CQMMW001A04		4			
			CQMMW001A05		5			
			CQMMW001A06		6			
			CQMMW001A07		7			
			CQMMW001A08		8			
			CQMMW001A09		9			
			CQMMW001A10	10=Excellent				
			CQMMW001A11	Don't Know				
CQMMW002		Please rate how understandable you find the information that the PBGC provides:	CQMMW002A01	1=Peer		Radio button, scale, has don't know	S	Y
			CQMMW002A02		2			
			CQMMW002A03		3			
			CQMMW002A04		4			
			CQMMW002A05		5			
			CQMMW002A06		6			
			CQMMW002A07		7			
			CQMMW002A08		8			
			CQMMW002A09		9			
			CQMMW002A10	10=Excellent				
			CQMMW002A11	Don't Know				
CQMMW003		Please rate how well the agency's information provides answers to your questions :	CQMMW003A01	1=Peer		Radio button, scale, has don't know	S	Y
			CQMMW003A02		2			
			CQMMW003A03		3			
			CQMMW003A04		4			
			CQMMW003A05		5			
			CQMMW003A06		6			
			CQMMW003A07		7			
			CQMMW003A08		8			
			CQMMW003A09		9			
			CQMMW003A10	10=Excellent				
			CQMMW003A11	Don't Know				
CQMMW004		Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services :	CQMMW004A01	1=Peer		Radio button, scale, has don't know	S	Y
			CQMMW004A02		2			
			CQMMW004A03		3			
			CQMMW004A04		4			
			CQMMW004A05		5			
			CQMMW004A06		6			
			CQMMW004A07		7			
			CQMMW004A08		8			
			CQMMW004A09		9			
			CQMMW004A10	10=Excellent				
			CQMMW004A11	Don't Know				
ACQWro0010915		Please rate your perception of the range of services offered by the PBGC:	ACQWro0010915A01	1=Peer		Radio button, scale, has don't know	S	Y
			ACQWro0010915A02		2			
			ACQWro0010915A03		3			
			ACQWro0010915A04		4			
			ACQWro0010915A05		5			
			ACQWro0010915A06		6			

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
			ACQWro0010915A07	7			
			ACQWro0010915A08	8			
			ACQWro0010915A09	9			
			ACQWro0010915A10	10=Excellent			
			ACQWro0010915A11	Don't Know			
ACQWro0010916		Please rate your perception of how well the PBGC delivers its services.	ACQWro0010916A01	1=Peer	Radio-button, scale, has don't know	S	Y
			ACQWro0010916A02	2			
			ACQWro0010916A03	3			
			ACQWro0010916A04	4			
			ACQWro0010916A05	5			
			ACQWro0010916A06	6			
			ACQWro0010916A07	7			
			ACQWro0010916A08	8			
			ACQWro0010916A09	9			
			ACQWro0010916A10	10=Excellent			
			ACQWro0010916A11	Don't Know			
CQMMW007		Please rate your impression of the PBGC's level of responsiveness to those served by the agency.	CQMMW007A01	1=Peer	Radio-button, scale, has don't know	S	Y
			CQMMW007A02	2			
			CQMMW007A03	3			
			CQMMW007A04	4			
			CQMMW007A05	5			
			CQMMW007A06	6			
			CQMMW007A07	7			
			CQMMW007A08	8			
			CQMMW007A09	9			
			CQMMW007A10	10=Excellent			
			CQMMW007A11	Don't Know			
ACQWro0010917		Please rate your perception of the options available for the delivery of PBGC services.	ACQWro0010917A01	1=Peer	Radio-button, scale, has don't know	S	Y
			ACQWro0010917A02	2			
			ACQWro0010917A03	3			
			ACQWro0010917A04	4			
			ACQWro0010917A05	5			
			ACQWro0010917A06	6			
			ACQWro0010917A07	7			
			ACQWro0010917A08	8			
			ACQWro0010917A09	9			
			ACQWro0010917A10	10=Excellent			
			ACQWro0010917A11	Don't Know			
ACQWro0010918		Please rate your overall impression of the PBGC's work as it carries out its mission to protect pensions.	ACQWro0010918A01	1=Peer	Radio-button, scale, has don't know	S	Y
			ACQWro0010918A02	2			
			ACQWro0010918A03	3			
			ACQWro0010918A04	4			
			ACQWro0010918A05	5			
			ACQWro0010918A06	6			
			ACQWro0010918A07	7			
			ACQWro0010918A08	8			
			ACQWro0010918A09	9			
			ACQWro0010918A10	10=Excellent			
			ACQWro0010918A11	Don't Know			
ACQWro0010919		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans.	ACQWro0010919A01	1=Peer	Radio-button, scale, has don't know	S	Y
			ACQWro0010919A02	2			
			ACQWro0010919A03	3			

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
			ACQWro0010919A04	4			
			ACQWro0010919A05	5			
			ACQWro0010919A06	6			
			ACQWro0010919A07	7			
			ACQWro0010919A08	8			
			ACQWro0010919A09	9			
			ACQWro0010919A10	10=Excellent			
			ACQWro0010919A11	Don't Know			
ACQWro0010934		Please rate how well the PBGC preserves pension plans.	ACQWro0010934A01	1=Poof	Radio button, scale, has don't know	S	Y
			ACQWro0010934A02	2			
			ACQWro0010934A03	3			
			ACQWro0010934A04	4			
			ACQWro0010934A05	5			
			ACQWro0010934A06	6			
			ACQWro0010934A07	7			
			ACQWro0010934A08	8			
			ACQWro0010934A09	9			
			ACQWro0010934A10	10=Excellent			
			ACQWro0010934A11	Don't Know			
ACQWro0010935		Please rate how effectively you feel the PBGC protects pensioners.	ACQWro0010935A01	1=Poof	Radio button, scale, has don't know	S	Y
			ACQWro0010935A02	2			
			ACQWro0010935A03	3			
			ACQWro0010935A04	4			
			ACQWro0010935A05	5			
			ACQWro0010935A06	6			
			ACQWro0010935A07	7			
			ACQWro0010935A08	8			
			ACQWro0010935A09	9			
			ACQWro0010935A10	10=Excellent			
			ACQWro0010935A11	Don't Know			
ACQLiv0010405		What could PBGC do differently as an agency to better meet your needs?			Text area, no char limit	Single	N
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001	Yes	Radio button, one-up ver	Single	Y
			SAC4232A002	No			
			SAC4232A003	Not sure			
SAC4233		Which best describes you?	SAC4233A001	Worker or retiree	Radio button, one-up	Single	Y
			SAC4233A002	Widow(er) or spouse or beneficiary			
			SAC4233A003	Researcher or student			
			SAC4233A004	Practitioner or pension professional			
			SAC4233A005	Media or press representative			
			SAC4233A006	Trade association or business organization			
			SAC4233A007	Other (please specify)			
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	SAC4235A001	To find information about my pension plan	Radio button, one-up	Single	Y
			SAC4235A002	To search for unclaimed pensions on PBGC's missing participant list			
			SAC4235A003	To log in to MyPBA (worker or retiree info)			
			SAC4235A004	To obtain tax information or Form 1099			
			SAC4235A005	To follow up on an annual funding notice I received			
			SAC4235A006	To find premium-related information			
			SAC4235A007	To log in to My PAA (premium-related matters)			
			SAC4235A008	To research plan termination			
			SAC4235A009	To find information and news about PBGC			
			SAC4235A010	To find information on defined benefit pensions			
			SAC4235A011	Other (please specify)			
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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	
SAC4237		Did you accomplish your goal?	SAC4237A001	Yes	A	Radio button, one-up	Single	Y
			SAC4237A002	No				
			SAC4237A003	In part				
			SAC4237A004	Not yet				
SAC4238	A	Why were you unable to accomplish your goal?	SAC4238A001	Did not find specific information on me or my plan	B	Radio button, one-up vertical	Single	Y
			SAC4238A002	Could not log in to MyPBA or My PAA				
			SAC4238A003	Had technical difficulties				
			SAC4238A004	Other (please specify)				
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.			Text area, no char limit		N	
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001	Yes	A	Radio button, one-up vertical	Single	Y
			SAC4240A002	No				
SAC4241	A	Did you find what you were looking for?	SAC4241A001	Yes	B	Radio button, one-up vertical	Single	Y
			SAC4241A002	No				
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001	Search results were helpful	C	Checkbox, one-up vertical	Multi	Y
			SAC4242A002	Search results were not helpful				
			SAC4242A003	Returned too many results				
			SAC4242A004	Returned not enough or zero results				
			SAC4242A005	Returned results that were too similar/redundant				
			SAC4242A006	Results were not relevant to my search terms or needs				
			SAC4242A007	I was not sure what words to use in my search				
			SAC4242A008	Other (please specify)				
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N	

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001 Yes SAC4244A002 No	A	Radio button, one-up vertical	Single	Y
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	SAC4245A001 1 = Very Difficult SAC4245A002 2 SAC4245A003 3 SAC4245A004 4 SAC4245A005 5 SAC4245A006 6 SAC4245A007 7 SAC4245A008 8 SAC4245A009 9 SAC4245A010 10 = Very Easy	B	Radion button, scale, no don't know	Single	Y
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	SAC4246A001 I wasn't sure what the list was SAC4246A002 I found myself or my pension plan SAC4246A003 I didn't find myself or my pension plan SAC4246A004 Search results were helpful SAC4246A005 Search results were not helpful SAC4246A006 Returned too many results SAC4246A007 Returned not enough or zero results SAC4246A008 Other (please specify)	C	Checkbox, one-up vertical	Multi	Y
SAC4247	C	Please specify your experience with PBGC's missing participant list.			Text area, no char limit		N
SAC4248		Did you experience any difficulties during your visit?	SAC4248A001 Yes SAC4248A002 No	A	Radio button, one-up	Single	Y
SAC4249	A	Description of difficulties:			Text area, no char limit		N
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	SAC4250A001 Yes SAC4250A002 No	A	Radio button, one-up vertical	Single	Y
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	SAC4251A001 The website directed me to call SAC4251A002 The information on the website was not clear or helpful SAC4251A003 I did not find the information I was looking for SAC4251A004 I was already planning to call SAC4251A005 Other (please specify)	B	Checkbox, one-up vertical	Multi	Y
SAC4252	B	Please specify the other reason why you are likely to call PBGC.			Text area, no char limit		N
SAC4253		What other information or online services would you like to see?	SAC4253A001 None SAC4253A002 Please consider	A	Radio button, one-up vertical	Single	Y
SAC4254	A	Description of other information or online services:			Text area, no char limit		N



Special Instructions	CQ Label



Special Instructions	CQ Label

Special Instructions	CQ Label
	Meet Needs
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group	Purpose
Skip logic group	OE_Purpose

Special Instructions	CQ Label
Skip logic group	Accomplish
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Find_Search box
Skip logic group	Search box experience
Skip logic group	OE_Search box experience

Special Instructions	CQ Label
Skip logic group	Missing participant list
Skip logic group	Ease of using MPL
Skip logic group	Problems with MPL
Skip logic group	OE_MPL experience
Skip logic group	Difficulties
Skip logic group	OE_Difficulties
Skip logic group	Call PBGC
Skip logic group	Call reason
Skip logic group	OE_Call
Skip logic group	Other info or services
Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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	
CQMMW001		Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	CQMMW001A01	1=Poor		Radio button, scale, has don't know	S	Y
			CQMMW001A02		2			
			CQMMW001A03		3			
			CQMMW001A04		4			
			CQMMW001A05		5			
			CQMMW001A06		6			
			CQMMW001A07		7			
			CQMMW001A08		8			
			CQMMW001A09		9			
			CQMMW001A10	10=Excellent				
			CQMMW001A11	Don't Know				
			CQMMW002		Please rate how understandable you find the information that the PBGC provides.			
CQMMW002A02		2						
CQMMW002A03		3						
CQMMW002A04		4						
CQMMW002A05		5						
CQMMW002A06		6						
CQMMW002A07		7						
CQMMW002A08		8						
CQMMW002A09		9						
CQMMW002A10	10=Excellent							
CQMMW002A11	Don't Know							
CQMMW003		Please rate how well the agency's information provides answers to your questions.				CQMMW003A01	1=Poor	
			CQMMW003A02		2			
			CQMMW003A03		3			
			CQMMW003A04		4			
			CQMMW003A05		5			
			CQMMW003A06		6			
			CQMMW003A07		7			
			CQMMW003A08		8			
			CQMMW003A09		9			
			CQMMW003A10	10=Excellent				
			CQMMW003A11	Don't Know				
			CQMMW004		Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.	CQMMW004A01	1=Poor	
CQMMW004A02		2						
CQMMW004A03		3						
CQMMW004A04		4						
CQMMW004A05		5						
CQMMW004A06		6						
CQMMW004A07		7						
CQMMW004A08		8						
CQMMW004A09		9						
CQMMW004A10	10=Excellent							
CQMMW004A11	Don't Know							
CQMMW005		Please rate the range of services offered by the PBGC.				CQMMW005A01	1=Peer	
			CQMMW005A02		2			
			CQMMW005A03		3			
			CQMMW005A04		4			
			CQMMW005A05		5			
			CQMMW005A06		6			

Model Instance Name:
 PBGC.gov v3
 MID: AVIQF1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
			CQMMW005A07	7			
			CQMMW005A08	8			
			CQMMW005A09	9			
			CQMMW005A10				
			CQMMW005A11				
New		Please rate your perception of the range of services offered by the PBGC.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
CQMMW006		Please rate how well the PBGC delivers its services.	1=Poor		Radio button, scale, has don't know	S	Y
			CQMMW006A01				
			CQMMW006A02	2			
			CQMMW006A03	3			
			CQMMW006A04	4			
			CQMMW006A05	5			
			CQMMW006A06	6			
			CQMMW006A07	7			
			CQMMW006A08	8			
			CQMMW006A09	9			
			CQMMW006A10				
			CQMMW006A11				
			10=Excellent				
			Don't Know				
New		Please rate your perception of how well the PBGC delivers its services.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
CQMMW007		Please rate your impression of the PBGC's level of responsiveness to those served by the agency.	1=Poor		Radio button, scale, has don't know	S	Y
			CQMMW007A01				
			CQMMW007A02	2			
			CQMMW007A03	3			
			CQMMW007A04	4			
			CQMMW007A05	5			
			CQMMW007A06	6			
			CQMMW007A07	7			
			CQMMW007A08	8			
			CQMMW007A09	9			
			CQMMW007A10				
			CQMMW007A11				
			10=Excellent				
			Don't Know				
CQMMW008		Please rate the options available for the delivery of PBGC services.	1=Peer		Radio button, scale, has don't know	S	Y
			CQMMW008A01				
			CQMMW008A02	2			
			CQMMW008A03	3			

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
			CQMMW008A04	4			
			CQMMW008A05	5			
			CQMMW008A06	6			
			CQMMW008A07	7			
			CQMMW008A08	8			
			CQMMW008A09	9			
			CQMMW008A10	10=Excellent			
			CQMMW008A11	Don't Know			
CQMMW009		Please rate your overall impression of the PBGC's work as it carries out its mission to protect pensions:	CQMMW009A01	1=Poor	Radio button, scale, no don't know	S	Y
			CQMMW009A02	2			
			CQMMW009A03	3			
			CQMMW009A04	4			
			CQMMW009A05	5			
			CQMMW009A06	6			
			CQMMW009A07	7			
			CQMMW009A08	8			
			CQMMW009A09	9			
			CQMMW009A10	10=Excellent			
CQMMW010		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans:	CQMMW010A01	1=Poor	Radio button, scale, no don't know	S	Y
			CQMMW010A02	2			
			CQMMW010A03	3			
			CQMMW010A04	4			
			CQMMW010A05	5			
			CQMMW010A06	6			
			CQMMW010A07	7			
			CQMMW010A08	8			
			CQMMW010A09	9			
			CQMMW010A10	10=Excellent			
CQMMW011		Please rate how effectively you feel the PBGC preserves pension plans:	CQMMW011A01	1=Poor	Radio button, scale, no don't know	S	Y
			CQMMW011A02	2			
			CQMMW011A03	3			
			CQMMW011A04	4			
			CQMMW011A05	5			
			CQMMW011A06	6			
			CQMMW011A07	7			
			CQMMW011A08	8			
			CQMMW011A09	9			
			CQMMW011A10	10=Excellent			
CQMMW012		Please rate how effectively you feel the PBGC protects pensioners:	CQMMW012A01	1=Poor	Radio button, scale, no don't know	S	Y
			CQMMW012A02	2			
			CQMMW012A03	3			
			CQMMW012A04	4			
			CQMMW012A05	5			
			CQMMW012A06	6			
			CQMMW012A07	7			
			CQMMW012A08	8			
			CQMMW012A09	9			
			CQMMW012A10	10=Excellent			
New		Please rate your perception of the options available for the delivery of PBGC services:		1=Poor	Radio button, scale, has don't know	S	Y
				2			
				3			
				4			

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
New		Please rate your overall impression of the PBGC's work as it carries out its mission to protect pensions.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
New		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
New		Please rate how well the PBGC preserves pension plans.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
New		Please rate how effectively you feel the PBGC protects pensioners.	1=Poor		Radio button, scale, has don't know	S	Y
				2			
				3			
				4			
				5			
				6			
				7			
				8			
				9			
			10=Excellent				
			Don't Know				
ACQLiv0010405		What could PBGC do differently as an agency to better meet your needs?			Text area, no char limit	Single	N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001 Yes SAC4232A002 No SAC4232A003 Not sure		Radio button, one-up vertical	Single	Y
SAC4233		Which best describes you?	SAC4233A001 Worker or retiree SAC4233A002 Widow(er) or spouse or beneficiary SAC4233A003 Researcher or student SAC4233A004 Practitioner or pension professional SAC4233A005 Media or press representative SAC4233A006 Trade association or business organization SAC4233A007 Other (please specify)		Radio button, one-up vertical	Single	Y
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	SAC4235A001 To find information about my pension plan SAC4235A002 To search for unclaimed pensions on PBGC's missing participant list SAC4235A003 To log in to MyPBA (worker or retiree info) SAC4235A004 To obtain tax information or Form 1099 SAC4235A005 To follow up on an annual funding notice I received SAC4235A006 To find premium-related information SAC4235A007 To log in to My PAA (premium-related matters) SAC4235A008 To research plan termination SAC4235A009 To find information and news about PBGC SAC4235A010 To find information on defined benefit pensions SAC4235A011 Other (please specify)		Radio button, one-up vertical	Single	Y
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N
SAC4237		Did you accomplish your goal?	SAC4237A001 Yes SAC4237A002 No SAC4237A003 In part SAC4237A004 Not yet		Radio button, one-up vertical	Single	Y
SAC4238	A	Why were you unable to accomplish your goal?	SAC4238A001 Did not find specific information on me or my plan SAC4238A002 Could not log in to MyPBA or My PAA SAC4238A003 Had technical difficulties SAC4238A004 Other (please specify)		Radio button, one-up vertical	Single	Y
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.			Text area, no char limit		N
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001 Yes SAC4240A002 No		Radio button, one-up vertical	Single	Y
SAC4241	A	Did you find what you were looking for?	SAC4241A001 Yes SAC4241A002 No		Radio button, one-up vertical	Single	Y
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001 Search results were helpful SAC4242A002 Search results were not helpful SAC4242A003 Returned too many results SAC4242A004 Returned not enough or zero results SAC4242A005 Returned results that were too similar/redundant SAC4242A006 Results were not relevant to my search terms or needs SAC4242A007 I was not sure what words to use in my search SAC4242A008 Other (please specify)		Checkbox, one-up vertical	Multi	Y
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001	Yes	A	Radio button, one-up vertical	Single	Y
			SAC4244A002	No				
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	SAC4245A001	1 = Very Difficult	B	Radion button, scale, no don't know	Single	Y
			SAC4245A002	2	B			
			SAC4245A003	3	B			
			SAC4245A004	4	B			
			SAC4245A005	5	B			
			SAC4245A006	6	B			
			SAC4245A007	7	B			
			SAC4245A008	8	B			
			SAC4245A009	9	B			
			SAC4245A010	10 = Very Easy	B			
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	SAC4246A001	I wasn't sure what the list was		Checkbox, one-up vertical	Multi	Y
			SAC4246A002	I found myself or my pension plan				
			SAC4246A003	I didn't find myself or my pension plan				
			SAC4246A004	Search results were helpful				
			SAC4246A005	Search results were not helpful				
			SAC4246A006	Returned too many results				
			SAC4246A007	Returned not enough or zero results				
			SAC4246A008	Other (please specify)	C			
SAC4247	C	Please specify your experience with PBGC's missing participant list.				Text area, no char limit		N
SAC4248		Did you experience any difficulties during your visit?	SAC4248A001	Yes	A	Radio button, one-up	Single	Y
			SAC4248A002	No				
SAC4249	A	Description of difficulties:				Text area, no char limit		N
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	SAC4250A001	Yes	A	Radio button, one-up vertical	Single	Y
			SAC4250A002	No				
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	SAC4251A001	The website directed me to call		Checkbox, one-up vertical	Multi	Y
			SAC4251A002	The information on the website was not clear or helpful				
			SAC4251A003	I did not find the information I was looking for				
			SAC4251A004	I was already planning to call				
			SAC4251A005	Other (please specify)	B			
SAC4252	B	Please specify the other reason why you are likely to call PBGC.				Text area, no char limit		N
SAC4253		What other information or online services would you like to see?	SAC4253A001	None		Radio button, one-up vertical	Single	Y
			SAC4253A002	Please consider	A			
SAC4254	A	Description of other information or online services:				Text area, no char limit		N



Special Instructions	CQ Label



Special Instructions	CQ Label



Special Instructions	CQ Label



Special Instructions	CQ Label
	Meet Needs

Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group	Purpose
Skip logic group	OE_Purpose
Skip logic group	Accomplish
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Find_Search box
Skip logic group	Search box experience
Skip logic group	OE_Search box experience

Special Instructions	CQ Label
Skip logic group	Missing participant list
Skip logic group	Ease of using MPL
Skip logic group	Problems with MPL
Skip logic group	OE_MPL experience
Skip logic group	Difficulties
Skip logic group	OE_Difficulties
Skip logic group	Call PBGC
Skip logic group	Call reason
Skip logic group	OE_Call
Skip logic group	Other info or services
Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQF1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
ACQLiv0010397		Please rate your overall impression of PBGC's work as it carries out its mission to protect pensions.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	A	Radio button, scale, has don't know	S	y	Skip logic group	Overall Impression
ACQLiv0010398	A	Please specify your reason for this score.			Text area, no char limit	S	N		OE_Overall Impression
ACQLiv0010399		Please rate the clarity of information you received from PBGC.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	A	Radio button, scale, has don't know	S	y	Skip logic group	Info Received
ACQLiv0010400	A	Please specify your reason for this score.			Text area, no char limit	S	N		OE_Info Received
ACQLiv0010401		Please rate how confident you are that future interactions with PBGC will meet your needs.	1=Not At All Confident 2 3 4 5 6 7 8 9 10=Very Confident Don't Know	A	Radio button, scale, has don't know	S	y	Skip logic group	Future Interact
ACQLiv0010402	A	Please specify your reason for this score.			Text area, no char limit	S	N		OE_Future Interact
ACQLiv0010403		How confident are you that the PBGC will preserve defined benefit pension plans and protect workers' pensions?	1=Not At All Confident 2 3 4 5 6 7 8 9 10=Very Confident Don't Know	A	Radio button, scale, has don't know	S	y	Skip logic group	Preserve Plans
ACQLiv0010404	A	Please specify your reason for this score.			Text area, no char limit	Single	N		OE_Preserve Plans

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC7383		Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, scale, has don't know	S	Y		
SAC7384		Please rate how understandable you find the information that the PBGC provides.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, scale, has don't know	S	Y		
SAC7385		Please rate how well the agency's information provides answers to your questions.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, scale, has don't know	S	Y		
SAC7386		Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, scale, has don't know	S	Y		
SAC7387		Please rate the range of services offered by the PBGC.	1=Poor 2 3 4 5 6		Radio button, scale, has don't know	S	Y		

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
				7					
				8					
				9					
			10=Excellent						
			Don't Know						
SAC7388		Please rate how well the PBGC delivers its services.	1=Poor		Radio button, scale, has don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
			Don't Know						
SAC7389		Please rate your impression of the PBGC's level of responsiveness to those served by the agency.	1=Poor		Radio button, scale, has don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
			Don't Know						
SAC7390		Please rate the options available for the delivery of PBGC services.	1=Poor		Radio button, scale, has don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
			Don't Know						
SAC7391		Please rate your overall impression of the PBGC's work as it carries out its mission to protect pensions.	1=Poor		Radio button, scale, no don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
SAC7392		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans.	1=Poor		Radio button, scale, no don't know	S	Y		
				2					
				3					
				4					

Model Instance Name:
 PBGC.gov v3
 MID: AVIQF1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
SAC7393		Please rate how effectively you feel the PBGC preserves pension plans.	1=Poor		Radio button, scale, no don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
SAC7394		Please rate how effectively you feel the PBGC protects pensioners.	1=Poor		Radio button, scale, no don't know	S	Y		
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent						
ACQLiv0010405		What could PBGC do differently as an agency to better meet your needs?			Text area, no char limit	Single	N		Meet Needs
SAC4232		Is this your first visit to PBGC.gov?	Yes No Not sure		Radio button, one-up ver	Single	Y		Visit
SAC4233		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	A	Radio button, one-up	Single	Y	Skip logic group	Role
SAC4234	A	Other - best describes you:			Text field, <100 char		N	Skip logic group	OE_Role
SAC4235		Why did you visit PBGC's website today?	To find information about my pension plan To search for unclaimed pensions on PBGC's missing participant list To log in to MyPBA (worker or retiree info) To obtain tax information or Form 1099 To follow up on an annual funding notice I received To find premium-related information To log in to My PAA (premium-related matters) To research plan termination To find information and news about PBGC To find information on defined benefit pensions Other (please specify)	A	Radio button, one-up	Single	Y	Skip logic group	Purpose
SAC4236	A	Other - purpose in visiting PBGC's website today:			Text area, no char limit		N	Skip logic group	OE_Purpose
SAC4237		Did you accomplish your goal?	Yes No In part Not yet	A A A	Radio button, one-up	Single	Y	Skip logic group	Accomplish

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4238	A	Why were you unable to accomplish your goal?	Did not find specific information on me or my plan Could not log in to MyPBA or My PAA Had technical difficulties Other (please specify)		Radio button, one-up vertical	Single	Y	Skip logic group	Unable to accomplish
SAC4239	B	Please tell us specifically what you were trying to accomplish on the site.		B	Text area, no char limit		N	Skip logic group	OE_Accomplish
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip logic group	Search box
SAC4241	A	Did you find what you were looking for?	Yes No	B B	Radio button, one-up vertical	Single	Y	Skip logic group	Find_Search box
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	Search results were helpful Search results were not helpful Returned too many results Returned not enough or zero results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Other (please specify)		Checkbox, one-up vertical	Multi	Y	Skip logic group	Search box experience
SAC4243	C	Please specify your experience with the "Search PBGC website" box at the top of our website.			Text area, no char limit		N	Skip logic group	OE_Search box experience

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip logic group	Missing participant list
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's missing participant list.	1 = Very Difficult 2 3 4 5 6 7 8 9 10 = Very Easy	B	Radion button, scale, no don't know	Single	Y	Skip logic group	Ease of using MPL
SAC4246	B	Please tell us about your experience with PBGC's missing participant list. (Select all that apply)	I wasn't sure what the list was I found myself or my pension plan I didn't find myself or my pension plan Search results were helpful Search results were not helpful Returned too many results Returned not enough or zero results Other (please specify)	C	Checkbox, one-up vertical	Multi	Y	Skip logic group	Problems with MPL
SAC4247	C	Please specify your experience with PBGC's missing participant list.			Text area, no char limit		N	Skip logic group	OE_MPL experience
SAC4248		Did you experience any difficulties during your visit?	Yes No	A	Radio button, one-up	Single	Y	Skip logic group	Difficulties
SAC4249	A	Description of difficulties:			Text area, no char limit		N	Skip logic group	OE_Difficulties
SAC4250		Do you think you will call PBGC regarding the information you looked for on the website today?	Yes No	A	Radio button, one-up vertical	Single	Y	Skip logic group	Call PBGC
SAC4251	A	Please explain your reason for calling PBGC. (Select all that apply)	The website directed me to call The information on the website was not clear or helpful I did not find the information I was looking for I was already planning to call Other (please specify)	B	Checkbox, one-up vertical	Multi	Y	Skip logic group	Call reason
SAC4252	B	Please specify the other reason why you are likely to call PBGC.			Text area, no char limit		N	Skip logic group	OE_Call
SAC4253		What other information or online services would you like to see?	None Please consider	A	Radio button, one-up vertical	Single	Y	Skip logic group	Other info or services
SAC4254	A	Description of other information or online services:			Text area, no char limit		N	Skip logic group	OE_Other info or services

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
NEW		Please rate your overall impression of PBGC's work as it carries out its mission to protect pensions.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	A A A A A A A A A A A A	Radio button, scale, has don't know	S	y
NEW	A	Please specify your reason for this score.			Text area, no char limit	S	N
NEW		Please rate the clarity of information you received from PBGC.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	A A A A A A A A A A A A	Radio button, scale, has don't know	S	y
NEW	A	Please specify your reason for this score.			Text area, no char limit	S	N
NEW		Please rate how confident you are that future interactions with PBGC will meet your needs.	1=Not At All Confident 2 3 4 5 6 7 8 9 10=Very Confident Don't Know	A A A A A A A A A A A A	Radio button, scale, has don't know	S	y
New	A	Please specify your reason for this score.			Text area, no char limit	S	N
NEW		How confident are you that the PBGC will preserve defined benefit pension plans and protect worker's pensions?	1=Not At All Confident 2 3 4 5 6 7	A A A A A A A	Radio button, scale, has don't know	S	y

Model Instance Name:
 PBGC.gov v3
 MID: AVIQFI1U8FsFotVgEd1oww==
 Date: 9/22/2011

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

PBGC.gov v3 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
				8			
				9			
			10=Very Confident Don't Know				
NEW	A	Please specify your reason for this score.			Text area, no char limit	Single	N
NEW		What could PBGC do differently as an agency to better meet your needs?			Text area, no char limit	Single	N
SAC4232		Is this your first visit to PBGC.gov?	Yes No Not sure		Radio button, one-up ver	Single	Y
SAC4233		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	A	Radio button, one-up	Single	Y
SAC4234	A	Other - best describes you:			Text field, <100 char		N
SAC4235		Why did you visit PBGC's website today?	To find information about my pension plan To search for unclaimed pensions on PBGC's missing participant list To log in to MyPBA (worker or retiree info) To obtain tax information or Form 1099 To follow up on an annual funding notice I received To find premium-related information To log in to My PAA (premium-related matters) To research plan termination To find information and news about PBGC To find information on defined benefit pensions		Radio button, one-up	Single	Y



**Special
Instructions**

Skip logic group

Skip logic group

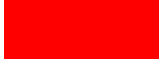
Skip logic group

Skip logic group

Skip logic group

Skip logic group

Skip logic group



**Special
Instructions**



Skip logic group

Skip logic group

Skip logic group