# **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
- ${\bf 2}$  All changes to the live measure need to be tracked and archived in  ${\bf one}~{\bf document}$

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

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

Model questions utili		.gov v3 MODEL QUESTION LIST		
	ze the	e ACSI methodology to determine scores and	d impa	cts
ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
Please rate the <b>completeness of information</b> on this site.	24	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	27	How likely are you to <b>return to this site</b> ?
Please rate the <b>quality of information</b> on this site.	2!	5 How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		Prefer Web Channel (1=Very Unlikely, 10=Very Likely)
Please rate the <b>freshness of content</b> on this site.	20	How does this site <b>compare to your idea of an</b> ideal website? (1=Not Very Close, 10=Very Close)		How likely are you to <b>use this site rather than calling or</b> writing?
Look and Feel (1=Poor, 10=Excellent, Don't Know)				Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the <b>visual appeal</b> of this site.			29	
Please rate the <b>balance of graphics and text</b> on this site.				How likely are you to <b>recommend this site to someone else</b> ? <b>Trust</b> (1=Not at all Trustworthy, 10=Very Trustworthy)
Please rate the <b>readability of the pages</b> on this site (for example, text size o color).	r			Please rate your level of <b>trust in this agency</b> .
Navigation (1=Poor, 10=Excellent, Don't Know)				
Please rate how well the site is organized.				
Please rate the options available for navigating this site.				
Please rate how well the site layout helps you find what you are looking for.				
Please rate the number of clicks to get where you want on this site. Online Transparency (1=Poor, 10=Excellent, Don't Know)				
Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.				
Please rate how <b>quickly agency information is made available</b> on this website.				
Please rate how well information about this agency's actions <b>can be</b> accessed by the public on this website.				
Search (1=Poor, 10=Excellent, Don't Know)				
Please rate the <b>relevance of search results</b> on this site.				
Please rate the <b>organization of search results</b> on this site.				
Please rate how well the headings and descriptions in the <b>search results</b> help you decide what to select.				
Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.				
Plain Language (1=Poor, 10=Excellent, Don't Know)				
Please rate the clarity of the wording on this site.				
Please rate how well you understand the wording on this site.				
Please rate the site on its <b>use of short, clear sentences</b> .				
Site Performance (1=Poor, 10=Excellent, Don't Know)				
Please rate how <b>quickly pages load</b> on this site. Please rate the <b>consistency of speed from page to page</b> on this site.		1		
Please rate the ability to load pages without getting error messages on				
this site.				

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

QID SAC4232	Logic							
				Answer Choices	Skip	Turne (a start from list)	Single or	Require
	Laber	Question Text Is this your first visit to PBGC.gov?	SAC4232A001	(limited to 50 characters)	to	Type (select from list)	Multi	Y/N Y
0404202			SAC4232A001 SAC4232A002	Yes No		Radio button, one-up ver	Single	ľ
			SAC4232A002	Not sure				
A C 4000			SAC4232A003	United Airlines worker or retiree		Dealis hutters are un	Circula	X
SAC4233		Which best describes you?	SAC4233A001	Worker or retiree		Radio button, one-up	Single	Y
			SAC4233A001 SAC4233A002					
			SAC4233A002 SAC4233A003	Widow(er) or spouse or beneficiary				
				Researcher or student				
			SAC4233A004 SAC4233A005	Practitioner or pension professional				
			SAC4233A005 SAC4233A006	Media or press representative				
				Trade association or business organization	<u> </u>			
	<u> </u>		SAC4233A007	Other (please specify)	A	T (C)   (400		
AC4234	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)	A	Pin Answer Choice		
SAC4236	Α	Other - purpose in visiting PBGC's website today:				Text area, no char limit		N
AC4237		Did you accomplish your goal?	SAC4237A001	Yes		Radio button, one-up	Single	Y
			SAC4237A002	No	A			
			SAC4237A003	In part	A			
			SAC4237A004	Not yet	A			
SAC4238	A	Why were you unable to accomplish your goal?				Radio button, one-up	Single	Y
			SAC4238A001	Did not find specific information on me or my plan		vertical	-	
			SAC4238A002	Could not log in to MyPBA or My PAA		1		
			SAC4238A003	Had technical difficulties		1		
			SAC4238A004	Other (please specify)	В			
SAC4239	В	Please tell us specifically what you were trying to accomplish				Text area, no char limit		N
AC4240		on the site.				Deelie huttere eree ure	Circala	Y
AC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001	Yes	A	Radio button, one-up	Single	Y Y
			SAC4240A002	No				
SAC4241	A	Did you find what you were looking for?	CAC4241A001	Vac	в	Radio button, one-up vertical	Single	Y
			SAC4241A001 SAC4241A002	Yes No	в	Vertical		
AC4242	В	Please tell us what your experience with the search was.	0/104241/1002			Checkbox, one-up	Multi	Y
	-		SAC4242A001	Search results were helpful		vertical		
			SAC4242A002	Search results were not helpful				
			SAC4242A003	Returned too many results				
			SAC4242A004	Returned not enough or zero results				
			SAC4242A004	Returned results that were too similar/redundant				
			SAC4242A005	Results were not relevant to my search terms or needs				
			SAC4242A000 SAC4242A007	I was not sure what words to use in my search				
			SAC4242A007 SAC4242A008	Other (please specify)	с			
	с	Please specify your experience with the "Search PBGC	0704242A000		L C	Text area, no char limit		N
AC4243		IF IERDE DUELIN VULLERVIEITUE WITH THE DEBITCH PROC				TEAL area, no char iimit		I IN

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Required
QID	Label			(limited to 50 characters)	to	Type (select from list)	Multi	Ý/N
SAC4244		Did you search by name, company, or state in PBGC's			Α	Radio button, one-up	Single	Y
			SAC4244A001	Yes		vertical		
			SAC4244A002	No				
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's			В	Radion button, scale, no	Single	Y
			SAC4245A001	1 = Very Difficult		don't know		
			SAC4245A002	2	В			
			SAC4245A003	3	В			
			SAC4245A004	4	в			
			SAC4245A005	5	В			
			SAC4245A006	6	В			
			SAC4245A007	7	в			
			SAC4245A008	8	В			
			SAC4245A009	9	В			
			SAC4245A010	10 = Very Easy	В			
SAC4246		Please tell us about your experience with PBGC's missing				Checkbox, one-up	Multi	Y
			SAC4246A001	I wasn't sure what the list was		vertical		
			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)	С			
SAC4247	С	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	1			
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	1			
			SAC4251A003	I did not find the information I was looking for	1			
			SAC4251A004	I was already planning to call	1			
			SAC4251A005	Other (please specify)	в			
SAC4252	В	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					Text area, no char limit		N
0,10,120 1		Description of other information or online services:						

Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group Randomize	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
	OE Search box

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

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Require
QID	Label			(limited to 50 characters)	to	Type (select from list)	Multi	Ý/N
SAC4232		Is this your first visit to PBGC.gov?	SAC4232A001	Yes		Radio button, one-up ver	Single	Y
			SAC4232A002	No		1		
			SAC4232A003	Not sure		]		
SAC4233		Which best describes you?		United Airlines worker or retiree		Radio button, one-up	Single	Y
			SAC4233A001	Worker or retiree		1		
			SAC4233A002	Widow(er) or spouse or beneficiary		1		
			SAC4233A003	Researcher or student		1		
			SAC4233A004	Practitioner or pension professional		1		
			SAC4233A005	Media or press representative		1		
			SAC4233A006	Trade association or business organization		1		
			SAC4233A007	Other (please specify)	A			
AC4234	A	Other - best describes you:				Text field, <100 char		N
AC4235		Why did you visit PBGC's website today?	SAC4235A001	To find information about my pension plan		Radio button, one-up	Single	Y
10 1200			SAC4235A002	To search for unclaimed pensions on PBGC's missing participant list			l	· ·
			SAC4235A003	To log in to MyPBA (worker or retiree info)		1		
			SAC4235A004	To obtain tax information or Form 1099		-		
			SAC4235A004	To follow up on an annual funding notice I received		-		
			SAC4235A005	To find premium-related information		-		
			SAC4235A000 SAC4235A007	To log in to My PAA (premium-related matters)		-		
			SAC4235A007	To research plan termination		-		
			SAC4235A008	To find information and news about PBGC		-		
			SAC4235A005	To find information on defined benefit pensions		-		
			SAC4235A010	Other (please specify)	A	Pin Answer Choice		
AC4236	-		5AC4255A011		A	Text area, no char limit		N
AC4230	A	Other - purpose in visiting PBGC's website today: Did you accomplish your goal?	SAC4237A001	Yes			Circala	N Y
AC4237		Did you accomplish your goal?		No	-	Radio button, one-up	Single	ľ
			SAC4237A002 SAC4237A003		A	-		
				In part	A			
	_		SAC4237A004	Not yet	A			
AC4238	A	Why were you unable to accomplish your goal?				Radio button, one-up vertical	Single	Y
			SAC4238A001	Did not find specific information on me or my plan		lvenicai		
			SAC4238A002	Could not log in to MyPBA or My PAA		-		
			SAC4238A003	Had technical difficulties		-		
			SAC4238A004	Other (please specify)	В			
SAC4239	В	Please tell us specifically what you were trying to accomplish on the site.				Text area, no char limit		N
AC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001	Yes	Α	Radio button, one-up	Single	Y
			SAC4240A002	No				
SAC4241	A	Did you find what you were looking for?	SAC4241A001	Yes	в	Radio button, one-up vertical	Single	Y
			SAC4241A002	No	В	1		
AC4242	В	Please tell us what your experience with the search was.				Checkbox, one-up	Multi	Y
	-		SAC4242A001	Search results were helpful		vertical		
			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				
			SAC4242A005	Results were not relevant to my search terms or needs				
			SAC4242A000 SAC4242A007	I was not sure what words to use in my search				
			SAC4242A007 SAC4242A008	Other (please specify)	с			
AC4243	-		07042427000			Toyt area in a shar list		N
AC4243	c	Please specify your experience with the "Search PBGC website" box at the top of our website.				Text area, no char limit		N

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Required
QID	Label			(limited to 50 characters)	to	Type (select from list)	Multi	Ý/N
SAC4244		Did you search by name, company, or state in PBGC's			Α	Radio button, one-up	Single	Y
			SAC4244A001	Yes		vertical		
			SAC4244A002	No				
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's			В	Radion button, scale, no	Single	Y
			SAC4245A001	1 = Very Difficult		don't know		
			SAC4245A002	2	В			
			SAC4245A003	3	В			
			SAC4245A004	4	в			
			SAC4245A005	5	В			
			SAC4245A006	6	В			
			SAC4245A007	7	в			
			SAC4245A008	8	В			
			SAC4245A009	9	В			
			SAC4245A010	10 = Very Easy	В			
SAC4246		Please tell us about your experience with PBGC's missing				Checkbox, one-up	Multi	Y
			SAC4246A001	I wasn't sure what the list was		vertical		
			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)	С			
SAC4247	С	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	1			
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	1			
			SAC4251A003	I did not find the information I was looking for	1			
			SAC4251A004	I was already planning to call	1			
			SAC4251A005	Other (please specify)	в			
SAC4252	В	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					Text area, no char limit		N
0,10,120 1		Description of other information or online services:						

Special Instructions	CQ Label
	Visit
Skip logic group	Role
Skip logic group	OE_Role
Skip logic group Randomize	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
	OE Search box

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

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip							
	Logic			Answer Choices	Skip		Single or	Required
QID	Label	Question Text		(limited to 50 characters)	to	Type (select from list)	Multi	Y/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)	A			
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		1		
			SAC4235A003	To log in to MyPBA (worker or retiree info)		1		
			SAC4235A004	To obtain tax information or Form 1099		1		
			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)		1		
			SAC4235A008	To research plan termination		1		
			SAC4235A009	To find information and news about PBGC				
			SAC4235A010	To find information on defined benefit pensions		1		
			SAC4235A011	Other (please specify)	Α	Pin Answer Choice		
SAC4236	A	Other - purpose in visiting PBGC's website today:	0/104200/1011		<u> </u>	Text area, no char limit		N
SAC4237	-	Did you accomplish your goal?	SAC4237A001	Yes		Radio button, one-up	Single	Y
5/104201		gean	SAC4237A002	No	A		Ciligie	
			SAC4237A003	In part	A	1		
			SAC4237A004	Not yet	A	1		
SAC4238		Why were you unable to accomplish your goal?	57042517004		<u> </u>	Radio button, one-up	Single	Y
3AC4230	1		SAC4238A001	Did not find specific information on me or my plan		vertical	Single	
			SAC4238A001 SAC4238A002	Could not log in to MyPBA or My PAA		Verticul		
			SAC4238A002	Had technical difficulties		-		
			SAC4238A003		в			
24.04000	<u> </u>		SAC4238A004	Other (please specify)	В	Tout over the sheet limit		
SAC4239	В	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	SAC4240A001		A	Radio button, one-up	Single	Y
<i>"</i> (04240		website?		Yes	A	vortical	Ciligic	· ·
			SAC4240A002	No				
SAC4241	A	Did you find what you were looking for?	SAC4241A001		в	Radio button, one-up	Single	Y
				Yes		vertical		
			SAC4241A002	No	В			
SAC4242	В	Please tell us what your experience with the search was.	SAC4242A001			Checkbox, one-up	Multi	Y
		(Select all that apply)		Search results were helpful		vertical		
			SAC4242A002	Search results were not helpful		1		
			SAC4242A003	Returned too many results				
			SAC4242A004	Returned not enough or zero results				
			SAC4242A005	Returned results that were too similar/redundant		1		
			SAC4242A006	Results were not relevant to my search terms or needs				
			SAC4242A007	I was not sure what words to use in my search		1		
			SAC4242A008	Other (please specify)	с			
	-			(,	-			1
SAC4243	l C	Please specify your experience with the "Search PBGC				Text area, no char limit		N N

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Required
QID	Label		0.1.0.10.1.1.001	(limited to 50 characters)	to	Type (select from list)		Y/N
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001	Voc	A	Radio button, one-up vertical	Single	Y
			SAC4244A002	Yes No	-	vertical		
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's	SAC4244A002 SAC4245A001		В	Radion button, scale, no	Single	Y
SAC4245	A	missing participant list.	SAC4245A001	1 = Very Difficult		don't know	Single	ř
			SAC4245A002	2	в			
			SAC4245A003	3	в			
			SAC4245A004	4	в			
			SAC4245A005	5	В			
			SAC4245A006	6	В			
			SAC4245A007	7	В			
			SAC4245A008	8	В			
			SAC4245A009	9	В			
	_		SAC4245A010	10 = Very Easy	В			
SAC4246	В		SAC4246A001			Checkbox, one-up	Multi	Y
		participant list. (Select all that apply)		I wasn't sure what the list was	-	vertical		
			SAC4246A002	I found myself or my pension plan	-			
			SAC4246A003 SAC4246A004	I didn't find myself or my pension plan Search results were helpful	-			
			SAC4246A004 SAC4246A005	Search results were not helpful	-			
			SAC4246A005	Returned too many results	-			
				Returned not enough or zero results	-			
			SAC4246A007	Other (please specify)	c			
SAC4247	С	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	Α	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	1			
			SAC4251A003	I did not find the information I was looking for				
			SAC4251A004	I was already planning to call				
			SAC4251A005	Other (please specify)	В			
SAC4252	В	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	1		
SAC4254	A	Description of other information or online services:				Text area, no char limit		N

Special Instructions	CQ Label Visit
	VISIC
Skip logic group	Role
Skip logic group Skip logic group	OE_Role Purpose
Randomize	Puipose
Skip logic group Skip logic group	OE_Purpose Accomplish
Skip logic gloup	Accomplian
Skip logic group	Unable to accomplish
Skip logic group	OE_Accomplish
Skip logic group	Search box
Skip logic group	Search box

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

PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

1								
QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
CQMMW001		Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the		· · · · · · · · · · · · · · · · · · ·		Radio button, scale, has don't know	S	¥
		PBGC provides.	COMMW001A01	<del>1=Poor</del>		UOITEKNOW		
			COMMW001A02	2				
			CQMMW001A03	2				
			COMMW001A04	4				
			COMMW001A05					
			COMMW001A06					
			CQMMW001A07	2				
			CQMMW001A08	9				
			COMMW001A09	۵ ۵				
				10=Excellent				
			CQMMW001A11	Don't Know				
COMMW002	MMW002 Please rate how understandable you find the information	CÓMIMMOOTVIT	Don't Know		Radio button, scale, has	S	¥	
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		that the PBGC provides.	CQMMW002A01	1=Poor		don't know	<b>–</b>	т
			COMMW002A02	2				
			COMMW002A03	3				
			COMMW002A04	4				
			CQMMW002A05	5				
			COMMW002A06	6				
			COMMW002A07	7				
			COMMW002A08	8				
			COMMW002A09					
			CQMMW002A10	<del>10=Excellent</del>				
			COMMW002A11	Don't Know				
COMMW003		Please rate how well the agency's information provides	CQWWWWWWWZAII	DUITENIOW		Radio button, scale, has	<del>S</del>	¥
		answers to your questions.	COMMW003A01	1=Poor		don't know	3	+
		unswers to your questions.	CQMMW003A02	1-F001		dont know		
			CQMMW003A03	Z				
			COMMW003A04	4				
			COMMW003A05	4				
			CQMMW003A05	8				
			COMMW003A07	6				
			COMMW003A07	4				
				8				
			CQMMW003A09	9 10. Excellent				
			CQMMW003A10	10=Excellent				
CQMMW004			CQMMW003A11	<del>Don't Know</del>		Dedic button cost		¥
<u>-QMM₩004</u>		Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed				<del>Radio button, scale, has</del> <del>don't know</del>	S	¥
		services.	CQMMW004A01	1=Poor				
			CQMMW004A02	2				
			CQMMW004A03	9				
			CQMMW004A04	4				
			CQMMW004A05	5				
			CQMMW004A06	6				
			CQMMW004A07	7				
			CQMMW004A08	8				
			CQMMW004A09	9				
			COMMW004A10	10=Excellent				
			CQMMW004A11	Don't Know				
ACQWro0010915		Please rate your perception of the range of services offered by the PBGC.	ACQWro0010915A01	1-Peor		<del>Radio button, scale, has</del> <del>don't know</del>	S	¥
			ACQWr00010915A01 ACQWr00010915A02					
			ACQWro0010915A03	3				
			ACQWro0010915A04	4				
			ACQWro0010915A05	5				
			ACOWro0010915A06					

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

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

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
QID	Laber	Question Text	ACOWro0010915A07	(initiated to 50 characters)	7	Type (select from list)	wuru	T/IN
			ACOWro0010915A08		8			
			ACQWro0010915A09		9			
			ACQWro0010915A10	10=Excellent		1		
			ACQWro0010915A11	Don't Know		1		
Wro0010916		Please rate your perception of how well the PBGC delivers its services.	ACQWro0010916A01	1=Poor		<del>Radio button, scale, has</del> <del>don't know</del>	S	¥
			ACOWro0010916A02		2			
			ACQWro0010916A03		3			
			ACOWro0010916A04		4	1		
			ACQWro0010916A05		5			
			ACQWro0010916A06		6	1		
			ACOWro0010916A07		7			
			ACOWro0010916A08		8	1		
			ACQWro0010916A09		9	1		
			ACQWro0010916A10	10=Excellent		1		
			ACQWro0010916A11	Don't Know		1		
IMW007		Please rate your impression of the PBGC's <b>level of</b> responsiveness to those served by the agency.	CQMMW007A01	1=Poor		<del>Radio button, scale, has</del> <del>don't know</del>	S	¥
		responsiveness to mose served by the agency.	COMMW007A02		2			
			COMMW007A03		2			
			COMMW007A04		4			
			CQMMW007A05		5	-		
			CQMMW007A06		6	-		
			COMMW007A07		7	-		
			COMMW007A08		2			
			CQMMW007A09		0	-		
			COMMW007A10	10=Excellent	<del></del>			
			CQMMW007A11	Don't Know		-		
Wro0010917		Please rate your perception of the <b>options available</b> for the	COMMUNICOLATI		-	Radio button, scale, has	<del>S</del>	¥
		delivery of PBGC services.	ACQWro0010917A01	1=Poor		don't know	Ŭ	
			ACQWro0010917A02		2	-		
			ACQWro0010917A03		3	-		
			ACQWro0010917A04		4	-		
			ACQWro0010917A05 ACQWro0010917A06		5	-		
			ACQWr00010917A06 ACQWr00010917A07		8	-		
					+	-		
			ACQWro0010917A08 ACQWro0010917A09		0			
			ACQWro0010917A09	10=Excellent	3			
			ACQWro0010917A10 ACQWro0010917A11	Don't Know	-			
Wro0010918		Please rate your <b>overall impression</b> of the PBGC's work as it				Radio button, scale, has	<del>S</del>	¥
		carries out its mission to protect pensions.	ACOWro0010918A01	1=Poor		don't know	5	- T
			ACOWro0010918A02		2			
			ACQWro0010918A03		3			
			ACQWro0010918A04		4			
			ACOWro0010918A05		5			
			ACOWro0010918A06		6	1		
			ACOWro0010918A07		7	1		
		ACOWro0010918A08		8	1			
			ACQWro0010918A09		9	1		
			ACOWro0010918A10	10=Excellent		1		
			ACQWro0010918A11	Don't Know				
	1	1				Dedie butten eeele bee	C	¥
Wro0010919		Please rate how well the PBGC shows that it takes				Radio Dutton, State, tas	<b>T</b>	
Wro0010919		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans.	ACQWro0010919A01	1=Poor		<del>Radio button, scale, has</del> <del>don't know</del>	S	-

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	Skip	Type (select from list)	Single or Multi	Required Y/N
νυγ	Lanel	Question Text	ACQWro0010919A04	(limited to 50 characters)	to	Type (select from list)	mun	T/IN
			ACQWro0010919A04 ACQWro0010919A05					
			ACQWro0010919A05					
			ACQWr00010919A00 ACQWr00010919A07	t				
			ACQWro0010919A07 ACQWro0010919A08					
			ACQWro0010919A08		2			
				10=Excellent				
0014/0010004		Places and how will the PRCO person as a series along	ACQWro0010919A11	Don't Know		Dedia huttara anala hara	<u> </u>	¥
CQWro0010934		Please rate <b>how well</b> the PBGC perserves pension plans.	ACQWro0010934A01	1=Poor		<del>Radio button, scale, has</del> <del>don't know</del>	S	Ŧ
			ACQWro0010934A02	2	2	1		
			ACQWro0010934A03	2	}			
			ACOWro0010934A04	4				
			ACOWro0010934A05	E E E E E E E E E E E E E E E E E E E				
			ACOWro0010934A06					
			ACOWro0010934A07		2			
			ACQWro0010934A08	2				
			ACOWro0010934A09					
			ACQWro0010934A09	10=Excellent				
			ACQWro0010934A11	Don't Know				
CQWro0010935		Please rate how effectively you feel the PBGC protects				Radio button, scale, has	S	¥
		<del>pensioners.</del>	ACQWro0010935A01	1=Poor		<del>don't know</del>		
			ACQWro0010935A02	ź	2			
			ACQWro0010935A03		}			
			ACQWro0010935A04	4				
			ACQWro0010935A05		5			
			ACQWro0010935A06	6	•			
			ACQWro0010935A07		2			
			ACQWro0010935A08	6	}			
			ACQWro0010935A09	ę	•			
			ACQWro0010935A10	10=Excellent		1		
			ACQWro0010935A11	Don't Know		1		
CQLiv0010405		What could PBGC do differently as an agency to better meet your needs?				<del>Text area, no char limit</del>	Single	₽
AC4232		Is this your first visit to PBGC.gov?	SAC4232A001	Yes		Radio button, one-up ver	Single	Y
AC4232			SAC4232A001	No			Single	
			SAC4232A002 SAC4232A003	Not sure	1			
AC4222		Which host describes you?				Dadia button and un	Single	V
AC4233		Which best describes you?	SAC4233A001 SAC4233A002	Worker or retiree		Radio button, one-up	Single	Y
			SAC4233A002 SAC4233A003	Widow(er) or spouse or beneficiary Researcher or student				
			SAC4233A004	Practitioner or pension professional				
			SAC4233A005	Media or press representative				
			SAC4233A006	Trade association or business organization				
0.400.4			SAC4233A007	Other (please specify)	A	T (C)     (100		
AC4234		Other - best describes you:				Text field, <100 char		N
AC4235		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)	A			

ForeSee Results - Confidential and Proprietary

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

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		Radio button, one-up	Single	Y
			SAC4237A002	No	Α			
			SAC4237A003	In part	A			
			SAC4237A004	Not yet	A			
SAC4238 A Why were you unable to accomplish your goal?	SAC4238A001 SAC4238A002 SAC4238A003	Did not find specific information on me or my plan Could not log in to MyPBA or My PAA Had technical difficulties		Radio button, one-up vertical	Single	Y		
			SAC4238A003 SAC4238A004		в	-		
C A C 4000			SAC4238A004	Other (please specify)	в	Taut and a set also limit		
SAC4239	В	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	SAC4240A001	Yes	Α	Radio button, one-up	Single	Y
	website?	SAC4240A002	No					
SAC4241	A	Did you find what you were looking for?	SAC4241A001	Yes	в	Radio button, one-up vertical	Single	Y
			SAC4241A002	No	в			
SAC4242	B	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001 SAC4242A002 SAC4242A003 SAC4242A003 SAC4242A005 SAC4242A005 SAC4242A006 SAC4242A007 SAC4242A008	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	С	Please specify your experience with the "Search PBGC website" box at the top of our website.				Text area, no char limit		N

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Required
QID	Label		0.1.0.10.1.1.001	(limited to 50 characters)	to	Type (select from list)		Y/N
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001	Voc	A	Radio button, one-up vertical	Single	Y
			SAC4244A002	Yes No	-	vertical		
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's	SAC4244A002 SAC4245A001		В	Radion button, scale, no	Single	Y
SAC4245	A .	missing participant list.	SAC4245A001	1 = Very Difficult		don't know	Single	ř
			SAC4245A002	2	в			
			SAC4245A003	3	в			
			SAC4245A004	4	в			
			SAC4245A005	5	В			
			SAC4245A006	6	В			
			SAC4245A007	7	В			
			SAC4245A008	8	В			
			SAC4245A009	9	В			
	_		SAC4245A010	10 = Very Easy	В			
SAC4246	В		SAC4246A001			Checkbox, one-up	Multi	Y
		participant list. (Select all that apply)		I wasn't sure what the list was	-	vertical		
			SAC4246A002	I found myself or my pension plan	-			
			SAC4246A003 SAC4246A004	I didn't find myself or my pension plan Search results were helpful	-			
			SAC4246A004 SAC4246A005	Search results were not helpful	-			
			SAC4246A005	Returned too many results	-			
				Returned not enough or zero results	-			
			SAC4246A007	Other (please specify)	c			
SAC4247	С	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	Α	Radio button, one-up	Single	Y
			SAC4248A002	No			-	
SAC4249	Α	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	1			
			SAC4251A003	I did not find the information I was looking for				
			SAC4251A004	I was already planning to call				
			SAC4251A005	Other (please specify)	В			
SAC4252	В	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	1		
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 Skip logic group	OE_Role
	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

#### 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 Skip Skip Answer Choices Sinale or Required Logic QID Label **Question Text** (limited to 50 characters) to Type (select from list) Multi Ý/N CQMMW001 Thinking about the agency as a whole, please rate your Radio button, scale, has S Υ perception of the thoroughness of the information that the don't know PBGC provides. COMMW001A01 1=Poor COMMW001A02 2 CQMMW001A03 CQMMW001A04 4 CQMMW001A05 5 CQMMW001A06 6 CQMMW001A07 CQMMW001A08 8 CQMMW001A09 C CQMMW001A10 10=Excellent COMMW001A11 Don't Know CQMMW002 Please rate how understandable you find the information Radio button, scale, has S Υ that the PBGC provides. QMMW002A01 1=Poor don't know CQMMW002A02 2 CQMMW002A03 3 CQMMW002A04 4 COMMW002A05 5 CQMMW002A06 6 CQMMW002A07 COMMW002A08 8 COMMW002A09 9 COMMW002A10 10=Excellent CQMMW002A11 Don't Know CQMMW003 Please rate how well the agency's information provides Radio button, scale, has S Υ answers to your questions. don't know CQMMW003A01 1=Poor CQMMW003A02 2 COMMW003A03 3 CQMMW003A04 4 CQMMW003A05 5 CQMMW003A06 6 COMMW003A07 COMMW003A08 8 COMMW003A09 9 CQMMW003A10 10=Excellent CQMMW003A11 Don't Know CQMMW004 Thinking about the agency's services as a whole, please Radio button, scale, has S Y rate the extent to which the PBGC provides needed don't know services. CQMMW004A01 1=Poor CQMMW004A02 2 CQMMW004A03 3 CQMMW004A04 4 COMMW004A05 5 CQMMW004A06 6 CQMMW004A07 CQMMW004A08 8 CQMMW004A09 COMMW004A10 10=Excellent COMMW004A11 Don't Know COMMW005 Please rate the range of services offered by the PBGC. Radio button, scale, has ¥ S don't know QMMW005A01 1=Poor QMMW005A02 QMMW005A03 QMMW005A04 OMMW005A05 OMMW005A06

# 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			Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			CQMMW005A07	7				
			CQMMW005A08	8				
			CQMMW005A09	ę	l l			
			CQMMW005A10	10=Excellent				
			CQMMW005A11	Don't Know				
:W		Please rate your perception of the <b>range of services</b> offered by the PBGC.		1=Poor		Radio button, scale, has don't know	S	Y
				2				
					-			
				10=Excellent				
				Don't Know				
200WWW006		Please rate how well the PBGC delivers its services.	COMMW006A01	1=P00r		Radio button, scale, has don't know	S	¥
			COMMW006A02	2				
			COMMW006A03					
			COMMW006A04	4				
			CQMMW006A05					
			COMMW006A06	6				
			COMMW006A07	7				
			CQMMW006A08	8				
			CQMMW006A09	ę				
			CQMMW006A10	10=Excellent				
			CQMMW006A11	Don't Know				
w		Please rate your perception of how well the PBGC <b>delivers</b> its services.		1=Poor		Radio button, scale, has don't know	S	Y
				2				
				3				
				5				
				6				
				1				
				8				
				10=Excellent				
				Don't Know	-			
2000MMW007		Please rate your impression of the PBGC's level of	+			Radio button, scale, has	S	Y
211111111111111111111111111111111111111		responsiveness to those served by the agency.	CQMMW007A01	1=Poor		don't know	5	'
			CQMMW007A01	2				
			CQMMW007A02	3				
			CQMMW007A04	4				
			CQMMW007A05	E				
			CQMMW007A06	6				
			CQMMW007A07	7				
			CQMMW007A08	8				
			CQMMW007A09	g				
			CQMMW007A10	10=Excellent				
			CQMMW007A11	Don't Know				
MMW008		Please rate the <b>options available</b> for the delivery of PBGC services.	CQMMW008A01	1=Poor		<del>Radio button, scale, has</del> <del>don't know</del>	S	¥
			COMMW008A02	2.000				

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

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

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
	İ	·	CQMMW008A04	· · · · · · · · · · · · · · · · · · ·	1		İ	
			CQMMW008A05	ł	5	1		
			CQMMW008A06	(	<del>)</del>			
			CQMMW008A07		7			
			CQMMW008A08		3			
			CQMMW008A09	4	•			
			CQMMW008A10	10=Excellent				
			CQMMW008A11	<del>Don't Know</del>				
MMW009		Please rate your overall impression of the PBGC's work as it	CQMMW009A01			Radion button, scale, no	<del>S</del>	¥
		carries out its mission to protect pensions.		1=Poor		<del>don't know</del>		
			CQMMW009A02	í				
			CQMMW009A03	(	, ,			
			CQMMW009A04	· · · · · · · · · · · · · · · · · · ·	•			
			CQMMW009A05	Į		4		
			CQMMW009A06	(	6			
			CQMMW009A07		7	4		
			CQMMW009A08	{	-			
			CQMMW009A09		•			
			CQMMW009A10	10=Excellent				
MMW010		Please rate how well the PBGC shows that it takes responsibility for preserving pension plans.	CQMMW010A01	<del>1=Poor</del>		Radion button, scale, no don't know	S	¥
			CQMMW010A02		2	1		
			CQMMW010A03		3			
			CQMMW010A04		4			
			CQMMW010A05	ł	5	1		
			CQMMW010A06		<del>)</del>	1		
			CQMMW010A07		7			
			CQMMW010A08	ł	3			
			CQMMW010A09	4	•			
			CQMMW010A10	10=Excellent				
MMW011		Please rate how <b>effectively</b> you feel the PBGC perserves pension plans.	CQMMW011A01	<del>1=Poor</del>		Radion button, scale, no don't know	S	¥
			CQMMW011A02		2	1		
			COMMW011A03		3	1		
			COMMW011A04		4	1		
			COMMW011A05	ł	5	1		
			COMMW011A06	(	6	1		
			COMMW011A07		7	1		
			COMMW011A08	{	3	1		
			COMMW011A09	4	€	1		
			COMMW011A10	10=Excellent		1		
MMW012		Please rate how effectively you feel the PBGC protects	CQMMW012A01			Radion button, scale, no	S	¥
		pensioners.		1=Poor		<del>don't know</del>		
			CQMMW012A02		2			
			CQMMW012A03		3	]		
			CQMMW012A04		4			
			CQMMW012A05	Į	5	]		
			CQMMW012A06	•	5	]		
			CQMMW012A07		7			
			CQMMW012A08	{	3	]		
			COMMW012A09	4	•	1		
			CQMMW012A10	10=Excellent				
W		Please rate your perception of the <b>options available</b> for the delivery of PBGC services.		1=Poor		Radio button,scale, has don't know	S	Y
						1		
						1	1	

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
			6				
			7				
			3				
			20. Eventlant				
			10=Excellent Don't Know				
lew		Please rate your <b>overall impression</b> of the PBGC's work as it	DOILT KIIOW		Radio button, scale, has	S	Y
		carries out its mission to protect pensions.	1=Poor		don't know		
			2				
			3				
			4				
			5				
			6				
			1				
			5				
			10=Excellent				
			Don't Know				
ew		Please rate how well the PBGC shows that it takes			Radio button, scale, has	S	Y
		responsibility for preserving pension plans.	1=Poor		don't know	_	
			2				
			3				
			4				
			5				
			6				
			10=Excellent				
			Don't Know				
ew		Please rate <b>how well</b> the PBGC perserves pension plans.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			 3				
			4				
			8				
			9				
			10=Excellent				
			Don't Know				
ew		Please rate how <b>effectively</b> you feel the PBGC protects pensioners.	1=Poor		Radio button, scale, has don't know	S	Y
			 2				
			3				
			4				
			5				
			10=Excellent				
			Don't Know				
CQLiv0010405		What could PBGC do differently as an agency to better meet your needs?			Text area, no char limit	Single	N

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

<b>QID</b> SAC4232	Skip Logic Label		SAC4232A001 SAC4232A002 SAC4232A003	Answer Choices (limited to 50 characters) Yes No Not sure	Skip to	<b>Type (select from list)</b> Radio button, one-up ver	Single or Multi Single	Required Y/N Y
SAC4233		Which best describes you?	SAC4233A001 SAC4233A002 SAC4233A003 SAC4233A004 SAC4233A005 SAC4233A006 SAC4233A006 SAC4233A007	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?	SAC4235A001 SAC4235A002 SAC4235A003 SAC4235A004 SAC4235A005 SAC4235A006 SAC4235A007 SAC4235A008 SAC4235A009 SAC4235A010 SAC4235A011	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)		Radio button, one-up	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 SAC4237A002 SAC4237A003 SAC4237A004	Yes No In part Not yet	A A A	Radio button, one-up	Single	Y
SAC4238	A	Why were you unable to accomplish your goal?	SAC4238A001 SAC4238A002 SAC4238A003 SAC4238A003 SAC4238A004	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	В	Please tell us specifically what you were trying to accomplish on the site.				Text area, no char limit		Ν
SAC4240		Did you use the "Search PBGC website" box at the top of our website?	SAC4240A001 SAC4240A002	Yes	A	Radio button, one-up	Single	Y
SAC4241	A	Did you find what you were looking for?	SAC4241A001 SAC4241A002	Yes No	B	Radio button, one-up vertical	Single	Y
SAC4242	В	Please tell us what your experience with the search was. (Select all that apply)	SAC4242A001 SAC4242A002 SAC4242A003 SAC4242A004 SAC4242A005 SAC4242A006 SAC4242A006 SAC4242A007 SAC4242A008	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
SAC4243	С	Please specify your experience with the "Search PBGC website" box at the top of our website.				Text area, no char limit		Ν

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

	Skip Logic			Answer Choices	Skip		Single or	Required
QID	Label		0.1.0.10.1.1.001	(limited to 50 characters)	to	Type (select from list)		Y/N
SAC4244		Did you search by name, company, or state in PBGC's missing participant list?	SAC4244A001	Voc	A	Radio button, one-up vertical	Single	Y
			SAC4244A002	Yes No	-	vertical		
SAC4245	A	On a scale of 1 to 10, please rate the ease of using PBGC's	SAC4244A002 SAC4245A001		В	Radion button, scale, no	Single	Y
SAC4245	A	missing participant list.	SAC4245A001	1 = Very Difficult		don't know	Single	ř
			SAC4245A002	2	в			
			SAC4245A003	3	в			
			SAC4245A004	4	в			
			SAC4245A005	5	В			
			SAC4245A006	6	В			
			SAC4245A007	7	В			
			SAC4245A008	8	В			
			SAC4245A009	9	В			
	_		SAC4245A010	10 = Very Easy	В			
SAC4246	В		SAC4246A001			Checkbox, one-up	Multi	Y
		participant list. (Select all that apply)		I wasn't sure what the list was	-	vertical		
			SAC4246A002	I found myself or my pension plan	-			
			SAC4246A003 SAC4246A004	I didn't find myself or my pension plan Search results were helpful	-			
			SAC4246A004 SAC4246A005	Search results were not helpful	-			
			SAC4246A005	Returned too many results	-			
				Returned not enough or zero results	-			
			SAC4246A007	Other (please specify)	c			
SAC4247	С	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	Α	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	1			
			SAC4251A003	I did not find the information I was looking for				
			SAC4251A004	I was already planning to call				
			SAC4251A005	Other (please specify)	В			
SAC4252	В	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	1		
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

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

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
ACQLiv0010397		Please rate your <b>overall impression</b> of PBGC's work as it carries out its mission to protect pensions.	1=Poor	A	Radio button, scale, has don't know	S	¥	Skip logic group	Overall Impression
		cames out its mission to protect pensions.	1-1-001	2 A					impression
				3 A	-				
			4	A I					
			Ę	A	_				
				A	_				
				3	-				
			(	•	-				
			10=Excellent						
			Don't Know						
ACQLiv0010398	A	Please specify your reason for this score.			<del>Text area, no char limit</del>	S	N		OE_Overall impression
ACQLiv0010399		Please rate the clarity of <b>information you received</b> from PBGC.	1=Poor	A	Radio button, scale, has don't know	S	¥	Skip logic group	Info Received
			ź	2 <b>A</b>					
			<del>{</del>	3 <b>A</b>	_				
				A	-				
				A A	-				
				2	-				
			3	3					
				•	_				
			10=Excellent Den't Knew		_				
	4	Please specify your reason for this score.			Text area no char limit	2	ы		
ACQLiv0010400	A	Please specify your reason for this score.			Text area, no char limit	<del>S</del>	N		OE_Info Received
ACQLiv0010400 ACQLiv0010401	A	Please specify your reason for this score. Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs.	1 <del>≂Not At All Confident</del>	A	Text area, no char limit Radio button, scale, has don't know	<del>S</del>	N Y	Skip logic group	OE_Info Received Future Interact
	A	Please rate how confident you are that future interactions		2 <b>A</b>	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions		2 A 3 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions		2 A 3 A 4 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions		2 A 3 A 4 A 5 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions		2 A 3 A 4 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions		2 A 3 A 4 A 5 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions	I=Not At All Confident 2 2 2 4 2 4 4 5 6 1 6 1 6 1 6 1 6 1 6 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 A 3 A 4 A 5 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions	1=Not At All Confident 2 3 4 5 6 10=Very Confident 5 10=Very Confident	2 A 3 A 4 A 5 A	Radio button, scale, has			Skip logic group	Received
	A	Please rate how confident you are that future interactions	I=Not At All Confident 2 2 2 4 2 4 4 5 6 1 6 1 6 1 6 1 6 1 6 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1	2 A 3 A 4 A 5 A	Radio button, scale, has			Skip-logic group	Received
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident 2 3 4 5 6 10=Very Confident 5 10=Very Confident	2 A 3 A 4 A 5 A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
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 10=Very Confident 5 10=Very Confident	2 A 3 A 4 A 5 A	Radio button, scale, has don't know Text area, no char limit	S	¥	Skip logic group	Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident 2 3 4 5 6 10=Very Confident 5 10=Very Confident	A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	A A A A A A A A A A A A A A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	A A A A A A A A A A A A A A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	2         A           3         A           4         A           5         A           6         A           7         A           8         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	2         A           3         A           4         A           5         A           6         A           7         A           8         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident           2           2           2           2           2           2           2           2           2           2           2           3           10=Very Confident           00n't Know           1=Not At All Confident           2           2           3           4           2           3           4           4           5           6           6           1=Not At All Confident           2           3           4           4           5           6           6           7           8           9           10           10           11           12           13           14           15           16           17           18           18           19           10      <	2         A           3         A           4         A           5         A           6         A           7         A           8         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact
ACQLiv0010401		Please rate how confident you are that <b>future interactions</b> with PBGC will meet your needs. Please specify your reason for this score. How confident are you that the PBGC will <b>preserve</b> defined	1=Not At All Confident	2         A           3         A           4         A           5         A           6         A           7         A           8         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A           9         A	Radio button, scale, has don't know	S	¥ ₩		Received Future Interact

ForeSee Results - Confidential and Proprietary

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)		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		Radio button, scale, has don't know	S	Y		
				3					
				5	-				
				7 3	-				
			0=Excellent	9					
SAC7384		Please rate how <b>understandable you find the information</b> that the PBGC provides.	Don't Know 1=Poor		Radio button, scale, has don't know	S	Y		
I				2					
				4 5					
				6 7					
			10=Excellent	9					
			Don't Know						
SAC7385		Please rate how well the agency's <b>information provides</b> answers to your questions.	1=Poor		Radio button, scale, has don't know	S	Y		
				3					
				5	-				
				7 3					
			10=Excellent	9					
SAC7386		Thinking about the agency's services as a whole, please	Don't Know		Radio button, scale, has	S	Y		
		rate the extent to which the PBGC <b>provides needed</b> services.	1=Poor		don't know				
				- 3 4	-				
			5	5					
				7 3					
			0=Excellent	9					
SAC7387		Please rate the <b>range of services</b> offered by the PBGC.	Don't Know 1=Poor		Radio button, scale, has don't know	S	Y		
1				2					
				4 5					
			(	5	]				

PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011 r<del>ed & strike through</del>: DELETE <u>underlined & italicized</u>: 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
			10=Excellent Don't Know	} }					
SAC7388		Please rate how well the PBGC <b>delivers its services.</b>	1=Poor2	2	Radio button, scale, has don't know	S	Y		
				5 1 5					
			10=Excellent	7 } )					
SAC7389		Please rate your impression of the PBGC's <b>level of</b> responsiveness to those served by the agency.	Don't Know 1=Poor	2	Radio button, scale, has don't know	S	Y		
				5					
I			10=Excellent	3					
SAC7390		Please rate the <b>options available</b> for the delivery of PBGC services.	Don't Know 1=Poor		Radio button, scale, has don't know	S	Y		
				3					
I				) 7 3					
SAC7391		Please rate your <b>overall impression</b> of the PBGC's work as it	10=Excellent Don't Know		Radion button, scale, no	S	Y		
		carries out its mission to protect pensions.	1=Poor 2	3	don't know				
I				5 5 7	_				
SAC7392		Please rate how well the PBGC <b>shows that it takes</b> responsibility for preserving pension plans.	10=Excellent	)	Radion button, scale, no don't know	S	Y		
I		requirements for preactiving periodicit pitation	1=Poor 22	3					

PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011 r<del>ed & strike through</del>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

			PBGC.gov v3 CUSTOM QUESTION LIST						
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
				5 7 3					
			10=Excellent	9	-				
SAC7393		Please rate how <b>effectively</b> you feel the PBGC perserves pension plans.	1=Poor	2	Radion button, scale, no don't know	S	Y		
				3					
				5 5 7					
			10=Excellent	3	-				
SAC7394		Please rate how <b>effectively</b> you feel the PBGC protects pensioners.	1=Poor		Radion button, scale, no don't know	S	Y		
				2 3 4					
				5					
				7 3 9					
ACQLiv0010405		What could PBGC do differently as an agency to better meet	10=Excellent		Text area, no char limit	Single	N		Meet Needs
SAC4232		your needs? Is this your first visit to PBGC.gov?	Yes		Radio button, one-up ver	Single	Y		Visit
3AC4232		is this your first visit to PBGC.gov?	No Notsure			Single	T		VISIC
SAC4233		Which best describes you?	Worker or retiree		Radio button, one-up	Single	Y	Skip logic group	Role
			Widow(er) or spouse or beneficiary Researcher or student		-				
			Practitioner or pension professional						
			Media or press representative						
			Trade association or business organization		-				
6464004			Other (please specify)	A	Tout field <100 abor		N	Chip logic group	
SAC4234 SAC4235	A	Other - best describes you: Why did you visit PBGC's website today?	To find information about my pension plan		Text field, <100 char Radio button, one-up	Single	N Y	Skip logic group Skip logic group	OE_Role Purpose
5404233			To search for unclaimed pensions on PBGC's missing participant list		radio battori, one-up	Single		Skip logic group	i uipose
			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		1				
			Other (please specify)	Α					
SAC4236	Α	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		Radio button, one-up	Single	Y	Skip logic group	Accomplish
			No In port	A					
			In part Not yet	A					
	1		, tot you						

ForeSee Results - Confidential and Proprietary

# PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

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

QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to		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)	B	Radio button, one-up vertical	Single	Y	Skip logic group	Unable to accomplish
SAC4239		Please tell us specifically what you were trying to accomplish on the site.			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	Single	Y	Skip logic group	Search box
SAC4241	A	Did you find what you were looking for?	Yes No	B	Radio button, one-up vertical	Single	Y	Skip logic group	Find_Search bo
SAC4242	В	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	Skip logic group	Search box experience
SAC4243	С	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

## PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011

r<del>ed & strike through</del>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

	Skip Logic		Answer Choices	Skip		Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)		Type (select from list)	Multi	Ý/N	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 B B B B B B B B B B B B	Radion button, scale, no don't know	Single	Y	Skip logic group	Ease of using MPL
SAC4246			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		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		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)	в	Checkbox, one-up vertical	Multi	Y	Skip logic group	Call reason
SAC4252		Please specify the other reason why you are likely to call PBGC.			Text area, no char limit		Ν	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		Ν	Skip logic group	OE_Other info of services

PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

#### PBGC.gov v3 CUSTOM QUESTION LIST Skip Answer Choices Logic Skip Single or Required QID Label **Question Text** (limited to 50 characters) to Type (select from list) Multi Ϋ́/Ν ase rate your **overall impression** of PBGC's work as it adio button, scale, has EW S У Α carries out its mission to protect pensions. =Poor lon't know Α Α Α Α Α on't Know IEW Please specify your reason for this score. S N Α ext area, no char limit Please rate the clarity of **information you received** from PBGC. EW adio button,scale, has S У Α on't know Poor Α Α Δ ı't Kno EW Please specify your reason for this score. ext area, no char limit Α S N Please rate how confident you are that **future interactions** with PBGC **will meet your needs**. IEW adio button, scale, ha S y Α =Not At All Confident on't know Α Δ Δ -Very Confident on't Knov lease specify your reason for this score. ext area, no char limit N ew Α S EW nefit pension plans and protect worker's pensions? on't know Α Not At All Confident

ForeSee Results - Confidential and Proprietary

PBGC.gov v3 MID: AVIQFI1U8FsFotVgEd1oww== Date: 9/22/2011 red & strike through: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION blue + -->: REWORDING

QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			E E E E E E E E E E E E E E E E E E E		-		
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 SAC4235	A	Other - best describes you: 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		Text field, <100 char Radio button, one-up	Single	N Y



