**Model Instance Name:**
*MyPBA.gov v2*

**MID:** Existing Measure - Please fill in; New Measure - DOT will fill in

**FORESEE**

**Element rotation scheme has been added**

**Partitioned: No**

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

**Date:** 9/21/2012

| MyPBA.gov v2 | | | | | | |
|---|---|---|---|---|---|---|
| *Model questions utilize the ACSI methodology to determine scores and impacts* | | | | | | |

| | MQ Label | ELEMENTS (drivers of satisfaction) | | MQ Label | CUSTOMER SATISFACTION | | MQ Label | FUTURE BEHAVIORS |
|---|---|---|---|---|---|---|---|---|
| | | **Functionality** *(1=Poor, 10=Excellent, Don't Know)* | | | **Satisfaction** | | | **Future Transactions** *(1=Very Unlikely, 10=Very Likely)* |
| 1 | Functionality - | Please rate the **usefulness of the features provided** on this site. | | 16 | Satisfaction - | What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)* | 19 | Conduct Futu | How likely are you to **conduct future transactions** on this site? |
| 2 | Functionality - | Please rate the **convenient placement of the features** on this site. | | 17 | Satisfaction - | How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)* | | | **Prefer Web Channel** *(1=Very Unlikely, 10=Very Likely)* |
| 3 | Functionality - | Please rate the **variety of features** on this site. | | 18 | Satisfaction - | How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)* | 20 | Use Web Cha | How likely are you to **use MyPBA rather than calling PBGC.** |
| | | **Look and Feel** *(1=Poor, 10=Excellent, Don't Know)* | | | | | | |
| 4 | Look and Feel | Please rate the **visual appeal** of this site. | | | | | | |
| 5 | Look and Feel | Please rate the **balance of graphics and text** on this site. | | | | | | |
| 6 | Look and Feel | Please rate the **readability of the pages** on this site. | | | | | | |
| | | **Navigation** *(1=Poor, 10=Excellent, Don't Know)* | | | | | | |
| 7 | Navigation - O | Please rate **how well the site is organized**. | | | | | | |
| 8 | Navigation - O | Please rate the **options available for navigating** this site (for example, links). | | | | | | |
| 9 | Navigation - L | Please rate **how well the site layout helps you find what you are looking for.** | | | | | | |
| | | **Plain Language (1=Poor, 10=Excellent, Don't Know)** | | | | | | |
| 10 | Plain Languag | Please rate the **clarity of the wording** on this site. | | | | | | |
| 11 | Plain Languag | Please rate how **well you understand the wording** on this site. | | | | | | |
| 12 | Plain Languag | Please rate this site on its **use of short, clear sentences.** | | | | | | |
| | | **Tasks/ Transactions** *(1=Poor, 10=Excellent, Don't Know)* | | | | | | |
| 13 | Tasks/Transac | Please rate the **simplicity** of the **process for completing task(s)** on this site. | | | | | | |
| 14 | Tasks/Transac | Please rate the **clarity of instructions for completing task(s)** on this site. | | | | | | |
| 15 | Tasks/Transac | Please rate the **verification of task completion** on this site. | | | | | | |
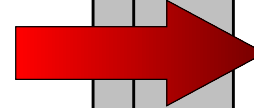
**Model Instance Name:**
*MyPBA.gov v2*
**MID: Existing Measure - Please fill in; New Measure - DOT will fill in**
**Date:        9/20/2012**

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

## MyPBA.gov v2

| QID | Skip Logic Label | Question Text | AnswerIDs *(DOT)* | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CQ Label |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | | How **frequently** do you access your My PBA account? | | Daily | | Drop down,  select one | S | Y | | Visit Frequency |
| | | | | Weekly | | | | | | |
| | | | | Monthly | | | | | | |
| | | | | Twice per year | | | | | | |
| | | | | This is my first time | | | | | | |

| Base Element Order | Version 2 | Version 3 | Version 4 |
|---|---|---|---|
| Functionality | Tasks and Transactions | Plain Language | Look and Feel |
| Look and Feel | Plain Language | Functionality | Tasks and Transactions |
| Navigation | Navigation | Tasks and Transactions | Navigation |
| Plain Language | Look and Feel | Look and Feel | Functionality |
| Tasks and Transactions | Functionality | Navigation | Plain Language |

## Version 5

Navigation
Plain Language
Functionality
Tasks and Transactions
Look and Feel