

		MQ Label		MQ Label		
<b>ELEMENTS (drivers of satisfaction)</b> <i>All questions under each element are required. Element questions are partitioned among surveys.</i>			<b>CUSTOMER SATISFACTION</b> <i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i>		<b>FUTURE BEHAVIORS</b> <i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i>	
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>			<b>Satisfaction</b>		<b>Return (1=Very Unlikely, 10=Very Likely)</b>	
Please rate the <b>accuracy of information</b> on this site.	24	<b>Satisfaction - Overall</b>	What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	27	<b>Return</b>	How likely are you to <b>return to this site</b> ?
Please rate the <b>quality of information</b> on this site.	25	<b>Satisfaction - Expectations</b>	How well does this site <b>meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>			<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Please rate the <b>freshness of content</b> on this site.	26	<b>Satisfaction - Ideal</b>	How does this site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	28	<b>Recommend</b>	How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>					<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>	
Please rate the <b>usefulness of the features provided</b> on this site.				29	<b>Primary Resource</b>	How likely are you to use this site as your <b>primary resource for obtaining information from this organization</b> ?
Please rate the <b>convenience of the features</b> on this site.						<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
Please rate the <b>variety of features</b> on this site.				30	<b>Trust - Best Interests</b>	I can count on this agency to <b>act in my best interests</b> .
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>						<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
Please rate the <b>visual appeal</b> of this site.				31	<b>Trust - Trustworthy</b>	I consider this agency to be <b>trustworthy</b> .
Please rate the <b>balance of graphics and text</b> on this site.						<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
Please rate the <b>readability of the pages</b> on this site.				32	<b>Trust - Do Right</b>	This agency can be trusted to <b>do what is right</b> .
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>						
Please rate <b>how well the site is organized</b> .						
Please rate the <b>options available for navigating</b> this site.						
Please rate <b>how well the site layout helps you find what you are looking for</b> .						
Please rate the <b>number of clicks to get where you want</b> on this site.						
<b>Search (1=Poor, 10=Excellent, Don't Know)</b>						
Please rate the <b>relevance of search results</b> on this site.						
Please rate the <b>organization of search results</b> on this site.						
Please rate how well the <b>search results help you decide what to select</b> .						
Please rate how well the <b>search feature helps you to narrow the results to find</b>						
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>						
Please rate how <b>quickly pages load</b> on this site.						
Please rate the <b>consistency of speed from page to page</b> on this site.						
Please rate the <b>ability to load pages without getting error messages</b> on this site.						
<b>Online Transparency (1=Poor, 10=Excellent)</b>						
Please rate how <b>thoroughly this website discloses information</b> about what this agency is doing.						
Please rate how <b>quickly agency information is made available</b> on this website.						
Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.						

Model Instance Name: **red -> skip through** DELETE  
 USTTB V2 **red -> skip through** RE-ORDER  
 MID: pY8zKtRvH9AwI8Ez3jPg== **red -> skip through**  
 Date: **red -> skip through**  
 Partition: Yes **red -> skip through** REWORDING  
**red -> skip through** SKIP LOGIC

USTTB CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (need to fit characters)	Skip To	Type (stop-down menu check boxes radio buttons open-ended)	Required Y/N	Single or Multi	Special Instructions
AC0wI0012168		This question pertains to the TTBOnline applications. Do you use TTB's online applications (COLAs Online, Formulas Online, Permits Online)?	Yes	A	Radio button, one-up vert	Y	Multi	Skip Logic Group
AC0wI0012169	A	Which online application(s) do you use?	COLAs Online Formulas Online Permits Online	B C D	Checkbox, one-up vertical	Y	Multi	Skip Logic Group
AC0wI0012170	B	Please describe your experience using COLAs Online:			Text area, no char limit	Y	Single	Skip Logic Group
AC0wI0012171	C	Please describe your experience using Formulas Online:			Text area, no char limit	Y	Single	Skip Logic Group
AC0wI0012193	D	Please describe your experience using Permits Online:			Text area, no char limit	Y	Single	Comparative M
ED008464		The remaining questions pertain to the TTB.gov website. How frequently do you visit our site?	At least once a week About once a month About once a year A few times a year	A	Drop-down, select one	Y	Single	Skip Logic Group
CA30036802	A	As a first time visitor to the TTB website, can you please describe 1) what information you were hoping to find on the site and 2) what action you are planning to take once you get the information you were looking for:			Text area, no char limit	N	Single	Skip Logic Group
ED008480		My primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency A small business owner Retailer/wholesaler International Visitor Other (please specify)	A	Radio button, one-up vertical	Y	Single	OPS Group
ED008481	A	Other primary role			Text area, no char limit	N	Single	OPS Group
ED008482		Which of the following represents your primary interest?	Wine Beer Distilled Spirits Tobacco Firearms Employment/Job Openings Other (please specify)	B C D E F A	Radio Button	Y	Single	Skip Logic Group
ED008483	A	Please specify your other primary interest			Text area, no char limit	N	Single	Skip Logic Group
ED008484	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	B1	Check box	Y	Multi-select	Skip Logic Group
ED008485	B1	Please specify the other wine related information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
ED008486	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	C1	Check box	Y	Multi-select	Skip Logic Group
ED008487	C1	Please specify the other beer-related information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
ED008488	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)	D1	Check box	Y	Multi-select	Skip Logic Group
ED008489	D1	Please specify the other type of distilled spirits information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
ED008490	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample Pay/determine taxes Get labeling approval Download forms Other (please specify)	E1	Check box	Y	Multi-select	Skip Logic Group
ED008491	E1	Please specify the other tobacco information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
ED008492	F	What type of firearms/ammunition information were you looking for today?	Conduct research Pay/determine taxes Download forms Other (please specify)	F1	Check box	Y	Multi-select	Skip Logic Group
ED008493	F1	Please specify the other firearms/ammunition information you were looking for today?			Text area, no char limit	N	Single	Skip Logic Group
ED008495		Did you accomplish what you came to the TTB site to do?	Yes		Drop-down, select one	Y	Single	
CA30036822	A	Please describe in as much detail as possible what you were unable to accomplish on the TTB site today.	No	B	Text area, no char limit	N	Single	Skip Logic Group
ED008509		How would you describe your experience while on the TTB site today? (Please select all that apply.)	I had no difficulty navigating/browsing/looking for information on this site Links often did not take me where I expected I had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from I had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	A B A C	Checkbox, one-up vertical			
ED008510	C	Please describe your navigation issue:			Text area, no char limit			
ED008511	A	Please describe any specific navigation links or paths that did not take you where they should have?	Open-ended		Text area, no char limit			
ED008512	B	What specific links/labels were difficult to understand?	Open-ended		Text area, no char limit			
ED008515		If you could make one improvement to the site what would that be?			Text area, no char limit	N	Single	



Model Instance Name:	DELETE
USTTE v2	Additional selection RE-ORDER
MID: pYbJzJRVA9AwvBEZJpp==	ADD
Date:	REWORKING
Function: Yes	Model (bulk): SKIP, LOGIC

**USTTE CUSTOM QUESTION LIST**

QID	Skip Label	Question Text	Answer Choices (limited to 26 characters)	Skip To	Type	Required	Single or Multi	Special Instructions
		This question pertains to the TTB/online applications. Do you use TTB's online applications (COLAs Online, Formulas Online, Permits Online)?	Yes	A	Drop-down menu, check box, radio button, one-up vertical	Y	Multi	Skip Logic Group
ACQ0010012160	A	Which online application(s) do you use?	COLAs Online Permits Online Formulas Online	B C D	Checkbox, one-up vertical	Y	Multi	Skip Logic Group
ACQ0010012170	B	Please describe your experience using COLAs Online.			Text area, no char limit	Y	Single	Skip Logic Group
ACQ0010012171	C	Please describe your experience using Formulas Online.			Text area, no char limit	Y	Single	Skip Logic Group
ACQ0010012193	D	Please describe your experience using Permits Online.			Text area, no char limit	Y	Single	Comparative M
ED008464		This remaining questions pertain to the TTB.gov website. How frequently do you visit our site?	First time Daily Once a week About once a month About once a year A few times a year		Drop down, select one		L	Single
ED008460		My primary role in visiting the TTB site today is to (please, select one)	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A governor or governor-elect/retired director An employee of a government agency Small business owner Researcher/analyst International Visitor Other, please specify	A	Radio button, one-up vertical	Y	Single	SPS Group
ED008461	A	Other primary use	Other, please specify		Text area, no char limit	N	Single	SPS Group
ED008462		Which of the following represents your primary interest?	Wine Beer Spirits Tobacco Firearms Employment/Job Openings Other (please specify)	B C D E F G	Radio Button	Y	Single	Skip Logic Group
ED008463	A	Please specify your other primary interest.			Text area, no char limit	N	Single	Skip Logic Group
ED008464	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box		Multi-select	Skip Logic Group
ED008465	B1	Please specify the other wine related information you were looking for today.			Text area, no char limit	N	Single	Skip Logic Group
ED008466	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box		Multi-select	Skip Logic Group
ED008467	C1	Please specify the other beer-related information you were looking for today.			Text area, no char limit	N	Single	Skip Logic Group
ED008468	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box		Multi-select	Skip Logic Group
ED008469	D1	Please specify the other type of distilled spirits information you were looking for today.			Text area, no char limit	N	Single	Skip Logic Group
ED008490	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample Pay/determine taxes Download forms Other (please specify)		Check box		Multi-select	Skip Logic Group
ED008491	E1	Please specify the other tobacco information you were looking for today.			Text area, no char limit	N	Single	Skip Logic Group
ED008492	F	What type of firearms/ammunition information were you looking for today?	Conduct research Pay/determine taxes Download forms Other (please specify)		Check box		Multi-select	Skip Logic Group
ED008493	F1	Please specify the other firearms/ammunition information you were looking for today.			Text area, no char limit	N	Single	Skip Logic Group
ED008495		Did you accomplish what you came to the TTB site to do?	Yes		Drop down, select one	Y	Single	
ED008496		Did you use the search feature during your visit today?	No Yes	L, K			Single	Skip Logic Group
ED008497	L	Please tell us what terms you used in your search.	Do not recall		Text area, no char limit	N	Single	Skip Logic Group
ED008498	K	Please tell us about your experience with the basic search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results received. I had issues with spelling, filtering, advanced search, or lack of these options. I had technical issues with the search feature. None of these	F G H I J	Checkbox, one-up vertical	Y	Multi	Skip Logic Group
ED008500	F	Please describe your issue.	Open-ended		Text area, no char limit	N		Skip Logic Group
ED008502	G	Please describe your issue.	Open-ended		Text area, no char limit	N		Skip Logic Group
ED008504	H	Please describe your issue.	Open-ended		Text area, no char limit	N		Skip Logic Group
ED008506	I	Please describe your issue.	Open-ended		Text area, no char limit	N		Skip Logic Group
ED008508	J	Please describe your issue.	Open-ended		Text area, no char limit	N		Skip Logic Group
ED008509		How would you describe your experience while on the TTB site today? (Please select all that apply.)	I had no difficulty navigating/finding/looking for information on the site. Links often did not take me where I expected. I had difficulty finding relevant information/products. It was difficult for me to understand. Too many links/navigational options to choose from. I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information. I had a navigation difficulty not listed above.	A B C	Checkbox, one-up vertical			
ED008510	C	Please describe your navigation issue.	Open-ended		Text area, no char limit			
ED008511	A	Please describe any specific navigation links or paths that did not take you where they should have?	Open-ended		Text area, no char limit			
ED008512	B	What specific instructions were difficult to understand?	Open-ended		Text area, no char limit			
ED008515		If you could make one improvement to the site what would that be?	Open-ended		Text area, no char limit	N	Single	





Model Instance Name: **DELETE**  
 USITB **Additional/Deleted MC Choices**  
 MID: **ADD/DELETE**  
 Date: **ADD/DELETE**  
**ADD/DELETE**  
**ADD/DELETE**  
**ADD/DELETE**

**USITB CUSTOM QUESTION LIST**

QID	Question ID	Question Label	Question Text	Answer Choices (limited to 20 characters)	Skip To	Type	Request	Single or Multi	Special Instructions
3551	1	A	My primary role in using the TTB site today is as (please select one)	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A member of a state or other agency's workforce An employee of a government agency Local environmental Local business owner Researcher/analyst International visitor Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3552	2	A	What of the following represents your primary interest?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3553	3	A	Other primary role			Radio button, one-up vertical	N	Single	SPS Group
3554	4	A	Please specify your other primary interest			Text area, no char limit	N	Single	SPS Group
3555	5	B	What type of user-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3556	6	B	What type of user-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	N	Single	SPS Group
3557	7	B	What type of user-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3558	8	C	What type of user-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	N	Single	SPS Group
3559	9	C	What type of user-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3560	10	D	What type of disabled spirits information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	N	Single	SPS Group
3561	11	D	What type of disabled spirits information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3562	12	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	N	Single	SPS Group
3563	13	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3564	14	F	What type of information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	N	Single	SPS Group
3565	15	F	What type of information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	SPS Group
3566	16	G	How frequently do you visit our site?	First time Daily Once a week Once every 2-3 weeks Once every 4-6 weeks Once every 7-10 weeks Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3567	17	A	Did you find what you were looking for?	Yes No Not sure Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3568	18	A	What was the most helpful information you found on the site?	Search tool Regulatory/Compliance Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3569	19	A	What was the most helpful information you found on the site?	Search tool Regulatory/Compliance Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3570	20	A	What other method do you use?	Search tool Regulatory/Compliance Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3571	21	A	What other method do you use?	Search tool Regulatory/Compliance Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3572	22	A	Did you have any problems navigating the site?	Yes No Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3573	23	A	Did you have any problems navigating the site?	Yes No Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3574	24	B	Other navigational difficulty, please specify			Text area, no char limit	N	Single	SPS Group
3575	25	B	Other navigational difficulty, please specify			Text area, no char limit	N	Single	SPS Group
3576	26	C	Please provide a detailed description of the information you were looking for on the site			Text area, no char limit	N	Single	SPS Group
3577	27	C	Please provide a detailed description of the information you were looking for on the site			Text area, no char limit	N	Single	SPS Group
3578	28	A	Did you find what you were looking for?	Yes No Not sure Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3579	29	A	Did you find what you were looking for?	Yes No Not sure Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group
3580	30	A	Did you find what you were looking for?	Yes No Not sure Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
3581	31	A	Did you find what you were looking for?	Yes No Not sure Other (please specify)		Radio button, one-up vertical	N	Single	SPS Group









Model Instance Name:			DELETE						
US1TB			US1TB (Language) - US1TB						
MID: qp040429xkRINzNwwy==			ADD: ADDITION						
Date: 2/18/2018			REV: REVISION						
			REV (Date): SKIP-LOGIC						
US1TB CUSTOM QUESTION LIST									
ID	Question Code	Skip Logic Label	Question Text	Answer Choices (Limit to 25 characters)	Skip To	Type Drop-down menu, check boxes, radio buttons, one-up vertical	Required (Y)	Single or Multi	Special Instructions
851	1		My primary role on visiting the TTB site today is as (please select one)	A number of the public An employee of a trade association representing an industry related to TTB A consultant for a company regulated by TTB A member of a major state or federal agency An employee of a government agency Self-employed Other (please specify)		Radio button, one-up vertical	Y	Single	SPS Group
8520059	2		Other primary role	Other (please specify)	A	Text area, no char limit	N	Single	SPS Group
8501462	3		Which of the following represents your primary interest?	Wine Beer Distilled Spirits Tobacco Firearms Other (please specify)	B C D E F	Radio Button	Y	Single Select	
8501463	4	A	Please specify your other primary interest	Other (please specify)		Text area, no char limit	N	Single	
8501464	5	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
8501465	6	B1	Please specify the other wine related information you were looking for today	Other (please specify)	B1	Text area, no char limit	N	Single	
8501466	7	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
8501467	8	C1	Please specify the other beer related information you were looking for today	Other (please specify)	C1	Text area, no char limit	N	Single	
8501468	9	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
8501469	10	D1	Please specify the other type of distilled spirits information you were looking for today	Other (please specify)	D1	Text area, no char limit	N	Single	
8501470	11	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample Pay/determine taxes Download forms Other (please specify)		Check box	Y	Multi-select	
8501471	12	E1	Please specify the other tobacco information you were looking for today	Other (please specify)	E1	Text area, no char limit	N	Single	
8501472	13	F	What type of firearms/ammunition information were you looking for today?	Conduct research Pay/determine taxes Download forms Other (please specify)		Check box	Y	Multi-select	
8501473	14	F1	Please specify the other firearms/ammunition information you were looking for today	Other (please specify)	F1	Text area, no char limit	N	Single	
8501474	15		How frequently do you visit our site?	Not often Rarely Occasionally a month About once a month Frequently a few times a week Very frequently	A	Drop down, select one	Y	Single	
8502085	16	A	Did you use the "New Visitors Guide" to help locate information on the site?	Yes No	B	Radio button, one-up vertical	Y	Single	Skip Logic Group
8502086	17	C	Did you find the New Visitors Guide to be helpful?	Yes No	C	Radio button, one-up vertical	N	Single	Skip Logic Group
8502087	18	B1	Having said so, why the New Visitors Guide was not helpful?	Other (please specify)	B1	Text area, no char limit	N	Single	Skip Logic Group
8502088	19	E	How do you assess that a New Visitors Guide assess on the site?	Yes No	B	Radio button, one-up vertical	Y	Single	Skip Logic Group
8500018	20		Please rate your level of experience using the internet	Beginner Intermediate Advanced Expert Other (please specify)		Radio button, one-up vertical	Y	Single	
850017	21		Did you find what you were looking for?	Yes No Somewhat Other (please specify)		Drop down, select one	Y	Single	
8500306	22		When you were looking for information at TTB.gov, what did you do best?	Search Browse (what is below links) Other (please specify)		Radio button, one-up vertical	N	Single	
8500307	23		Do you find the search enhancements made to the website to be:	Search No enhancement over the previous design To use with the previous design Better to the previous design Other (please specify)	A	Check box, one-up vertical	Y	Single	Skip Logic Group
8500308	24	A	Please take a moment to tell us what you like about the enhanced TTB.gov site	Search No enhancement over the previous design To use with the previous design Better to the previous design Other (please specify)	A	Text area, no char limit	N	Single	Skip Logic Group
8500309	25	B	What method are you using to locate information on the site?	Search Tool Other (please specify)	A	Check box, one-up vertical	Y	Single	Skip Logic Group
850040	26		Tip Navigation Bar	Tip Navigation Bar Other (please specify)	A	Check box, one-up vertical	Y	Single	Skip Logic Group
8500313	27	B	Please tell us what benefit you used in your search	Search No enhancement over the previous design To use with the previous design Better to the previous design Other (please specify)	B	Text area, no char limit	N	Single	Skip Logic Group
8500304	28	B	Other search method (do you want?)	Other (please specify)	B	Text area, no char limit	N	Single	Skip Logic Group
8500310	29		Did you have problems navigating the site?	Links did not take me where I expected Search results were difficult to understand Search results did not provide information Site difficult to navigate Other (please specify)	A	Check box, one-up vertical	Y	Multi-Select	Skip Logic Group
8500311	30		Did you have problems navigating the site?	Links did not take me where I expected Search results were difficult to understand Search results did not provide information Site difficult to navigate Other (please specify)	B	Text area, no char limit	N	Single	Skip Logic Group
8500312	31		Other navigation difficulty, please specify	Other (please specify)	B	Text area, no char limit	N	Single	Skip Logic Group
8500313	32		How many search results did you receive?	Received too many results Received not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful Did not use the search engine filter	A	Radio button, one-up vertical	Y	Single	Skip Logic Group
8500314	33		If you found the search results helpful, what search method did you use to find what you were looking for?	Received too many results Received not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful Did not use the search engine filter	A	Radio button, one-up vertical	N	Single	Skip Logic Group
8500315	34		How many search results did you receive?	Received too many results Received not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful Did not use the search engine filter	A	Radio button, one-up vertical	Y	Single	Skip Logic Group
8500316	35		Did you find the search results helpful, please specify	Received too many results Received not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful Did not use the search engine filter	A	Text area, no char limit	N	Single	SPS Group
8500317	36		Have you signed up for the TTB E-mail subscription service?	Yes No Other (please specify)	A	Radio button, one-up vertical	Y	Single	Skip Logic Group
8500318	37		If you have signed up for the TTB E-mail subscription service, please rate your overall satisfaction with the service	Very satisfied Satisfied Somewhat satisfied Somewhat dissatisfied Dissatisfied Very dissatisfied Other (please specify)	A	Radio button, scale, two ends	Y	Single	Skip Logic Group
8500319	38		If you could make one improvement to the site what would that be?	Other (please specify)	A	Text area, no char limit	N	Single	



Model Instance Name: **DELETE**  
 USTFB **RE-ORDER**  
 MID: **ADDITION**  
 Date: 2/16/2008 **REWORKING**  
**WEB PAGE SKIP LOCK**

USTFB CUSTOM QUESTION LIST										
QID	Question Order	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type	Required Y/N	Single or Multi		
866	1		My primary role in using the TTB site today is to (please select one)	<input type="checkbox"/> A member of the public <input type="checkbox"/> An employee of a company regulated by TTB <input type="checkbox"/> An employee of a trade association representing an industry regulated by TTB <input type="checkbox"/> A consultant for a company regulated by TTB <input type="checkbox"/> A consumer of alcohol and/or tobacco products <input type="checkbox"/> An employee of a government agency <input type="checkbox"/> Local representative <input type="checkbox"/> Small business owner <input type="checkbox"/> Business representative <input type="checkbox"/> International Visitor <input type="checkbox"/> Other, please specify		Drop-down menu check boxes radio buttons one-up vertical	Y	Single		
3J00005	2	A	Other primary role	<input type="checkbox"/> None <input type="checkbox"/> Other, please specify		Text area, no char limit	N	Single		
866	3		How frequently have you checked your primary reason for visiting our site today?	<input type="checkbox"/> Never <input type="checkbox"/> Rarely <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Daily <input type="checkbox"/> Several times a day <input type="checkbox"/> Every time I visit <input type="checkbox"/> Other, please specify		Drop-down menu check boxes radio buttons one-up vertical	Y	Single		
3J00006	4	A	Other primary reason	<input type="checkbox"/> None <input type="checkbox"/> Other, please specify		Text area, no char limit	N	Single		
NEW	5		Which of the following represents your primary interest?	<input type="checkbox"/> Wine <input type="checkbox"/> Beer <input type="checkbox"/> Distilled Spirits <input type="checkbox"/> Tobacco <input type="checkbox"/> Firearms <input type="checkbox"/> Other (please specify)		Radio Button	Y	Single Select		
NEW	6	A	What type of wine-related information were you looking for today?	<input type="checkbox"/> Apply for a permit <input type="checkbox"/> Conduct research <input type="checkbox"/> Submit a sample/formula <input type="checkbox"/> Pay/determine taxes <input type="checkbox"/> Get labeling approval <input type="checkbox"/> Download forms <input type="checkbox"/> Other (please specify)		Check box	Y	Multi-select		
NEW	7	A	What type of beer-related information were you looking for today?	<input type="checkbox"/> Apply for a permit <input type="checkbox"/> Conduct research <input type="checkbox"/> Submit a sample/formula <input type="checkbox"/> Pay/determine taxes <input type="checkbox"/> Get labeling approval <input type="checkbox"/> Download forms <input type="checkbox"/> Other (please specify)		Check box	Y	Multi-select		
NEW	8	B	What type of distilled spirits information were you looking for today?	<input type="checkbox"/> Apply for a permit <input type="checkbox"/> Conduct research <input type="checkbox"/> Submit a sample/formula <input type="checkbox"/> Pay/determine taxes <input type="checkbox"/> Get labeling approval <input type="checkbox"/> Download forms <input type="checkbox"/> Other (please specify)		Check box	Y	Multi-select		
NEW	9	C	What type of tobacco information were you looking for today?	<input type="checkbox"/> Apply for a permit <input type="checkbox"/> Conduct research <input type="checkbox"/> Submit a sample <input type="checkbox"/> Pay/determine taxes <input type="checkbox"/> Download forms <input type="checkbox"/> Other (please specify)		Check box	Y	Multi-select		
NEW	10	D	What type of firearms/ammunition information were you looking for today?	<input type="checkbox"/> Conduct research <input type="checkbox"/> Pay/determine taxes <input type="checkbox"/> Download forms <input type="checkbox"/> Other (please specify)		Check box	Y	Multi-select		
866	5		How frequently do you visit our site?	<input type="checkbox"/> At all times <input type="checkbox"/> Daily <input type="checkbox"/> About once a week <input type="checkbox"/> About once a month <input type="checkbox"/> About once a year <input type="checkbox"/> A few times a year <input type="checkbox"/> Never		Drop down, select one	Y	Single		
3V00018	6		Please rate your level of experience using the Internet.	<input type="checkbox"/> Beginner <input type="checkbox"/> Intermediate <input type="checkbox"/> Casual User <input type="checkbox"/> Power User <input type="checkbox"/> Expert <input type="checkbox"/> Pro		Radio button, one-up vertical	Y	Single		
3E31	7		Did you find what you were looking for?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially <input type="checkbox"/> Still looking		Drop down, select one	Y	Single		
4AR056	8		When you were looking for information at TTB.gov, what did you do first?	<input type="checkbox"/> Browse (that is follow links) <input type="checkbox"/> Still looking		Radio button, one-up vertical	N	Single		
3E31 3J00049	9		What method are you using to locate information on this site?	<input type="checkbox"/> Search <input type="checkbox"/> Search by Keyword <input type="checkbox"/> Search using A-Z Index <input type="checkbox"/> Top Navigation Bar <input type="checkbox"/> Left Navigation Bar <input type="checkbox"/> Check Links <input type="checkbox"/> Information by Topic <input type="checkbox"/> Site Map <input type="checkbox"/> Other, please specify		Checkboxes, one-up vertical	Y	Single		
AED0283	10	A	Please tell us what terms) you used in your search	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
3J00094	11	B	What other method do you use?	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
3V00021 3V00021(05)	12		Did you have problems regarding the site?	<input type="checkbox"/> Links did not take me where I expected <input type="checkbox"/> Links/buttons are difficult to understand <input type="checkbox"/> Could not navigate back to previous information <input type="checkbox"/> Had difficulty finding desired information <input type="checkbox"/> Had difficulty finding recent information <input type="checkbox"/> Web technical difficulties (error messages, broken links, etc) <input type="checkbox"/> Too many links or navigational choices <input type="checkbox"/> No problems <input type="checkbox"/> Other, please specify		Checkboxes, one-up vertical	Y	Multi-select		
4AR057	14	A	Please specify your concern/difficulty	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
3V00022	15	B	Other navigational difficulty, please specify	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
3V00020 3V00020(001)	16		If you used the search tool today, which of the following best describes your experience?	<input type="checkbox"/> Returned too many results <input type="checkbox"/> Returned not enough results <input type="checkbox"/> Returned results that were too similar/redundant <input type="checkbox"/> Results were not helpful <input type="checkbox"/> Returned results that were only partially what I needed <input type="checkbox"/> Results were helpful <input type="checkbox"/> Did not use the search engine today		Radio button, one-up vertical	Y	Single		
AED0284	17	A	If you found the search results unhelpful, what specific information were you looking for?	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
3V00020	18		Please select all of the difficulties, if any, that you have encountered with the content on this site.	<input type="checkbox"/> Size of font is too small <input type="checkbox"/> Working is too technical <input type="checkbox"/> Content does not seem to apply to the specific section <input type="checkbox"/> Content is confusing. Please specify		Radio button, one-up vertical	N	Single		
3V00020	19	A	Content is confusing. Please specify	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		
AED0286	20		Have you signed up for the TTB E-mail subscription service?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Radio button, one-up vertical	Y	Single		
3E02020	21	A	If you have signed up for the TTB E-mail (+) Subscription Service, please rate your overall satisfaction with this service.	<input type="checkbox"/> 1-Poor <input type="checkbox"/> 2-Not Satisfactory <input type="checkbox"/> 3-Neutral <input type="checkbox"/> 4-Satisfactory <input type="checkbox"/> 5-Excellent <input type="checkbox"/> Not Applicable		Radio button, scale, has down	Y	Single		
866	22		If you could make one improvement to the site what would that be?	<input type="checkbox"/> None, please specify		Text area, no char limit	N	Single		

Model Instance Name: USTTB			red & strike through: DELETE underline & bold: RE-ORDER blue: ADDITION blue + ->: REWORDING violet (bold): SKIP-LOGIC					
USTTB CUSTOM QUESTION LIST								
OID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 30 characters)	Skip To	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply
5691	1		My primary role in visiting the TTb site today is as (please, select one):	A member of the public An employee of a company regulated by TTb An employee of a trade association representing an industry regulated by TTb A consultant for a company regulated by TTb A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/lawyer Small business owner Researcher/scientist International Visitor Other, please specify		Drop-down menu	Y	Single
RJ000095	1.1		Other primary role			Open-ended	N	
5693	2		Which of the following best describes your primary reason for visiting our site today?	Beer related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Forms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify		Drop-down menu	Y	Single
RJ000093	2.1		Other Primary Reason					
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year		Drop-down menu	Y	Single
SVD00418	4		Please rate your level of experience using the Internet.	Beginner Casual User Regular User Expert		Radio button	Y	Single
51531	5		Did you find what you were looking for?	Yes No Partially Still looking		Drop-down menu	Y	Single
			When you were looking for information at TTb.gov, what did you do first?	Browse (that is follow links) Search		Radio button	N	Single
51532	6	Group: R00040	What method are you using to locate information on this site?	Search by Keyword Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Information by Topic Site Map Other, please specify	A	Drop-down menu	Y	Single
AED02853	7.1	A	Please tell us what term(s) you used			Open-ended	N	
RJ000094	7.2	B	What other method do you use?			Open-ended	N	
			Did you have problems navigating the site?	Links did not take me where I expected Links/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, etc) Too many links or navigational choices No problems Other, please specify:	A B C	Check box	Y	Multi-Select
SVD00231	8	A	Please specify your concern/difficulty			Open-ended	N	
		B	Please specify your concern/difficulty			Open-ended	N	
SVD00232	8.1	C	Other Navigational difficulty, please specify			Open-ended	N	
		SVD00230001	Returned too many results			Radio button	Y	Single
			Returned not enough results			A		
			Returned results that were too similar/redundant					
			Results were not helpful					
			Returned results that were only partially what I needed					
SVD00230	9	A	If you used the search tool today, which of the following best describes your experience?	Results were helpful Results were not helpful did not use the search engine today		Open-ended	N	
AED02854	9.1		If you found the search results unhelpful, what specific information were you looking for?			Radio button	N	Single
			Please select all of the difficulties, if any, that you have encountered with the content on this site.	Wording is too technical Content does not seem to relate to the specific section Content is confusing. Please specify:				
SVD00420	10		Content is confusing. Please specify:					
SVD00428		AED03586	Have you signed up for the TTb E-mail subscription service?	Yes No	A	Radio button	Y	Single
AED03586	11							
AED02430	11.1	A	If you have signed up for the TTb E-mail <-> Subscription Service<->, please rate your overall satisfaction with this service:	1=poor 2 3 4 5 6 7 8 9 10=Excellent Not Applicable		Scale	Y	Single
5696	11.2		If you could make one improvement to the site what would that be?			Open-ended	N	

Model Instance Name: USTTB  
 MID: kp0kdi04J9xkxii1N0Nxxw==  
 Date: 6/30/2008

~~red & strike-through:~~ DELETE  
~~underlined & italicized:~~ RE-ORDER  
 pink: ADDITION  
 blue + ->: REWORDING  
 violet (bold): SKIP-LOGIC

**USTTB CUSTOM QUESTION LIST**

QID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply
5691	1		No primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/lawyer Small business owner Researcher/scientist International Visitor Other, please specify		Drop-down menu	Y	Single
RJ000095	1.1		Other primary role			Open-ended	N	
5693	2		Which of the following best describes your primary reason for visiting our site today?	Beer related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Forms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify		Drop-down menu	Y	Single
RJ000093	2.1		Other Primary Reason					
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year		Drop-down menu	Y	Single
SVD00418	4		Please rate your level of experience using the Internet.	Beginner Casual User Regular User Expert		Radio button	Y	Single
51531	5		Did you find what you were looking for?	Yes No Partially Still looking		Drop-down menu	Y	Single
51532	6	Group: RJ0040	What method are you using to locate information on this site?	Search by keyword Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Information by Topic Site Map Other, please specify	A	Drop-down menu	Y	Single
AED02853	7.1	A	Please tell us what term(s) you used			Open-ended	N	
RJ000094	7.2	B	What other method do you use?			Open-ended	N	
SVD00231	8		Did you have problems navigating the site?	Links did not take me where I expected Links/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, too many links or navigational choices) No problems Other, please specify:		Check box	Y	Multi-Select
SVD00232	8.1	SV000236001	Other Navigational difficulty	Returned too many results Returned not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful did not use the search engine today		Radio button	Y	Single
SVD00230	9		If you used the search tool today, which of the following best describes your experience?					
AED02854	9.1	A	If you found the search results unhelpful, what specific information were you looking for?			Open-ended	N	
AED02855	9.2	B	Please tell us what term(s) you used in your search			Open-ended	N	
SVD00420	10		Please select all of the difficulties, if any, that you have encountered with the content on this site.	Size of font is too small Wording is too technical Content does not seem to relate to the specific section Content is confusing. Please specify:		Radio button	N	Single
SVD00428			Content is confusing. Please specify:	Yes No	A	Check box	Y	Single
AED02430	11	A	If you have signed up for the TTB E-mail <b>Subscription Service</b>, please rate your overall satisfaction with this service:			Scale	Y	Single
5696	12		If you could make one improvement to the site what would that be?	(1 - 10 scale + Not Applicable)		Open-ended	N	

Model Instance Name: USTTB  
 MID: kp0kd0479xvclNIIn0xwv==  
 Date: 6/30/2008

red & strike through: DELETE  
 underline & italicize: RE-ORDER  
 blue <-->: REWORDING  
 violet (bold): SKIP-LOGIC

USTTB CUSTOM QUESTION LIST

QID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply
5691	1		My primary role in visiting the TB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/attorney Small business owner Researcher/scientist International Visitor Other, please specify	Drop-down menu	Y	Single
RJ000095	1.1		Other primary role		Open-ended	N	
5693	2		Which of the following best describes your primary reason for visiting our site today?	Beer related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Forms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify	Drop-down menu	Y	Single
RJ000093	2.1		Other Primary Reason		Drop-down menu	Y	
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year	Drop-down menu	Y	Single
SVD00418	4		Please rate your level of experience using the internet.	Beginner Casual User Regular User Expert	Radio button	Y	Single
AED02430	5		If you have signed up for the TB E-mail Subscription Service, please rate your overall satisfaction with this service.	(1 - 10 scale + Not Applicable)	Scale	Y	Single
51531	6		Did you find what you were looking for?	Yes No Partially Still looking	Drop-down menu	Y	Single
51532	7	Group: RJ0040	What method are you using to locate information on this site?	Search by Keyword (Go To A) Search by Topic --> Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Site Map Other, please specify (GO TO B)	Drop-down menu	Y	Single
AED02853	7.1	A	Please tell us what		Open-ended	N	
RJ000094	7.2	B	Other Method of Locating --> What other method do you use?		Open-ended	N	
RJ000094	7.2		Did you have problems navigating the site?	Links did not take me where I expected Links/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, etc) Too many links or navigational choices No problems Other, please specify:	Check box	Y	Multi-Select
SVD00231	8		Other Navigational difficulty				
SVD00232	8.1		Other Navigational difficulty	Returned too many results Returned not enough results Returned results that were too similar/redundant Results were not helpful (Go To A then B) Returned results that were only partially what I needed Returned results that were helpful I did not use the search engine today	Radio button	Y	Single
SVD00230	9		If you used the search tool today, which of the following best describes your experience?				
AED02854	9.1	A	unhelpful, what specific information were you looking for?		Open-ended	N	
AED02855	9.2	B	Please tell us what term(s) you used in your search		Open-ended	N	
SVD00420	10		Please select all of the difficulties, if any, that you have encountered with the content on this site.	Size of font is too small Wording is too technical Content does not seem to relate to the specific information Content is confusing. Please specify:	Radio button	N	Single
SVD00428	11		Content is confusing. Please specify: If you could make one improvement to the site what would that be?		Open-ended	N	
SVD00419	10		If the search results were not useful, please specify what you were looking for and which keyword you used to search for that information.		Open-ended	N	