

Model Instance Name:  
PBGC - Perception Survey

MID: IUx1Flhgp5YEpxx5JlVlw==

Date: 3/2/2012



## Welcome and Thank You Text

### Directions:

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

### Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. **PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you are requesting.** This information will be used by PBGC personnel. Furnishing this information is **voluntary and will not impact other business you may have with PBGC**. The data will be maintained on our secure server.

**Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.**

### Examples

#### Welcome Text Example

ForeSee Results Survey Page - Windows Internet Explorer  
http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0Fpkg100h5v

**Customer Satisfaction Survey**

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an \*

1: \*Please rate the ability to narrow choices to find the product(s) you are looking for on this site.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1=Poor                | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10=Excellent          | Don't Know            |
| <input type="radio"/> |

#### Thank You Text Example

Football

Hockey

16: What size and style of jeans were you shopping for today?  
What size of jeans were you shopping for today?      What style of jeans were you shopping for today?

|                          |                                   |
|--------------------------|-----------------------------------|
| <input type="radio"/> 1  | <input type="radio"/> Boot cut    |
| <input type="radio"/> 3  | <input type="radio"/> Low rise    |
| <input type="radio"/> 5  | <input type="radio"/> Flare       |
| <input type="radio"/> 7  | <input type="radio"/> Relaxed fit |
| <input type="radio"/> 9  | <input type="radio"/> Slim cut    |
| <input type="radio"/> 11 |                                   |
| <input type="radio"/> 13 |                                   |

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Copyright 2010 - all rights reserved  
ForeSee Results Privacy Policy Survey Support

Internet | Protected Mode: On 100%

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Partitioned (Y/N)? NO

Date: 3/2/2012



Model questions utilize the ACSI methodology to determine scores and impacts

| ELEMENTS (drivers of satisfaction)    |  |  | CUSTOMER SATISFACTION         |   |  | FUTURE BEHAVIORS                        |   |  |
|---------------------------------------|--|--|-------------------------------|---|--|---|---|--|
| MQ Label                              | Agency Information (1=Poor, 10=Excellent, Don't Know)  |  | MQ Label                      | Satisfaction  |  | MQ Label                                | Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)  |  |
| 1 Agency Information - Thoroughness   | Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides. |  | 6 Satisfaction - Overall      | What is your <b>overall satisfaction</b> with the PBGC agency?<br>(1=Very Dissatisfied, 10=Very Satisfied)      |  | 9 Goal Accomplishment - Mission         | Please indicate how much you agree or disagree with the following statements.<br><br>The PBGC <b>carries out its mission</b> to protect pensions.                   |  |
| 2 Agency Information - Understandable | Please rate how <b>understandable</b> you find the information that the PBGC provides.   |  | 7 Satisfaction - Expectations | How well does the PBGC <b>meet your expectations</b> ?<br>(1=Falls Short, 10=Exceeds)                           |  | 10 Goal Accomplishment - Responsibility | The PBGC <b>shows that it takes responsibility</b> for preserving pension plans.  |  |
| 3 Agency Information - Answers        | Please rate how well the agency's <b>information provides answers to your questions</b> .  |  | 8 Satisfaction - Ideal        | How does the PBGC <b>compare to your idea of an ideal federal agency</b> ?<br>(1=Not Very Close, 10=Very Close) |  | 11 Goal Accomplishment - Preserve       | The PBGC <b>efficiently preserves pension plans</b> .   |  |
|                                       | Agency Services (1=Poor, 10=Excellent, Don't Know)   |  |                               |   |  | 12 Goal Accomplishment - Protect        | The PBGC <b>protects pensioners</b> effectively.  |  |
| 4 Agency Services - Provision         | Thinking about the agency's services as a whole, please rate the extent to which the PBGC <b>provides needed services</b> .      |  |                               |   |  | 13 Trust - Best Interests               | Trust (1=Strongly Disagree, 10=Strongly Agree)<br><br>I can count on this agency to <b>act in my best interests</b> .   |  |
| 5 Agency Services - Range             | Please rate your perception of the <b>range of services</b> offered by the PBGC.   |  |                               |   |  | 14 Trust -                              | I consider this agency to be <b>trustworthy</b> .   |  |
|                                       |  |  |                               |   |  | 15 Trust - Do Right                     | This agency can be trusted to <b>do what is right</b> .   |  |
|                                       |  |  |                               |   |  | 16 Future Participation                 | Future Participation (1=Very Unlikely, 10=Very Likely)<br><br>How likely are you to <b>express your thoughts or ideas</b> to this agency in the next 90 days?       |  |
|                                       |  |  |                               |   |  | 17 Brand Confidence                     | Brand Confidence (1=Not At All Confident, 10=Very Confident)<br><br>How confident are you that <b>your future interactions with the PBGC will meet your needs</b> ? |  |

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**Date:** 7/5/2012

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**underlined & italicized:** RE-ORDER  
**pink:** ADDITION  
**blue + -->:** REWORDING

PBGC - Perception Survey 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             |
|---------------|------------------|--|---|---------|-------------------------------|-----------------|--------------|----------------------|----------------------|
| MMW1759       |                  | Which best describes you?  | United Airlines worker or retiree<br>Worker<br>Retiree<br>Disabled Worker or Retiree<br>Widow(er) or spouse or beneficiary<br>Practitioner or pension professional<br>Media or press representative<br>Congressional or regulatory researcher<br>Trade association or business organization<br>Job seeker<br>Student<br>Other (please specify)  | A       | Radio button, one-up vertical | S               | Y            | Skip Logic Group     | Best Describes       |
| MMW1760       | A                | Other - best describes you:  |   |         | Text area, no char limit      | S               | N            |                      | Other Best Describes |
| MMW1761       |                  | What is your primary interest in PBGC?   | To learn if my pension plan is insured or covered by the PBGC<br>To learn what to expect if PBGC takes over my pension plan<br>To better understand the extent to which my benefits (pension, health care, etc.) are insured<br>To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)<br>To get an estimate of my benefit<br>To file a premium<br>To submit a standard termination<br>To submit a distress termination<br>To submit a reportable event<br>To obtain interest rates<br>To look for a job<br>To learn more about PBGC's mission to protect pensions |         | Radio button, one-up vertical | S               | Y            |                      | Primary Interest     |
| MMW1762       |                  | As an agency, what could PBGC do differently to better meet your needs?  |   |         | Text area, no char limit      | S               | N            |                      | Better Meet Needs    |
| ACQinh0014010 |                  | Would you like PBGC to contact you regarding your response?  | Yes<br>No   | A       | Radio button, one-up vertical | S               | Y            | Skip Logic Group     | Contact              |
| ACQinh0014011 | A                | Please provide the following information, and a PBGC representative will contact you.<br><br>Name: (First/Last Name)   |   |         | Text field, <100 char         | S               | N            |                      | Name                 |
| ACQinh0014012 | A                | Email: (e.g. happy.customer@pbgc.gov)  |   |         | Text field, <100 char         | S               | N            |                      | Email                |
| ACQinh0014013 | A                | Telephone: (e.g. 555-555-5555)   |   |         | Text field, <100 char         | S               | N            |                      | Telephone            |
| ACQinh0014014 | A                | Best weekday to be reached:<br><br>Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday  |   |         | Drop down, select one         | S               | N            |                      | Best Day to Reach    |
| ACQinh0014015 | A                | Best time to be reached:<br><br>9 - 10 AM (EST)<br>10 - 11 AM (EST)<br>11 - 12 PM (EST)<br>12 - 1 PM (EST)<br>1 - 2 PM (EST)<br>2 - 3 PM (EST)<br>3 - 4 PM (EST)<br>4 - 5 PM (EST)<br>5 - 6 PM (EST) |   |         | Drop down, select one         | S               | N            |                      | Best hour to Reach   |
| ACQinh0014016 | A                | Type of assistance requested from PBGC:  |   |         | Text area, no char limit      | S               | N            |                      | Assistance requested |

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| MMW1760       | A                | Other - best describes you:  |   |         | Text area, no char limit      | S               | N            |                      | Other Best Describes |
| MMW1761       |                  | What is your primary interest in PBGC?   | To learn if my pension plan is insured or covered by the PBGC<br>To learn what to expect if PBGC takes over my pension plan<br>To better understand the extent to which my benefits (pension, health care, etc.) are insured<br>To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)<br>To get an estimate of my benefit<br>To file a premium<br>To submit a standard termination<br>To submit a distress termination<br>To submit a reportable event<br>To obtain interest rates<br>To look for a job<br>To learn more about PBGC's mission to protect pensions |         | Radio button, one-up vertical | S               | Y            |                      | Primary Interest     |
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| ACQinh0014010 |                  | Would you like PBGC to contact you regarding your response?  | Yes<br>No   | A       | Radio button, one-up vertical | S               | Y            | Skip Logic Group     | Contact              |
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| ACQinh0014012 | A                | Email: (e.g. happy.customer@pbgc.gov)  |   |         | Text field, <100 char         | S               | N            |                      | Email                |
| ACQinh0014013 | A                | Telephone: (e.g. 555-555-5555)   |   |         | Text field, <100 char         | S               | N            |                      | Telephone            |
| ACQinh0014014 | A                | Best weekday to be reached:<br><br>Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday  |   |         | Drop down, select one         | S               | N            |                      | Best Day to Reach    |
| ACQinh0014015 | A                | Best time to be reached:<br><br>9 - 10 AM (EST)<br>10 - 11 AM (EST)<br>11 - 12 PM (EST)<br>12 - 1 PM (EST)<br>1 - 2 PM (EST)<br>2 - 3 PM (EST)<br>3 - 4 PM (EST)<br>4 - 5 PM (EST)<br>5 - 6 PM (EST) |   |         | Drop down, select one         | S               | N            |                      | Best hour to Reach   |
| ACQinh0014016 | A                | Type of assistance requested from PBGC:  |   |         | Text area, no char limit      | S               | N            |                      | Assistance requested |

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|---------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|----------------------|
| MMW1759 |                  | Which best describes you?   | Worker<br>Retiree<br>Disabled Worker or Retiree<br>Widow(er) or spouse or beneficiary<br>Practitioner or pension professional<br>Media or press representative<br>Congressional or regulatory researcher<br>Trade association or business organization<br>Job seeker<br>Student<br>Other (please specify)   | A       | Radio button, one-up vertical | S               | Y            | Skip Logic Group     | Best Describes       |
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|         | A                | Telephone: (e.g. 555-555-5555)  |   |         | Text field, <100 char         | S               | N            |                      | Telephone            |
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Date: 5/3/2012

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| QID     | Skip Logic Label | Question Text   | Answer Choices (limited to 50 characters)   | Skip to | Type (select from list)       | Single or Multi | Required Y/N | Special Instructions | CQ Label             |
|---------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|----------------------|
| MMW1759 |                  | Which best describes you?   | Worker<br>Retiree<br>Disabled Worker or Retiree<br>Widow(er) or spouse or beneficiary<br>Practitioner or pension professional<br>Media or press representative<br>Congressional or regulatory researcher<br>Trade association or business organization<br>Job seeker<br>Student<br>Other (please specify)   | A       | Radio button, one-up vertical | S               | Y            | Skip Logic Group     | Best Describes       |
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| MMW1762 |                  | As an agency, what could PBGC do differently to better meet your needs? |   |         | Text area, no char limit      | S               | N            |                      | Better Meet Needs    |