

Model Instance Name:
IIP English
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 8/29/2013



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 and Thank you text shown in the boxes below. Please read comments before using any of the text.

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.

bharati.hulbanni:
if STORES MEASURE:
do NOT use any
welcome text.

DEFAULT Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

bharati.hulbanni:
TY text can be used
for all measure types
(call center, web,
stores, mobile etc.)

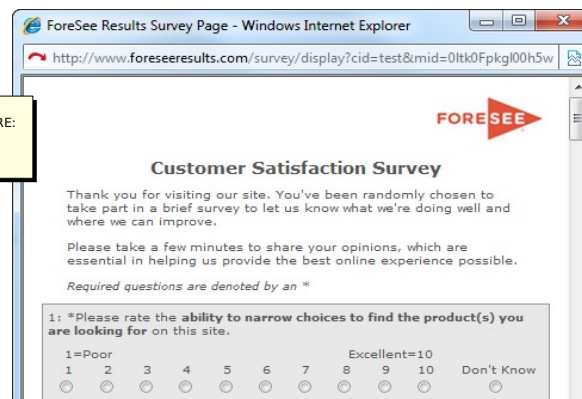
ALTERNATE WEB Thank You Text

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 website.

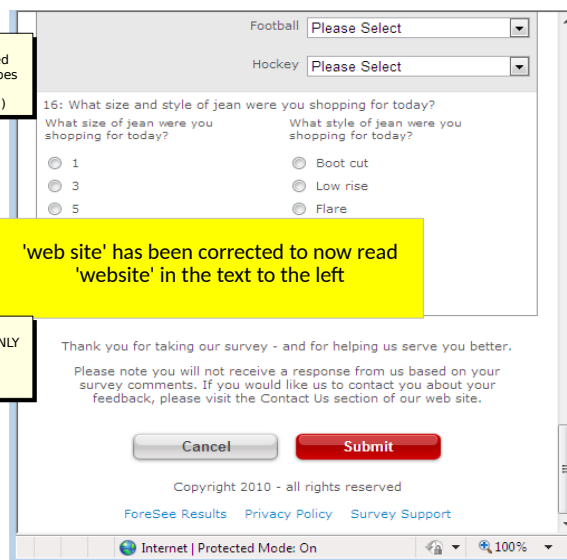
bharati.hulbanni:
Use this TY text ONLY
for WEB

Examples

Welcome Text Example



Thank You Text Example



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Partitioned (Y/N)?

FPI Included (Y/N)?

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: 8/29/2013



IIP English

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 |
|--|----------|------------------------------------|--|----------|-----------------------|--|----------|------------------|
| | | | | | | | | |

The table is a conceptual model diagram. It consists of a header row with nine columns. The second, fourth, seventh, and eighth columns are narrow vertical grey bars labeled "MQ Label". The third column is labeled "ELEMENTS (drivers of satisfaction)" and has a yellow horizontal bar at the top. The fifth column is labeled "CUSTOMER SATISFACTION" and has a red horizontal bar at the top. The ninth column is labeled "FUTURE BEHAVIORS" and has a light blue horizontal bar at the top. Two large red arrows point from the third column to the fifth, and from the fifth to the ninth, indicating a causal flow from elements to satisfaction and then to future behaviors.

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

IIP English CUSTOM QUESTION LIST

| QID | FPI Y? | 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 |
|-----|--------|------------------|---|---|---------|-------------------------------|-----------------|--------------|----------------------|---------------------|
| | | | Innovation Generation content is useful to me. | Strongly disagree Disagree Neither agree or disagree Agree Strongly agree | | Radio button, one-up vertical | Single | Y | | Content |
| | | | The Innovation Generation community is a good place to learn about starting a business. | Strongly disagree Disagree Neither agree or disagree Agree Strongly agree | | Radio button, one-up vertical | Single | Y | | Good Place to Learn |
| | | | I would recommend the Innovation Generation to others. | Strongly disagree | | Radio button, one-up vertical | Single | Y | | Recommend |