

Model Instance Name:
PBGC - Perception Survey

MID: IUx1FIhgp5YEpx5JIVlw==

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

The screenshot shows a web browser window titled 'ForeSee Results Survey Page - Windows Internet Explorer'. The URL is 'http://www.foreseeresults.com/survey/display?cid=test&mid=0ltk0FpkgI00h5w'. The page content includes the FORESEE logo, the title 'Customer Satisfaction Survey', and the 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. Required questions are denoted by an *'. Below the text is a question: '1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site.' with a scale from 1=1 (Poor) to 10=10 (Excellent), plus a 'Don't Know' option.

Thank You Text Example

The screenshot shows a web browser window displaying a survey page. At the top, there are dropdown menus for 'Football' and 'Hockey', both set to 'Please Select'. Below these is question 16: '16: What size and style of jean were you shopping for today?'. The question is split into two columns: 'What size of jean were you shopping for today?' and 'What style of jean were you shopping for today?'. The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is the thank you text: '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.' There are 'Cancel' and 'Submit' buttons. At the bottom, it says 'Copyright 2010 - all rights reserved' and includes links for 'ForeSee Results', 'Privacy Policy', and 'Survey Support'. The browser status bar shows 'Internet | Protected Mode: On' and '100%' zoom.

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Partitioned (Y/N)? NO

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Model questions utilize the ACSI methodology to determine scores and impacts

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



