

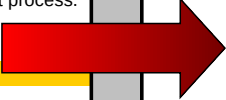
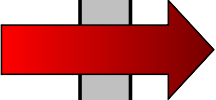
**Model Instance Name:**  
 FTC ComplaintAssistant  
**MID:** h10JsEZkMIQJ5F5wwQ48og==  
**Date:** 6/26/2009

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Instructions for Completion (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction (1=Poor, 10=Excellent)</b>	<b>Recommend (1=Not Very Likely, 10=Very Likely)</b>
1 Please rate the <b>simplicity of instructions</b> for completing the ComplaintAssistant process.	13 What is your <b>overall satisfaction</b> with the ComplaintAssistant process?	16 How likely are you to <b>recommend the FTC ComplaintAssistant</b> process to someone else?
2 Please rate how well the <b>instructions for completing</b> the ComplaintAssistant process provide answers to your questions.	14 How well does the ComplaintAssistant process <b>meet your expectations</b> ?	
3 Please rate the <b>clarity of instructions</b> for completing the ComplaintAssistant process.	15 How does the ComplaintAssistant process <b>compare to your idea of an ideal complaints process</b> ?	
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
4 Please rate the <b>visual appeal</b> of the ComplaintAssistant process.		
5 Please rate the <b>balance of graphics and text</b> throughout the ComplaintAssistant process.		
6 Please rate the <b>readability of the pages</b> in the ComplaintAssistant process.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate <b>how well the ComplaintAssistant process is organized</b> .		
8 Please rate the <b>options available for navigating</b> the ComplaintAssistant process.		
9 Please rate the <b>number of clicks</b> it takes to complete the ComplaintAssistant process.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate how <b>quickly pages load</b> in the ComplaintAssistant process.		
11 Please rate the <b>consistency of speed from page to page</b> in the ComplaintAssistant process.		
12 Please rate the <b>ability to load pages without getting error messages</b> in the ComplaintAssistant process.		



**Model Instance Name:**  
 FTC ComplaintAssistant (English)  
**MID:** M1gAUUI8RR4Rhltk5NRktA==  
**Date:** 6/26/2009

Model questions utilize the ACSI methodology to determine scores and impacts		
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Instructions for Completion (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction (1=Poor, 10=Excellent)</b>	<b>Recommend (1=Not Very Likely, 10=Very Likely)</b>
1 Please rate the <b>simplicity of instructions</b> for completing the ComplaintAssistant process.	13 What is your <b>overall satisfaction</b> with the ComplaintAssistant process?	16 How likely are you to <b>recommend the FTC ComplaintAssistant</b> process to someone else?
2 Please rate how well the <b>instructions for completing</b> the ComplaintAssistant process provide answers to your questions.	14 How well does the ComplaintAssistant process <b>meet your expectations</b> ?	
3 Please rate the <b>clarity of instructions</b> for completing the ComplaintAssistant process.	15 How does the ComplaintAssistant process <b>compare to your idea of an ideal complaints process</b> ?	
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
4 Please rate the <b>visual appeal</b> of the ComplaintAssistant process.		
5 Please rate the <b>balance of graphics and text</b> throughout the ComplaintAssistant process.		
6 Please rate the <b>readability of the pages</b> in the ComplaintAssistant process.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate <b>how well the ComplaintAssistant process is organized</b> .		
8 Please rate the <b>options available for navigating</b> the ComplaintAssistant process.		
9 Please rate the <b>number of clicks</b> it takes to complete the ComplaintAssistant process.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate how <b>quickly pages load</b> in the ComplaintAssistant process.		
11 Please rate the <b>consistency of speed from page to page</b> in the ComplaintAssistant process.		
12 Please rate the <b>ability to load pages without getting error messages</b> in the ComplaintAssistant process.		

**Model Instance Name:**

FTC ComplaintAssistant (Spanish)

**MID:** IYoBYM0UANR0BBUpFdR5AA==**Date:** 6/26/2009

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Instructions for Completion (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction (1=Poor, 10=Excellent)</b>	<b>Recommend (1=Not Very Likely, 10=Very Likely)</b>
1 Califique la simpleza de las instrucciones para completar el proceso del Asistente de Quejas.	13 ¿Cuál es su nivel de satisfacción general con el proceso del Asistente de Quejas?	16 ¿Qué probabilidades hay de que recomiende el proceso del Asistente de Quejas de la Comisión Federal de Comercio (Federal Trade Commission)?
2 Califique la forma en que las instrucciones para completar el proceso del Asistente de Quejas brindan respuestas a sus preguntas.	14 ¿En qué grado el proceso del Asistente de Quejas satisface sus expectativas?	
3 Califique la claridad de las instrucciones para completar el proceso del Asistente de Quejas.	15 ¿Cuál es el resultado de la comparación del proceso del Asistente de Quejas con su idea de un proceso de quejas ideal?	
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
4 Califique el atractivo visual del proceso del Asistente de Quejas.		
5 Califique el equilibrio entre gráficas y texto en todo el proceso del Asistente de Quejas.		
6 Califique la legibilidad de las páginas del proceso del Asistente de Quejas.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
7 Califique la organización del proceso del Asistente de Quejas.		
8 Califique las opciones disponibles para navegar por el proceso del Asistente de Quejas.		
9 Califique la cantidad de clics necesarios para completar el proceso del Asistente de Quejas.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
10 Califique la velocidad a la que se cargan las páginas en el proceso del Asistente de Quejas.		
11 Califique la uniformidad de la velocidad entre una página y otra en el proceso del Asistente de Quejas.		
12 Califique la capacidad para cargar páginas sin obtener mensajes de error en el proceso del Asistente de Quejas.		

**Model Instance Name:**

FTC ComplaintAssistant

**MID:** hI0JsEZkMIQJ5F5wwQ48og==

**Date:** 6/26/2009

**red & strike-through:** DELETE

**underlined & italicized:** RE-ORDER

**pink:** ADDITION

**blue + -->:** REWORDING

**FTC ComplaintAssistant CUSTOM QUESTION LIST**

QID (Group ID)	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
AKR5413		Were you <b>aware of the FTC ComplaintAssistant</b> before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR5414	B	If you <b>were aware of the FTC ComplaintAssistant</b> process, how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR5415	C	If you were <b>not aware of the FTC ComplaintAssistant</b> before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
AKR5416	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
AKR5417		Was the <b>FTC ComplaintAssistant</b> easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR5418	D	If it was <b>not easy to use</b> , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
AKR5419	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
AKR5420		If you could make <b>one improvement</b> to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	

Model Instance Name:  
 FTC ComplaintAssistant (English)  
 MID: M1gAUUI8RRR4RhItk5NRktA==  
 Date: 6/26/2009

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 blue + -->: REWORDING

FTC ComplaintAssistant (English) CUSTOM QUESTION LIST

QID (Group ID)	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
ENAKR5413		Were you <b>aware of the FTC ComplaintAssistant</b> before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
ENAKR5414	B	If you <b>were aware of the FTC ComplaintAssistant</b> process, how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
ENAKR5415	C	If you were <b>not aware of the FTC ComplaintAssistant</b> before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one- up vertical	Multi	Y	Skip Logic Group
ENAKR5416	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
ENAKR5417		Was the <b>FTC ComplaintAssistant</b> easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
ENAKR5418	D	If it was <b>not easy to use</b> , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one- up vertical	Multi	Y	Skip Logic Group
ENAKR5419	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
ENAKR5420		If you could make <b>one improvement</b> to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	

**Model Instance Name:**

FTC ComplaintAssistant (Spanish)

**MID:** IYoBYM0UANRoBBUpFdR5AA==

**Date:** 6/26/2009

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

**FTC ComplaintAssistant (Spanish) CUSTOM QUESTION LIST**

QID (Group ID)	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
SPAKR5413		¿Conocía el Asistente de Quejas de la FTC antes de visitar el sitio hoy?	Sí No No estoy seguro	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
SPAKR5414	B	Si conocía el Asistente de Quejas de la FTC, ¿cuántas veces lo usó en el pasado para presentar una queja?	0 1 2 3 o más		Radio button, one-up vertical	Single	Y	Skip Logic Group
SPAKR5415	C	Si no estaba al tanto del Asistente de Quejas de la FTC hasta hoy, ¿cómo nos encontró?	Sitio web de la FTC Publicación de la FTC Motor de búsqueda Otro sitio web Derivación de otra agencia. Especifique. Amigo/Familiar Se comunicó con la FTC Otro, especifique	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
SPAKR5416	A	Cuéntenos cómo nos encontramos.			Text area, no char limit		N	Skip Logic Group
SPAKR5417		El Asistente de Quejas de la FTC, ¿fue fácil de usar?	Sí No No estoy seguro	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
SPAKR5418	D	Si no fue fácil de usar, ¿qué le resultó difícil?	No entendí qué categoría debería haber seleccionado (es decir, automóvil, Internet, etc.) No entendí qué debía hacer. No puede enviar mi queja. Otro, especifique	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
SPAKR5419	A	Cuéntenos qué otras dificultades tuvo.			Text area, no char limit		N	Skip Logic Group
SPAKR5420		Si pudiera hacer una mejora al Asistente de Quejas de la FTC, ¿cuál sería?			Text area, no char limit		N	