Model Instance Name: PBGC - Perception Survey

MID: IUx1IFIhgp5YEpxx5JIVIw==

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.

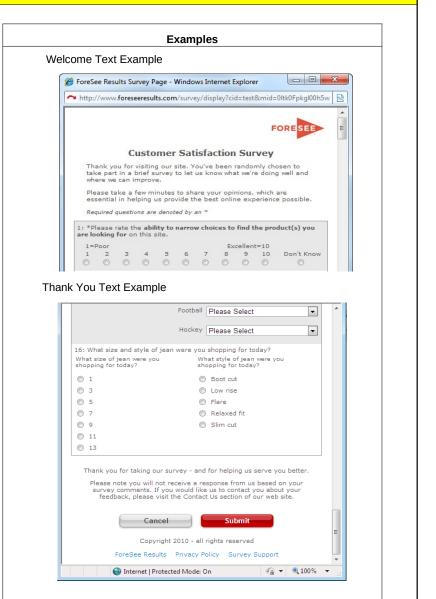
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

## 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.



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Partitioned (Y/N)? NO

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		tions utilize	he ACSI methodology to determine scores and impac	ts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Lab	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Agency Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)
	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC	6 Satisfaction	on - What is your <b>overall satisfaction</b> with the PBGC agency? (1=Very Dissatisfied, 10=Very Satisfied)	٤	Goal Accomplish	Please indicate how much you agree or disagree with the following statements.
	provides.	Overali	(1-very Dissausileu, 10-very Sausileu)		ment -	
Agency	Please rate how <b>understandable you find the information</b> that the	7 Satisfaction	n - How well does the PBGC meet your expectations?	10	Mission Goal	The PBGC carries out its mission to protect pensions.  The PBGC shows that it takes responsibility for presentations.
Information -	PBGC provides.		ons (1=Falls Short, 10=Exceeds)		Accomplish	pension plans.
Understandable					ment - Responsibilit	ı
A		OC-Hi-fHi	The state of the process of the state of the		У	The DDCC officiently and a series along
Information -	Please rate how well the agency's information provides answers to your questions.	8 Satisfaction	federal agency?	1.	Goal Accomplish	The PBGC efficiently preserves pension plans.
Answers			(1=Not Very Close, 10=Very Close)		ment - Preserve	
	Agency Services (1=Poor, 10=Excellent, Don't Know)			12	Goal	The PBGC protects pensioners effectively.
					Accomplish ment -	
Agancy Sanjicas	Thinking about the agency's services as a whole, please rate the				Protect	
	extent to which the PBGC provides needed services.					
Agency Services	Please rate your perception of the <b>range of services</b> offered by the			13	Trust - Best	Trust (1=Strongly Disagree, 10=Strongly Agree) I can count on this agency to act in my best interests.
	PBGC.				Interests	,
				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>
					3 -	Future Participation (1=Very Unlikely, 10=Very Likely
				16	Future Participation	How likely are you to <b>express your thoughts or ideas</b> 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 wi PBGC will meet your needs?

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ink: ADDITION

			PBGC - Perception Survey CUSTOM QUESTION L	IST					
QID.	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Ckin to	Tune (select from liet)	Single or Multi	Required Y/N	Cussial hastwestians	COLobal
QID MMW1759	Labei	Which best describes you?	(infilted to 50 characters)	Skip to	Type (select from list) Radio button, one-up	S		Special Instructions Skip Logic Group	CQ Label Best Describes
		The second secon	United Airlines worker or retiree Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary	-	vertical			Ship Eoglo Gloup	355. 3550.1355
			Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization						
			Job seeker Student Other (sleepe specify)	A					
MMW1760	Α	Other - best describes you:	Other (please specify)	A	Text area, no char limit	S	N		Other Best Describe
MMW1761		What is your primary interest in PBGC?			Radio button, one-up	S	Y		Primary Interest
			To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan	1	vertical				
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured  To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)	1					
			To get an estimate of my benefit	1					
			To file a premium To submit a standard termination	1					
			To submit a distress termination						
			To submit a reportable event To obtain interest rates	-					
			To look for a job	1					
MMW1762		As an agency, what could PBGC do differently to better meet	To learn more about PBGC's mission to protect pensions		Text area, no char limit	S	N		Better Meet Needs
ACQinh0014010		your needs?  Would you like PBGC to contact you regarding your		A	Radio button, one-up	S	Y	Skip Logic Group	Contact
4CQIIII0014010		response?	Yes No	_ ^	vertical		'	Skip Logic Gloup	Contact
ACQinh0014011	Α	Please provide the following information, and a PBGC representative will contact you.  Name: (First/Last Name)			Text field, <100 char	S	N		Name
ACQinh0014012	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
ACQinh0014013 ACQinh0014014	A	Telephone: (e.g. 555-555-5555)  Best weekday to be reached:	Monday		Text field, <100 char Drop down, select one	S	N N		Telephone Best Day to Reach
			Tuesday Wednesday Thursday						
ACQinh0014015	A	Best time to be reached:	Friday 9 - 10 AM (EST) 10 - 11 AM (EST)		Drop down, select one	S	N		Best hour to Reach
			10 - 11 AW (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)	-					
			1 - 2 PM (EST)						
			2 - 3 PM (EST) 3 - 4 PM (EST)	-					
			4 - 5 PM (EST)						
ACQinh0014016	•	Type of assistance requested from PBGC:	5 - 6 PM (EST)		Tout area no shor limit	S	N		Assistance requeste
CQIIII0014016	Α	Type of assistance requested from PBGC.			Text area, no char limit	5	IN		Assistance requeste
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	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		

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	1	PBGC - Perception Survey CUSTOM QUESTION L		1				1
Skip Logic		Answer Choices			Single or	Required		
Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions	CQ Label
	Which best describes you?	United Airlines worker or retiree Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Practitioner or pension professional Media or press representative		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
Δ		Trade association or business organization Job seeker	A	Text area no char limit	q	N		Other Best Describe
_ ^	Duter best describes you.			Text died, no char iinii		"		Other Best Beschber
	what is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To get an estimate of my benefit To glet an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a reportable event To olok for a job To learn more about PBGC's mission to protect pensions	-	Radio button, one-up vertical	5	Y		Primary Interest
	As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
	Would you like PBGC to contact you regarding your response?	Yes No.	Α	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
A	Please provide the following information, and a PBGC representative will contact you.  Name: (First/Last Name)			Text field, <100 char	S	N		Name
Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char		N		Email
A	Telephone: (e.g. 555-555-5555)  Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Text field, <100 char Drop down, select one	S	N N		Telephone  Best Day to Reach
A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach
Α	Type of assistance requested from PBGC:	· · · (201)		Text area, no char limit	S	N		Assistance requeste
	A A A A A A	A Other - best describes you:  What is your primary interest in PBGC?  What is your primary interest in PBGC?  As an agency, what could PBGC do differently to better meet your needs?  Would you like PBGC to contact you regarding your response?  A Please provide the following information, and a PBGC representative will contact you.  Name: (First/Last Name)  A Email: (e.g. happy.customer@pbgc.gov)  A Telephone: (e.g. 555-555-555)  Best weekday to be reached:	Logic Label  Which best describes you?  A Other - best describes you:  What is your primary interest in PBGC?  What is your primary interest in PBGC?  To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, not listed in a plan, etc.)  To get an estimate of my benefit (unclaimed pension, not listed in a plan, etc.)  As an agency, what could PBGC do differently to better meet your needs?  Would you like PBGC to contact you regarding your response?  A Please provide the following information, and a PBGC representative will contact you.  Name: (FirstLast Name)  A Please provide the following information, and a PBGC representative will contact you.  Name: (FirstLast Name)  A Best time to be reached:  Monday  Tuesday  Wednesday  Thursday  Finday  PLEST)  1. 2 PM (EST)  1. 2 PM (EST)  1. 4 5 PM (EST)  1. 4 5 PM (EST)  1. 5 6 PM (EST)  5. 6 PM (EST)  5. 6 PM (EST)	Label  Which best describes you?  Practice Practice or press presentative Congressional Practice Pract	Capie   Question Text   Ques	Label  Which best describes you?  A Other - best describes you.  A Other - best describes you.  What is your primary interest in PBGC?  To learn if my persion plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To get an estimated from best of your needs?  As an agency, what could PBGC differently to better mee  Wood government or replaced problems on the problems of the pension of pension problems of pension pension pension of pension pension pension pension pension pension of pension p	Label Which bed discribles you? Which bed discribles you? Which bed discribles you?  Which bed discribles you?  Which bed discribles you?  Which bed discribles you?  A Other - best describles you.  What is your primary interest in PBGC?  To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn if my gention plan is insued or accessed by the PBGC. To learn insued the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension, health care, etc.) are interested in the center to which my benefits (pension,	A Offer - beat describes you:  A Offer - beat describes you  A Offer - beat describes you  Mind is your primary interest in PBSC?  To learn finity person plan is insured or overed by the PBSC. To learn finity beater or whether or person person plan is insured or overed by the PBSC. To learn finity beater or whether or person pers

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MMW1759	Lubei	Which best describes you?	(minica to 50 characters)	OKIP to	Radio button, one-up	S		Skip Logic Group	Best Describes				
		,,,,	Worker Retiree Disabled Worker or Retiree		vertical								
			Widow(er) or spouse or beneficiary Practitioner or pension professional Media or press representative Congressional or regulatory researcher										
			Congressional or regulatory researcher Trade association or business organization Job seeker Student										
			Other (please specify)	Α									
MMW1760	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describe				
MMW1761		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan	-	Radio button, one-up vertical	S	Y		Primary Interest				
			To better understand the extent to which my benefits (pension, health care, etc.) are insured  To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan,										
			etc.) To get an estimate of my benefit										
			To file a premium To submit a standard termination	_	_	_							
			To submit a distress termination	1									
			To submit a reportable event	1									
			To obtain interest rates To look for a job	obtain interest rates									
			To learn more about PBGC's mission to protect pensions	1									
MMW1762		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs				
		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact				
	A	Please provide the following information, and a PBGC representative will contact you.			Text field, <100 char	S	N		Name				
		Manage (First II and Manage)											
		Name: (First/Last Name)											
	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email				
	A A A		Monday Tuesday		Text field, <100 char Text field, <100 char Drop down, select one	S S S	N N N		Email Telephone Best Day to Reach				
	A A A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555)	Monday Tuesday Wednesday Thursday		Text field, <100 char Text field, <100 char Drop down, select one	S S S	N N N		Email Telephone Best Day to Reach				
		Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday 9 - 10 AM (FST)			S S S							
	A A A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555)	Monday Tuesday Wednesday Thursday Friday 9 - 10 AM (EST) 10 - 11 AM (EST)		Text field, <100 char Text field, <100 char Drop down, select one Drop down, select one	S S S	N N N		Email Telephone Best Day to Reach				
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	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	S S S	N		Best hour to Reach				
		Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)			S S S							
	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	\$ \$ \$ \$ \$	N		Best hour to Reach				
	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	S S S	N		Best hour to Reach				
	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	\$ \$ \$ \$	N		Best hour to Reac				
	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	\$ \$ \$ \$	N		Best hour to Reac				
	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555) Best weekday to be reached:  Best time to be reached:	10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST)		Drop down, select one	\$ \$ \$ \$	N		Best hour to Reach				
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pink: ADDITION
blue + -->: REWORDING

			PBGC - Perception Survey CUSTOM QUESTION Li	ST					
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

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PBGC - Perception Survey

MID: IUx1IFIhgp5YEpxx5JIVIw==

Date: 5/3/2012

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			PBGC - Perception Survey CUSTOM QUESTION LI						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Multi	Required Y/N	Special Instructions	CQ Label
MMW1759			Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)	A	Radio button, one-up vertic	s S	Y	Skip Logic Group	Best Describes
MMW1760	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
MMW1761			To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To get an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a reportable event To obtain interest rates To look for a job To learn more about PBGC's mission to protect pensions		Radio button, one-up vertic		Y		Primary Interes
MMW1762		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Need