Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks_ SRA
- 5 Model and Custom Question Checks Team LeadManager
- 6 Model and Custom Question Checks_ DOT
- 7 Foreign Language Survey Instructions

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| M | eas | ure | Na | ıme: |

| Custom Invitation Text? | Please Select |
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| Custom Tracker Text? | Please Select |
| Custom Welcome/ Thank You Text? | Please Select |

| Language(s) | If other language not listed, please specify. | Website URL | MID(s) (DOT FILL THIS IN) | Measure Name(s) (DOT WIII FILL THIS IN) |
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Model Instance Name: CVC Gift Shop

MID: ZE5s49IF8AJMsJZwIhpQxw==

Partitioned (Y/N)? N Date: 2/27/2012

CVC Gift Shop Model questions utilize the ACSI methodology to determine scores and impacts **ELEMENTS (drivers of satisfaction)** CUSTOMER SATISFACTION Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know) 1 Engager Thinking about the store associates, please rate them on: 19 What is your overall satisfaction with the gift shop at the 22 Friendliness when speaking to you. J.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied) 2 Engagen Promptness to acknowledge you. 20 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations? (1=Falls Short, 10=Exceeds) 3 Engager Effort to understand your needs. 21 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close) ervice (1=Strongly Disagree, 10=Strongly Agree) 4 Service Please rate your level of agreement with the following statements: 24 Associates provided excellent assistance to help you find what you were looking for. **5** Service Store Associates were knowledgeable regarding store products. **6 Service** Associates were always available when you need them. Store Environment (1=Poor, 10=Excellent, Don't Know) 7 Environ Thinking about the environment of the store you visited, please rate the following: Cleanliness of the store. 8 Environm How well the layout of the store allowed room to shop. 9 Environr The appeal of displays/posters/signage. Presentation (1=Poor, 10=Excellent, Don't Know) 10 Presenta Thinking about the <u>displays</u> used throughout the store, please rate the following: The degree to which products were clearly marked/priced. 11 Presenta How well the items you wanted were accessible and easy to reach. 12 Presenta The level to which products were well-organized and easy to find. 13 Products Please rate your level of agreement with the following statements: The products you find at the gift shop were items you are interested in purchasing. 14 Products The products available in the gift shop were unique and cannot be found elsewhere. 15 Products The gift shop had the variety of souvenirs and gifts you were looking for from a gift shop. 16 Price - C Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops. 17 Price - V Given the quality of products you received, the price paid is a great value. 18 Price - O Given the price that you pay, the quality of products you received is excellent.



FUTURE BEHAVIORS

Return (1=Very Unlikely, 10=Very Likely)

How likely are you to return to the U.S. Capitol Visitor Center?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to recommend the gift shop to someone else?

Perception (1=Very Unlikely, 10=Very Likely)

How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop?

Future Participation (1=Very Unlikely, 10=Very Likely)

How likely are you to **express your thoughts about the U.S. Capitol** Visitor Center in the next 90 days?

Community Service (1=Very Unlikely, 10=Very Likely)
How likely are you to donate time and effort to community service in your local area?

Model Instance Name: CVC Gift Shop

MID: VAtBJcBcokpwRlhEVUwJxQ4C

Partitioned (Y/N)? N Date: 2/27/2012



| | CVC Gift Shop V1 | |
|---|--|--|
| Model questions utilize the | ne ACSI methodology to determine scores and impac | ts |
| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
| Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know) | Satisfaction | Return (1=Very Unlikely, 10=Very Likely) |
| 1Thinking about the <u>store associates</u> , please rate them on: | 1What is your overall satisfaction with the qift shop at the | 4 How likely are you to return to the U.S. Capitol Visitor Center? |
| Friendliness when speaking to you. | U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied) | The state of the s |
| 2 Promptness to acknowledge you. | 2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations ? (1=Falls Short, 10=Exceeds) | Recommend (1=Very Unlikely, 10=Very Likely) |
| Service (1=Strongly Disagree, 10=Strongly Agree) | 3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close) | 5How likely are you to recommend the gift shop to someone else? |
| Please rate your level of agreement with the following statements: Associates provided excellent assistance to help you find what you were looking for. | | Perception (1=Very Unlikely, 10=Very Likely) |
| 5 Store Associates were knowledgeable regarding store products. | | 24 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop? |
| Store Environment (1=Poor, 10=Excellent, Don't Know) | | Future Participation (1=Very Unlikely, 10=Very Likely) |
| 7 Thinking about the environment of the store you visited, please rate the following: Cleanliness of the store. | | 25 How likely are you to express your thoughts about the U.S. Capit Visitor Center in the next 90 days? |
| 8 How well the layout of the store allowed room to shop. | | Community Service (1=Very Unlikely, 10=Very Likely) |
| Presentation (1=Poor, 10=Excellent, Don't Know) | | 26 How likely are you to donate time and effort to community service in your local area? |
| Thinking about the <u>displays</u> used throughout the store, please rate the following: The degree to which products were clearly marked/priced. | | |
| 11 How well the items you wanted were accessible and easy to reach. | | |
| Products (1=Strongly Disagree, 10=Strongly Agree) | | |
| 13 Please rate your level of agreement with the following statements: The products you find at the gift shop were items you are interested in purchasing. | | |
| 14 The products available in the gift shop were unique and cannot be found elsewhere. | | |
| Price (1=Strongly Disagree, 10=Strongly Agree) | | |
| 16 Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops. | | |
| 17 Given the quality of products you received, the price paid is a great value. | | |
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Model Instance Name: CVC Gift Shop

MID: N1kMQY0kllsklFJt8R459w4C

Partitioned (Y/N)? N Date: 2/27/2012



| | CVC Gift Shop V2 | |
|---|--|---|
| Model questions utilize i | the ACSI methodology to determine scores and impac | ts |
| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
| Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know) | Satisfaction | Return (1=Very Unlikely, 10=Very Likely) |
| 1 Thinking about the <u>store associates</u> , please rate them on: Friendliness when speaking to you. | 1 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied) | 4 How likely are you to return to the U.S. Capitol Visitor Center? |
| 3 Effort to understand your needs. | 2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations? (1=Falls Short, 10=Exceeds) | Recommend (1=Very Unlikely, 10=Very Likely) |
| Service (1=Strongly Disagree, 10=Strongly Agree) | 3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close) | 5 How likely are you to recommend the gift shop to someone else? |
| Please rate your level of agreement with the following statements: Associates provided excellent assistance to help you find what you were looking for. | 11 | Perception (1=Very Unlikely, 10=Very Likely) |
| 6 Associates were always available when you need them. | | How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop? |
| Store Environment (1=Poor, 10=Excellent, Don't Know) | | Future Participation (1=Very Unlikely, 10=Very Likely) |
| 7 Thinking about the environment of the store you visited, please rate the following: Cleanliness of the store. | | How likely are you to express your thoughts about the U.S. Capitol Visitor Center in the next 90 days? |
| 9The appeal of displays/posters/signage. | | Community Service (1=Very Unlikely, 10=Very Likely) |
| Presentation (1=Poor, 10=Excellent, Don't Know) | | 26 How likely are you to donate time and effort to community service in your local area? |
| 10 Thinking about the <u>displays</u> used throughout the store, please rate the following: The degree to which products were clearly marked/priced. | | |
| 12 The level to which products were well-organized and easy to find. | | |
| Products (1=Strongly Disagree, 10=Strongly Agree) | | |
| 13 Please rate your level of agreement with the following statements: The products you find at the gift shop were items you are interested in purchasing. | | |
| 15 The gift shop had the variety of souvenirs and gifts you were looking for from a gift shop. | | |
| Price (1=Strongly Disagree, 10=Strongly Agree) | | |
| 16 Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops. | n | |
| 18 Given the price that you pay, the quality of products you received is excellent. | | |

Model Instance Name: CVC Gift Shop

MID: kt558MVUMUMg9Usph8Rl0g4C

Partitioned (Y/N)? N Date: 2/27/2012



| ate: 2/27/2012 | | |
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| | CVC Gift Shop V3 | |
| Model questions utilize | the ACSI methodology to determine scores and impact | 'S |
| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
| Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know) | Satisfaction | Return (1=Very Unlikely, 10=Very Likely) |
| 2 Thinking about the store associates, please rate them on: Promptness to acknowledge you. | 1 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied) | 4 How likely are you to return to the U.S. Capitol Visitor Center? |
| 3 Effort to understand your needs. | 2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations? (1=Falls Short, 10=Exceeds) | Recommend (1=Very Unlikely, 10=Very Likely) |
| Service (1=Strongly Disagree, 10=Strongly Agree) | 3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close) | 5 How likely are you to recommend the gift shop to someone else? |
| Please rate your level of agreement with the following statements: Store Associates were knowledgeable regarding store products. | | Perception (1=Very Unlikely, 10=Very Likely) |
| 6 Associates were always available when you need them. | | 24 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop? |
| Store Environment (1=Poor, 10=Excellent, Don't Know) | - | Future Participation (1=Very Unlikely, 10=Very Likely) |
| 8 Thinking about the environment of the store you visited, please rate the following: How well the layout of the store allowed room to shop. | | How likely are you to express your thoughts about the U.S. Capito Visitor Center in the next 90 days? |
| 9 The appeal of displays/posters/signage. | | Community Service (1=Very Unlikely, 10=Very Likely) |
| Presentation (1=Poor, 10=Excellent, Don't Know) | | 26 How likely are you to donate time and effort to community service in your local area? |
| 11 Thinking about the displays used throughout the store, please rate the following: How well the items you wanted were accessible and easy to reach. | | |
| 12 The level to which products were well-organized and easy to find. | | |
| Products (1=Strongly Disagree, 10=Strongly Agree) | | |
| 14 Please rate your level of agreement with the following statements: The products available in the gift shop were unique and cannot be found elsewhere. | | |
| 15 The gift shop had the variety of souvenirs and gifts you were looking for from a gift shop. | | |
| Price (1=Strongly Disagree, 10=Strongly Agree) | | |
| 17 Please rate your level of agreement with the following statements: Given the quality of products you received, the price paid is a great value. | | |
| 18 Given the price that you pay, the quality of products you received is excellent. | | |
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CVC Gift Shop

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Date: 12/21/2011

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| Model questions utilize th | e ACSI methodology to determine scores and impac | cts control of the co |
| ELEMENTS (drivers of satisfaction) | CUSTOMER SATISFACTION | FUTURE BEHAVIORS |
| Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know) | Satisfaction | Return (1=Very Unlikely, 10=Very Likely) |
| Thinking about the <u>store associates</u> , please rate them on: 1 Friendliness when speaking to you. | 19 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied) | 22 How likely are you to return to the U.S. Capitol Visitor Center? |
| 2 Promptness to acknowledge you. | 20 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations? (1=Falls Short, 10=Exceeds) | Recommend (1=Very Unlikely, 10=Very Likely) |
| 3 Effort to understand your needs. | 21 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close) | 23 How likely are you to recommend the gift shop to someone else? |
| Service (1=Strongly Disagree, 10=Strongly Agree) | | Perception (1=Very Unlikely, 10=Very Likely) |
| Please rate your level of agreement with the following statements: Associates provided excellent assistance to help you find what you were looking for. | | 21 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop today? |
| 5 Store Associates awere knowledgeable regarding store products. | | Future Participation (1=Very Unlikely, 10=Very Likely) |
| 6 Associates awere always available when you need them. | | How likely are you to express your thoughts about the U.S. Capit Visitor Center in the next 90 days? |
| Store Environment (1=Poor, 10=Excellent, Don't Know) | | Community Service (1=Very Unlikely, 10=Very Likely) |
| Thinking about the environment of the store you visited, please rate the following: 7 Cleanliness of the store. | | 23 How likely are you to donate time and effort to community service in your local area? |
| 8 How well the layout of the store allowed room to shop. | | |
| 9 The appeal of displays/posters/signage. | | |
| Presentation (1=Poor, 10=Excellent, Don't Know) | | |
| Thinking about the <u>displays</u> used throughout the store, please rate the following: 10 The degree to which products were clearly marked/priced. | | |
| 11 How well the items you wanted were accessible and easy to reach. | | |
| 12 The level to which products were well-organized and easy to find. Products (1=Strongly Disagree, 10=Strongly Agree) | | |
| Please rate your level of agreement with the following statements: | | |
| 13 The products you find at the gift shop awere items you are interested in purchasing. | | |
| 14 The products available in the gift shop awere unique and cannot be found elsewhere. | | |
| 15 The gift shop hads the variety of souvenirs and gifts you awere looking for from a gift shop. | | |
| Price (1=Strongly Disagree, 10=Strongly Agree) | | |
| Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops. | | |
| 17 Given the quality of products you received, the price paid is a great value. | | |
| 18 Given the price that you pay, the quality of products you received is excellent. | | |

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | |
|------------|---------------|--|--|---------|-------------------------------|-----------|----------|---------------------|----------------------|--------------|
| QID | Skip Logic | | Answer Choices | | | Single or | Required | Special | | cq |
| (Group ID) | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) | Multi | Y/N | Instructions | CQ Label | Туре |
| | | Were you greeted when you entered the gift shop? | Yes No | | Radio button, one-up vertical | Single | Y | | Greeting | Gift Shop |
| | | Did the sales staff make you feel welcome in the gift shop? | Yes | | Radio button, one-up vertical | Single | Y | | Welcome | Gift Shop |
| | | Was the gift shop well lit? | No Yes | | Radio button, one-up vertical | Single | Y | | Lighting | Gift Shop |
| | | Did the unique displays draw you into the gift shop? | No Yes | | Radio button, one-up vertical | Single | Y | | Displays | Gift Shop |
| | | Approximately how much time did you spend in the gift shop? | No Less than 5 minutes | | Drop down, select one | Single | Y | | Time Gift Shop | Gift Shop |
| | | | 5-15 minutes 15-30 minutes More than 30 minutes | | | | | | | Спор |
| | | What were the reason(s) you decided to browse the gift shop? (Please select all that apply.) | To find a souvenir to remember my visit. To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). To find materials that will further my knowledge about saw something I saw during my visit. To find a replica of a something I saw during my visit. I wanted to see what items were available in the gift shop. Other (please specify) | В | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Primary Reason | Gift Shop |
| | В | What was an other reason(s) did you browsed the gift shop? | | | Text area, no char limit | | | Skip Logic Group | Other_Primary Reason | Gift Shop |
| | | Did you make a purchase at the Capitol Visitor Center gift shop? | Yes No | C, E | Radio button, one-up vertical | Single | Y | Skip Logic Group | Purchase | Gift Shop |
| | С | What product(s) did your purchase? (Please select all that apply.) | Souvenir apparel (T-shirt, sweatshirt, etc.) Souvenir item (pencil, mug, etc.) Reproduction document Home good Collectable Jewelry Stationary Book Other (please specify) | D | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Item | Gift Shop |
| | D | What other product(s) did you purchase at the gift shop? | | | Text area, no char limit | | | Skip Logic Group | Other_Item | Gift Shop |
| | Е | Did the purchase process go well at checkout? | Yes No I don't recall | F | Radio button, one-up v | Single | Y | Skip Logic Group | Checkout Process | Gift Shop |

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | |
|-------------------|------------------------|--|---|---------|--|--------------------|--------|---------------------------------------|----------------------------------|------------------------------|
| QID (Group ID) | Skip Logic Label | Question Text Why? | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) Text area, no char | Single or Multi | | Special Instructions Skip Logic | CQ Label Checkout Process No | CQ Type Gift |
| | | What age group were you looking for items for? (Please select all that apply.) | Infant Baby Children Teen Adult | - | limit Checkbox, one-up vertical | Multi | Y | Group | Product Age Groups | Shop Gift Shop |
| | | Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop? | Yes No | | Radio button, one-up vertical | Single | Y | | Unique Merch. | Gift Shop |
| | | If the Capitol Visitor Center gift shop had an online store, would you make a purchase(s) from it? | Yes No | | Radio button, one-up vertical | Single | Y | | Online Store | Gift Shop |
| | | What additional types of items would you like to see available in the Capitol Visitor Center gift shop? | | | Text area, no char limit | | N | | Additional Merch. | Gift Shop |
| | | How can we improve our customer service the training for our gift shop employees? If you could make one suggestion to improve the gift shop experience, what would it be? | | | Text area, no char limit Text area, no char limit | | N N | | Employee Improv. OE_Improvement | Gift Shop Gift Shop |
| | | Where do you currently live ? | I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States). Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland | A | Drop down, select one | Single | Y | Skip Logic Group | CVC State | cvc |

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip Logic Label Single or Multi Required Y/N CQ Type QID **Answer Choices** Special (Group ID) Skip to Type (select from list) CQ Label **Question Text** (limited to 50 characters) Instructions Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Federated States of Micronesia Guam Midway Islands Northern Mariana Islands Puerto Rico Republic of Palau Republic of the Marshall Islands U.S. Virgin Islands Prefer not to answer What **country** do you live in? Afghanistan Drop down, select one Single Υ Skip Logic CVC Country CVC Group Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Austria

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N Special Instructions CQ Type Skip to Type (select from list) CQ Label **Question Text** Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso Burma Burundi Cambodia Cameroon Canada Cape Verde Central African Republic Chad Chile China Colombia Comoros Congo (Brazzaville) Congo (Kinshasa) Costa Rica Cote d'Ivoire Croatia Cuba Cyprus Czech Republic Denmark Djibouti Dominica Dominican Republic East Timor Ecuador Egypt El Salvador Equatorial Guinea Eritrea Estonia Ethiopia Fiji Finland

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N CQ Type Special Skip to Type (select from list) CQ Label **Question Text** Instructions France Gabon Gambia, The Georgia Germany Ghana Greece Grenada Guatemala Guinea Guinea-Bissau Guyana Haiti Holy See Honduras Hong Kong Hungary Iceland India Indonesia Iran Iraq Ireland Israel Italy Jamaica Japan Jordan Kazakhstan Kenya Kiribati Korea, North Korea, South Kosovo Kuwait Kyrgyzstan Laos Latvia Lebanon Lesotho Liberia Libya Liechtenstein Lithuania Luxembourg Macau Macedonia Madagascar Malawi Malaysia Maldives

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N CQ Type Special Skip to Type (select from list) CQ Label **Question Text** Instructions Mali Malta Marshall Islands Mauritania Mauritius Mexico Micronesia Moldova Monaco Mongolia Montenegro Morocco Mozambique Namibia Nauru Nepal Netherlands Netherlands Antilles New Zealand Nicaragua Niger Nigeria North Korea Norway Oman Pakistan Palau Palestinian Territories Panama Papua New Guinea Paraguay Peru Philippines Poland Portugal Qatar Romania Russia Rwanda Saint Kitts and Nevis Saint Lucia Saint Vincent and the Grenadines Samoa San Marino Sao Tome and Principe Saudi Arabia Senegal Serbia Seychelles Sierra Leone Singapore

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | |
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| OID | Skip | | Answer Choices | | | Cinale or | Dogwinad | Special | | 60 |
| QID (Group ID) | Logic Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Instructions | CQ Label | CQ Type |
| | | | Slovakia | | | | | | | |
| | | | Slovenia | | | | | | | |
| | | | Solomon Islands | | | | | | | |
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| | | | Vietnam | | | | | | | |
| | | | Yemen | | | | | | | |
| | | | Zambia | | | | | | | |
| | | | Zimbabwe Other (Please specify) | В | | | | | | |
| | | | Prefer not to answer | В | | | | | | |
| | В | Where do you live? | Total factor different | | Text field, <100 char | | N | Skip Logic | CVC Other_Country | CVC |
| | | Which of the following best describes your race | African American or Black | | Checkbox, two-up | Multi | Y | Group Skip Logic | CVC Race | CVC |
| | | or ethnic background? (Please select all that | AIIICAII AIIICIICAII UI DIACK | | vertical | IVIUIU | ľ | Group | CVC Race | CVC |
| | | apply.) | American Indian or Alcelo Notice | | | | | | | |
| | | | American Indian or Alaska Native Asian | | | | | | | |
| | | | Asian Hispanic or Latino | | | | | | | |
| | | | Native Hawaiian or Other Pacific Islander | | | | | | | |
| | | | White or Caucasian (Not Hispanic or Latino) | | | | | | | |
| | | | [The substitution of Education | | | | | | | |

Model Instance Name: CVC Gift Shop

MID: New Measure - DOT will fill in

Date: 11/8/2011

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CVC Gift Shop CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ Instructions CQ Label Type Other (Please specify) Prefer not to answer CVC Other Race CVC What is your race or ethnic background? Text field, <100 char Ν Skip Logic Group What is your gender? Male Radio button, one-up Single CVC Gender CVC vertical Female Prefer not to answer CVC What is your age? Under 18 Radio button, one-up Single Υ CVC Age vertical 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer Which of the following best describes the highest I have not graduated from high school Υ CVC Education CVC Radio button, one-up Single level of education you have attained? vertical High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer Which of the following roles best describes you at Teacher / Professor Radio button, one-up Single Skip Logic CVC Role CVC the time of your visit? Group vertical Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other (please specify) What level of students do you teach? Elementary School Radio button, one-up Single Skip Logic CVC Teacher CVC vertical Group Middle School High School College - Undergraduate College - Post graduate Prefer not to answer What do you consider your role? Radio button, one-up Single Υ Skip Logic CVC Other Role CVC Group vertical Did you arrive at the U.S. Capitol as a part of a Yes, I was a part of a group (school, family, tourist group, Skip Logic CVC 0, P Radio button, one-up Single Υ **CVC Tour Group** group? vertical Group No, I arrived alone (as an individual). What was the **approximate size** of the entire Under 10 Single Skip Logic CVC Group - Size CVC Radio button, one-up group that you arrived to the Capitol with? vertical Group 10-20

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

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| | | | CVC Gift Shop 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 | CQ Label | CQ Typ |
| | | | 20-30 30-40 40-50 More than 50 | | | | | | | |
| | | Which of the following best describes the type of group you arrived at the Capitol with? | School group Family Senior citizen group International visitor group Other (please specify) | T T K | Radio button, one-up vertical | Single | Y | Skip Logic Group | Tour Group - Type | CV |
| | Т | What were the age(s) of the children/students in your group? (Please select all that apply.) | Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old Over 17 years old Prefer not to answer | | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Children's Ages | CVC |
| | K | What other type of tour group were you a part of? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Tour Group | CV |
| | | What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.) | To learn about the history of the U.S. Capitol. To view the art and architecture of the U.S. Capitol building. To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) | В | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | CVC Primary Reason | cv |
| | | What was the other reason you decided to visit the Capitol? Did you accomplish your goal while at the U.S. Capitol Visitor Center? | Yes No | F | Text area, no char limit Radio button, one-up vertical | Single | Y | Skip Logic Group Skip Logic Group | CVC Other_Reason CVC Accomplish Goal | CV |
| | F | What was the goal that you wanted to accomplish? | Not applicable | | Text area, no char limit | | N | Skip Logic Group | CVC OE No Goal | CV |
| | | Approximately how much time did you spend overall at the U.S. Capitol Visitor Center? | Less than 1 hour 1 - 1 1/2 hours 1 1/2 - 2 hours 2 - 3 hours More than 3 hours | | Radio button, one-up vertical | Single | Y | · | CVC Time | CV |
| | | How often do you visit the U.S. Capitol? | This is my first time | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Frequency | CV |

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

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| | | | CVC Gift Shop 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 | CQ Label | CQ Type |
| | | | Less than once a year Once a year Multiple times a year | G, H G, H G, H | | | | | | |
| | | At what time of day did you visit the U.S. Capitol ? (Please select all that apply.) | | | Checkbox, one-up vertical | Multi | Y | | CVC Time of day | CVC |
| | | | Early Afternoon Mid- Late Afternoon | | | | | | 0.00 | 27.12 |
| | | Which day of the week did you visit the U.S. Capitol? | Monday Tuesday Wednesday Thursday Friday Saturday | | Radio button, one-up vertical | Single | Y | | CVC Day | cvc |
| | | How recently did you visit the U.S. Capitol? | Sunday Within a week Within a month Within the past 6 months | | Radio button, one-up vertical | Single | Y | | CVC Timeframe | CVC |
| | | Questions up until now have been specifically about your the gift shop and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceeded your expectations? | Within the past year Yes, the cleanliness level met or exceeded my expectations | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Cleanliness | CVC |
| | К | Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.) | No, the cleanliness level did not meet my expectations Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant | К | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Cleanliness - Short | cvc |
| | L | What other area fell below your expectations? | Restrooms Other (Please specify) | L | Text area, no char | | N | Skip Logic | CVC Other Cleanliness | CVC |
| | | Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center building? If so, please provide as much detail as possible here. | | | limit Text area, no char limit | | N | Group | CVC OE_Cleanliness | cvo |
| | | Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations? | Yes, the staff met or exceeded my expectations No, the staff did not meet my expectations | М | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Assistants | cvc |

Model Instance Name: CVC Gift Shop

Date:

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CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Single or Multi Required Y/N **Answer Choices** Special CQ Type Skip to Type (select from list) CQ Label **Question Text** (limited to 50 characters) Instructions Which of the following staff members at the Coat Check Checkbox, two-up Multi Skip Logic CVC Assistants - Short CVC U.S. Capitol Visitor Center fell below your vertical Group expectations? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify) What other area fell below your expectations? Text area, no char N Skip Logic CVC Other_Assistants CVC Group Would you like to provide additional comments Text area, no char N CVC OE_Assistants CVC about an interaction with a Visitor Services staff limit member? If so, please provide as much detail as possible here. What is your **overall satisfaction** with the **entire** 1=Very Dissatisfied Radio button, scale, Single Υ CVC Overall Satisfaction CVC U.S. Capitol Visitor Center experience? no don't know L0=Very Satisfied How well did this visit to the U.S. Capitol Visitor 1=Very Dissatisfied Radio button, scale, Single Υ CVC Overall Satisfaction CVC Center meet your expectations? no don't know 10=Very Satisfied CVC OE_Improvement If you could make one suggestion to improve Text area, no char Ν CVC the entire U.S. Capitol Visitor Center limit experience, what would it be?

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | Denis |
|-------------------|------------------------|---|---|---------------------|-------------------------------|--------------------|-----------------|-------------------------|---------------------|---------------------------------|
| 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 | CQ Label | This i assis client CQ |
| SAC7854 | Laber | Were you greeted when you entered the gift | Yes | Skip to | Radio button, one-up | Single | Y | instructions | Greeting | Type Gift |
| 0,10,100,1 | | shop? | | | vertical | og.o | | | O. County | Shop |
| | | | No | | | | | | | |
| SAC7858 | | Approximately how much time did you spend in the gift shop ? | Less than 5 minutes | | Drop down, select one | Single | Y | | Time Gift Shop | Gift Shop |
| | | | 5-15 minutes | | | | | | | |
| | | | 15-30 minutes | | | | | | | |
| | | | More than 30 minutes | | | | | | | |
| SAC7859 | | What were the reason(s) you decided to browse the gift shop? (Please select all that apply.) | To find a souvenir to remember my visit. | | Checkbox, one-up vertical | Multi | Y | | Primary Reason | Gift Shop |
| | | To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). | | | | | | | | |
| | | To find materials that will further my knowledge about something I saw during my visit. | | | | | | | | |
| | | | I wanted to see what items were available in the gift shop. | e in the gift shop. | | | | | | |
| | | | Other | | - · · · · | o: 1 | | | | |
| SAC7861 | | Did you make a purchase at the Capitol Visitor Center gift shop? | Yes | C, E | Radio button, one-up vertical | Single | Y | Skip Logic Group | Purchase | Gift Shop |
| SAC7862 | С | What product(s) did your purchase? (Please | No Souvenir apparel (T-shirt, sweatshirt, etc.) | | Checkbox, one-up | Multi | Y | Skip Logic | Item | Gift |
| | | select all that apply.) | | | vertical | | | Group | | Shop |
| | | | Souvenir item (pencil, mug, etc.) | | | | | | | |
| | | | Reproduction document Home good | | | | | | | |
| | | | Collectable | | | | | | | |
| | | | Jewelry | | | | | | | |
| | | | | | | | | | | |
| | | | Stationery Book | | | | | | | |
| | | | Other | | | | | | | |
| SAC7864 | E | Did the purchase process go well at checkout? | Yes | | Radio button, one-up v | Single | Y | Skip Logic | Checkout Process | Oife |
| 3AC1004 | - | the parchase process go well at checkout! | | _ | radio buttori, one-up v | Sirigie | ' | Group | Checkout Flocess | Gift Shop |
| | | | No | F | | | | | | |
| SAC7865 | F | Why? | I don't recall | | Text area, no char | | N | Skip Logic | Checkout Process No | |
| 3AC / 803 | - | vviiy : | | | limit | | IN | Group | Checkout Process No | Gift |

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| | | | CVC Gift Shop 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 | CO Label | Den This assi clie CQ Type |
| 6AC7866 | | What age group were you looking for items for? (Please select all that apply.) | Infant Child Teen | | Checkbox, one-up vertical | Multi | Y | menaonom | Product Age Groups | Gift Sho |
| AC7867 | | Were you aware that many of the items available | Adult Ves | | Radio button, one-up | Single | Y | | Unique Merch. | |
| AC1001 | | in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop? | | | vertical | Sirigle | | | ornique Merch. | Gift Shop |
| AC7869 | | What additional types of items would you like to see available in the Capitol Visitor Center gift shop? | No | | Text area, no char limit | | N | | Additional Merch. | Gift |
| SAC7871 | | If you could make one suggestion to improve the gift shop experience , what would it be? | | | Text area, no char limit | | N | | OE_Improvement | Gift Shop |
| AC7880 | | Which of the following roles best describes you at the time of your visit? | Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other | | Radio button, one-up vertical | Single | Y | | CVC Role | CVC |
| AC7883 | | Did you arrive at the U.S. Capitol as part of a group ? | Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual). | O, P | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Tour Group | CVC |
| 6AC7884 | 0 | | Under 10 10-20 20-30 30-40 40-50 More than 50 | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Group - Size | CVC |
| AC7885 | Р | Which of the following best describes the type of group you arrived at the Capitol with? | School group Family Senior citizen group International visitor group Other (please specify) | т т - | Radio button, one-up vertical | Single | Y | Skip Logic Group | Tour Group - Type | CVC |
| AC7886 | Т | | Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old | | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Children's Ages | CVC |

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | Davi | | | | | |
| QID (Group ID) | Skip Logic Label | Ouestion Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CO Label | Deni This assis clier CQ Type | | | | | |
| (2-2-1) | | | Over 17 years old | | 71. | | | | | | | | | | |
| | | | Prefer not to answer | | | | | | | | | | | | |
| SAC7887 | K | What other type of tour group were you part of? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Tour Group | CVC | | | | | |
| SAC7888 | | What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.) | To learn about the history of the U.S. Capitol. | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | CVC Primary Reason | CVC | | | | | |
| | | | To view the art and architecture of the U.S. Capitol building. | | | | | | | | | | | | |
| | | | To learn about Congress and how it functions. | | | | | | | | | | | | |
| | | | To visit the House or Senate Chambers in session. | _ | | | | | | 1 | | | | | |
| | | | To be able to ask questions to a knowledgeable person about the U.S. Capitol. | | | | | | | | | | | | |
| | | | To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. | | | | | | | | | | | | |
| | | | did not decide to visit the U.S. Capitol. It was part of my tour itinerary. | | | | | | | | | | | | |
| | | | Other (please specify) | В | | | | | | | | | | | |
| SAC7889 | В | What was the other reason you decided to visit the Capitol? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Reason | CVC | | | | | |
| SAC7893 | | How often do you visit the U.S. Capitol? | This is my first time | | Radio button, one-up vertical | Single | Y | | CVC Frequency | CVC | | | | | |
| | | | Less than once a year | 1 | | | | | | | | | | | |
| | | Once | Once a year | | | | | | | | | | | | |
| | | | Multiple times a year | Chookhov and | | | | | | | | | | | |
| SAC7894 | | At what time of day did you visit the U.S. Capitol? (Please select all that apply.) | Early morning | | Checkbox, one-up vertical | Multi | Y | | CVC Time of day | CVC | | | | | |
| | İ | | Late morning | ĺ | | | İ | | | | | | | | |
| | İ | | Early Afternoon | Ī | | İ | | | | | | | | | |
| | | | Late Afternoon | | | | | | | | | | | | |
| SAC7895 | | Which day of the week did you visit the U.S. Capitol? | Monday | | Radio button, one-up vertical | Radio button, one-up vertical | | | | | Single | Y | | CVC Day | CVC |
| | İ | | Tuesday | 1 | | İ | İ | İ | | | | | | | |
| | | | Wednesday |] | | | | | | | | | | | |
| | | | Thursday | | | | | | | | | | | | |
| | | | Friday | | | ļ | | | | | | | | | |
| | | | Saturday | | | | | | | | | | | | |
| SAC7896 | | How recently did you visit the U.S. Capitol? | Within a week | | Radio button, one-up vertical | Single | Y | | CVC Timeframe | CVC | | | | | |
| | | | Within a month | | | | | | | | | | | | |
| | | | Within the past 6 months |] | | ļ | | | | | | | | | |
| | | | Within the past year | | | | | | | | | | | | |
| SAC7901 | | Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations? | Yes, the staff met or exceeded my expectations. | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Assistants | cvc | | | | | |
| | | | No, the staff did not meet my expectations. | M | | | | | | | | | | | |
| SAC7902 | M | Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations? (Please select all that apply.) | Coat Check | | Checkbox, two-up vertical | p Multi | Y | Skip Logic Group | CVC Assistants - Short | CVC | | | | | |
| | | | Entrance / Greeting Area | | | | | | | | | | | | |
| | expectations? (Please select all that apply | | Exhibition Hall | | | | | | | | | | | | |
| | | | Security | | | | | | | | | | | | |
| | | | Theater | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

CVC Gift Shop MID:

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CVC Gift Shop CUSTOM QUESTION LIST Denise. This is i assist n clients. Answer Choices (limited to 50 characters) QID (Group ID) Logic Label Single or Multi Required Y/N Special Instructions CQ Type (select from list) CQ Label **Question Text** Type Other (Please specify) SAC7903 What other staff members fell below your CVC Other_Assistants Text area, no char N Skip Logic CVC expectations? Group Would you like to provide additional comments about an interaction with a staff member? If so, SAC7904 Text area, no char N CVC OE_Assistants CVC please provide as much detail as possible here. SAC7907 CVC What is your overall satisfaction with the entire 1=Very Dissatisfied Radio button, scale, Single CVC Overall Satisfaction U.S. Capitol Visitor Center experience? no don't know 10=Very Satisfied If you could make one suggestion to improve the entire U.S. Capitol Visitor Center SAC7909 Text area, no char N CVC OE_Improvement CVC experience, what would it be?

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| | | | CVC Gift Shop 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 | CQ Label | De Thi ass clie CQ Typ |
| AC7854 | Laber | Were you greeted when you entered the gift | Yes | Skip to | Radio button, one-up | Single | Y | instructions | Greeting | Gif |
| | | shop? | | | vertical | | | | | Sh |
| | | | No | | | | | | | |
| AC7858 | | Approximately how much time did you spend in the gift shop ? | Less than 5 minutes | | Drop down, select one | Single | Y | | Time Gift Shop | Gi Sh |
| | | | 5-15 minutes | | | | | | | |
| | | 15-30 minutes | | | | | | | | |
| | | | More than 30 minutes | | | | | | | |
| AC7859 | | browse the gift shop? (Please select all that apply.) | To find a souvenir to remember my visit. | | Checkbox, one-up vertical | Multi | | Skip Logic Group | Primary Reason | Gi Sh |
| | | | To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). | | | | | | | |
| | | To find materials that will further my knowledge about something I saw during my visit. | | | | | | | | |
| | | | I wanted to see what items were available in the gift shop. | | | | | | | |
| | | | Other | | | | | | | |
| AC7861 | | Did you make a purchase at the Capitol Visitor Center gift shop? | Yes | C, E | Radio button, one-up vertical | Single | | Skip Logic Group | Purchase | Gi Sh |
| | | | No | | | | | | | |
| AC7862 | С | What product(s) did your purchase? (Please select all that apply.) | Souvenir apparel (T-shirt, sweatshirt, etc.) | | Checkbox, one-up vertical | Multi | | Skip Logic Group | Item | Gi She |
| | | | Souvenir item (pencil, mug, etc.) | | | | | | | |
| | | | Reproduction document | | | | | | | |
| | | | Home good | | | | | | | |
| | | | Collectable | | | | | | | |
| | | | Jewelry | | | | | | | |
| | | | Stationary Stationery | | | | | | | |
| | | | Book | | | | | | | |
| | | | Other | | | | | | | |
| AC7864 | E Did the purchase pr | Did the purchase process go well at checkout? | Yes | | Radio button, one-up v | Single | | Skip Logic Group | Checkout Process | G Sh |
| | | | No | F | | | | | | |
| | | | l don't recall | | | | | | | |
| AC7865 | F | Why? | | | Text area, no char | | | Skip Logic Group | Checkout Process No | Gi Sh |

Model Instance Name: <u>CVC Gift</u> Shop

MID:

Date:

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CVC Gift Shop CUSTOM QUESTION LIST Denise. This is i assist n clients. Logic Label **Answer Choices** Single or Required Special Type (select from list) (Group ID) (limited to 50 characters) Multi ÝΝ Instructions CQ Label Type SAC7866 What age group were you looking for items for? Infant Checkbox, one-up Multi Product Age Groups (Please select all that apply.) vertical Gift Shop Child Teen Adult SAC7867 Were you aware that many of the items available Yes Υ Radio button, one-up Single Unique Merch. in the **gift shop** are **unique** and can only be vertical found in the Capitol Visitor Center gift shop? Gift Shop No SAC7869 What additional types of items would you like Additional Merch. Text area, no char Ν to see available in the Capitol Visitor Center gift limit Gift shop? Shop SAC7871 If you could make **one suggestion to improve** N OE Improvement Text area. no char the gift shop experience, what would it be? limit Gift Shop SAC7880 Which of the following roles best describes you at Teacher / Professor Radio button, one-up Single Skip Logic CVC Role CVC Group the time of your visit? vertical Student Adult accompanying a child/children (ex: parent or Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other SAC7883 Did you arrive at the U.S. Capitol as part of a Yes, I was part of a group (school, family, tourist group, Radio button, one-up Single Skip Logic CVC Tour Group CVC vertical Group No, I arrived alone (as an individual) SAC7884 What was the **approximate size** of the entire CVC Group - Size CVC Under 10 Radio button, one-up Single Skip Logic group that you arrived to the Capitol with? Group vertical 10-20 20-30 30-40 40-50 More than 50 Which of the following best describes the type of School group Radio button, one-up SAC7885 Skip Logic CVC Single Tour Group - Type group you arrived at the Capitol with? vertical Group Family Senior citizen group International visitor group Other (please specify) SAC7886 What were the age(s) of the children/students Under 5 years old Checkbox, two-up Multi Skip Logic CVC Children's Ages CVC in your group? (Please select all that apply.) vertical Group 5-7 years old 8-10 years old 11-13 years old 14-17 years old

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | Davi | | | | | |
| QID (Group ID) | Skip Logic Label | Ouestion Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions | CO Label | Deni This assis clier CQ Type | | | | | |
| (2-2-1) | | | Over 17 years old | | 71. | | | | | | | | | | |
| | | | Prefer not to answer | | | | | | | | | | | | |
| SAC7887 | K | What other type of tour group were you part of? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Tour Group | CVC | | | | | |
| SAC7888 | | What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.) | To learn about the history of the U.S. Capitol. | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | CVC Primary Reason | CVC | | | | | |
| | | | To view the art and architecture of the U.S. Capitol building. | | | | | | | | | | | | |
| | | | To learn about Congress and how it functions. | | | | | | | | | | | | |
| | | | To visit the House or Senate Chambers in session. | _ | | | | | | 1 | | | | | |
| | | | To be able to ask questions to a knowledgeable person about the U.S. Capitol. | | | | | | | | | | | | |
| | | | To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. | | | | | | | | | | | | |
| | | | did not decide to visit the U.S. Capitol. It was part of my tour itinerary. | | | | | | | | | | | | |
| | | | Other (please specify) | В | | | | | | | | | | | |
| SAC7889 | В | What was the other reason you decided to visit the Capitol? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Reason | CVC | | | | | |
| SAC7893 | | How often do you visit the U.S. Capitol? | This is my first time | | Radio button, one-up vertical | Single | Y | | CVC Frequency | CVC | | | | | |
| | | | Less than once a year | 1 | | | | | | | | | | | |
| | | Once | Once a year | | | | | | | | | | | | |
| | | | Multiple times a year | Chookhov and | | | | | | | | | | | |
| SAC7894 | | At what time of day did you visit the U.S. Capitol? (Please select all that apply.) | Early morning | | Checkbox, one-up vertical | Multi | Y | | CVC Time of day | CVC | | | | | |
| | İ | | Late morning | ĺ | | | İ | | | | | | | | |
| | İ | | Early Afternoon | Ī | | İ | | | | | | | | | |
| | | | Late Afternoon | | | | | | | | | | | | |
| SAC7895 | | Which day of the week did you visit the U.S. Capitol? | Monday | | Radio button, one-up vertical | Radio button, one-up vertical | | | | | Single | Y | | CVC Day | CVC |
| | İ | | Tuesday | 1 | | İ | İ | İ | | | | | | | |
| | | | Wednesday |] | | | | | | | | | | | |
| | | | Thursday | | | | | | | | | | | | |
| | | | Friday | | | ļ | | | | | | | | | |
| | | | Saturday | | | | | | | | | | | | |
| SAC7896 | | How recently did you visit the U.S. Capitol? | Within a week | | Radio button, one-up vertical | Single | Y | | CVC Timeframe | CVC | | | | | |
| | | | Within a month | | | | | | | | | | | | |
| | | | Within the past 6 months |] | | ļ | | | | | | | | | |
| | | | Within the past year | | | | | | | | | | | | |
| SAC7901 | | Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations? | Yes, the staff met or exceeded my expectations. | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Assistants | cvc | | | | | |
| | | | No, the staff did not meet my expectations. | M | | | | | | | | | | | |
| SAC7902 | M | Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations? (Please select all that apply.) | Coat Check | | Checkbox, two-up vertical | p Multi | Y | Skip Logic Group | CVC Assistants - Short | CVC | | | | | |
| | | | Entrance / Greeting Area | | | | | | | | | | | | |
| | expectations? (Please select all that apply | | Exhibition Hall | | | | | | | | | | | | |
| | | | Security | | | | | | | | | | | | |
| | | | Theater | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

CVC Gift Shop MID:

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CVC Gift Shop CUSTOM QUESTION LIST Denise. This is i assist n clients. Answer Choices (limited to 50 characters) QID (Group ID) Logic Label Single or Multi Required Y/N Special Instructions CQ Type (select from list) CQ Label **Question Text** Type Other (Please specify) SAC7903 What other staff members fell below your CVC Other_Assistants Text area, no char N Skip Logic CVC expectations? Group Would you like to provide additional comments about an interaction with a staff member? If so, SAC7904 Text area, no char N CVC OE_Assistants CVC please provide as much detail as possible here. SAC7907 CVC What is your overall satisfaction with the entire 1=Very Dissatisfied Radio button, scale, Single CVC Overall Satisfaction U.S. Capitol Visitor Center experience? no don't know 10=Very Satisfied If you could make one suggestion to improve the entire U.S. Capitol Visitor Center SAC7909 Text area, no char N CVC OE_Improvement CVC experience, what would it be?

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | _ |
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| | Skip | | | | | | | | | Dr Th as cli |
| QID (Group ID) | 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 | CQ Type |
| SAC7854 | | Were you greeted when you entered the gift shop? | Yes | | Radio button, one-up vertical | Single | Y | | Greeting | Gift Shop |
| SAC7855 | | Did the sales staff make you feel welcome in the gift shop? | Yes | | Radio button, one-up vertical | Single | ¥ | | Welcome | Gift Shop |
| SAC7856 | | Was the gift shop well-lit? | No Yes | | Radio button, one-up vertical | Single | ¥ | | <u>Lighting</u> | Gift Shop |
| SAC7857 | | Did the unique displays draw you into the gift shop? | N o Yes | | Radio button, one up vertical | Single | ¥ | | Displays | Gift Shop |
| SAC7858 | | Approximately how much time did you spend in the gift shop ? | Less than 5 minutes 5-15 minutes 15-30 minutes More than 30 minutes | | Drop down, select one | Single | Y | | Time Gift Shop | Gift Shop |
| SAC7859 | | What were the reason(s) you decided to browse the gift shop? (Please select all that apply.) | To find a souvenir to remember my visit. To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). To find materials that will further my knowledge about something I saw during my visit. I wanted to see what items were available in the gift shop. Other (please specify) | B | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Primary Reason | Gift Shop |
| SAC7860 | В | What was the other reason(s) you browsed the gift shop? | Cite (pictae specify) | | Text area, no char | | N | Skip Logic Group | Other_Primary Reason | Gift Shor |
| SAC7861 | | Did you make a purchase at the Capitol Visitor Center gift shop? | Yes | C, E | Radio button, one-up vertical | Single | Y | Skip Logic Group | Purchase | Gift Shop |
| SAC7862 | С | What product(s) did your purchase? (Please select all that apply.) | Souvenir apparel (T-shirt, sweatshirt, etc.) Souvenir item (pencil, mug, etc.) Reproduction document Home good Collectable Jewelry Stationary Book Other (please-specify) | Đ | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Item | Gift Shop |
| SAC7863 | Đ | What other product(s) did you purchase at the gift shop? | | | Text area, no char limit | | N | Skip Logic Group | Other_Item | Gift |
| SAC7864 | E | Did the purchase process go well at checkout? | Yes No I don't recall | F | Radio button, one-up v | Single | Y | Skip Logic Group | Checkout Process | Gift Shop |
| SAC7865 | F | Why? | | | Text area, no char limit | | N | Skip Logic Group | Checkout Process No | Gift Shor |

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| | | | CVC Gift Shop 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 | CQ Label | cQ |
| (GROUP ID) GAC7866 | Label | What age group were you looking for items for? (Please select all that apply.) | Infant Child Teen Adult | SKIP to | Checkbox, one-up vertical | Multi | Y | instructions | Product Age Groups | Gift Sho |
| AC7867 | | Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop? | | | Radio button, one-up vertical | Single | Y | | Unique Merch. | Gif Sho |
| AC7868 | | If the Capitol Visitor Center gift shop had an enline store, would you make a purchase(s) from it? | Yes Ne | | Radio button, one up vertical | Single | ¥ | | Online Store | Gift Sho |
| SAC7869 | | What additional types of items would you like to see available in the Capitol Visitor Center gift shop? | | | Text area, no char limit | | N | | Additional Merch. | Gift |
| AC7870 | | How can we improve our customer service? | | | Text area, no char limit | | N | | Employee Improv. | Gif Sho |
| AC7871 | | If you could make one suggestion to improve the gift shop experience, what would it be? | | | Text area, no char limit | | N | | OE_Improvement | Gift Sho |
| SAC7880 | | Which of the following roles best describes you at the time of your visit? | Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other (please specify) | F | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Role | CVC |
| AC7881 | F | What level of students do you teach? | Elementary-School Middle-School High-School College - Undergraduate College - Post graduate Prefer not to answer | | Radio button, one-up vertical | Single | ¥ | Skip Logic Group | CVC Teacher | eve |
| AC7882 | Đ | What do you consider your role? | i reci nocto answer | | Radio button, one up | Single | ¥ | Skip Logic Group | CVC Other_Role | CVC |
| AC7883 | | Did you arrive at the U.S. Capitol as part of a group? | Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual). | O, P | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Tour Group | CVC |
| AC7884 | 0 | What was the approximate size of the entire group that you arrived to the Capitol with? | Under 10 10-20 20-30 30-40 | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Group - Size | CVC |

Model Instance Name: CVC Gift Shop

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CVC Gift Shop CUSTOM QUESTION LIST client Logic Label **Answer Choices** Single or Required Special Skip to (Group ID) **Question Text** (limited to 50 characters) Type (select from list) Multi ÝΝ Instructions CQ Label Type 40-50 More than 50 SAC7885 Which of the following best describes the type of School group CVC Radio button, one-up Single Skip Logic Tour Group - Type group you arrived at the Capitol with? vertical Group Senior citizen group International visitor group Other (please specify) SAC7886 What were the age(s) of the children/students Under 5 years old Checkbox, two-up Multi Υ Skip Logic CVC Children's Ages CVC in your group? (Please select all that apply.) vertical Group 5-7 years old 8-10 years old 11-13 years old 14-17 years old Over 17 years old Prefer not to answer SAC7887 What other type of tour group were you part of? Text area, no char Ν Skip Logic CVC Other_Tour Group CVC limit Group SAC7888 What was the reason(s) you decided to visit To learn about the history of the U.S. Capitol. Checkbox, one-up Multi Skip Logic CVC Primary Reason CVC the U.S. Capitol? (Please select all that apply.) vertical Group To view the art and architecture of the U.S. Capitol building. To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) SAC7889 What was the **other reason** you decided to visit Text area, no char Ν Skip Logic CVC Other_Reason CVC the Capitol? limit Group SAC7890 Pid you accomplish your goal while at the U.S. Radio button, one-up Single Skip Logic **CVC Accomplish Goal** pitol Visitor Center? Group Vhat was the goal that you wanted to SAC7891 **CVC OE No Goal** Text area, no char Н **Skip Logic** SAC7892 Approximately how much time did you spend Less than 1 hour **CVC Time** Radio button, one-up Single overall at the U.S. Capitol Visitor Center? vertical - 1 1/2 hours L 1/2 - 2 hours - 3 hours fore than 3 hours SAC7893 How often do you visit the U.S. Capitol? Radio button, one-up Single **CVC Frequency** CVC This is my first time Υ vertical Less than once a year Once a year Multiple times a year At what time of day did you visit the U.S. Capitol? Early morning SAC7894 Checkbox, one-up Multi Υ CVC Time of day CVC (Please select all that apply.) vertical

Model Instance Name: CVC Gift Shop

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CVC Gift Shop CUSTOM QUESTION LIST Denix This i client Skip Logic Label **Answer Choices** Single or Required Special (Group ID) Question Text (limited to 50 characters) Skip to Type (select from list) Multi Ϋ́/N Instructions CQ Label Type Late morning Early Afternoon Late Afternoon SAC7895 Which day of the week did you visit the U.S. Monday Radio button, one-up Single Υ CVC Day CVC Capitol? vertical Tuesday Wednesday Thursday Friday Saturday Radio button, one-up SAC7896 How recently did you visit the U.S. Capitol? Within a week Single **CVC Timeframe** CVC vertical Within a month Within the past 6 months Within the past year SAC7897 Skip Logic Questions up until now have been specifically ness level met or exceeded my Radio button, one-up **Single CVC** Cleanliness bout the gift shop and you. The remaining vertical Group uestions for the survey are regarding the entire J.S. Capitol Visitor Center experience. p> Did the cleanliness level of the U.S. Capito isitor Center meet or exceed your expectations? No, the cleanliness level did not meet my expectations. SAC7898 which of the following areas of the U.S. Capitolisitor Center fell below your expectations? Entrance / Greeting Area **CVC Cleanliness - Short** Checkbox, two-up Skip Logic **eve** Group vertical se select all that apply.) Exhibition Hall Sift Shop Restaurant Other (Please specify) SAC7899 What other area fell below your expectations? H CVC Other Cleanliness Text area, no char **Skip Logic CVC** Group SAC7900 Vould you like to provide additional comments Text area, no char N **CVC OE Cleanliness CVC** about the cleanliness of the U.S. Capitol Visitor limit Center building? If so, please provide as much letail as possible here. Radio button, one-up SAC7901 Did the U.S. Capitol Visitor Center staff Yes, the staff met or exceeded my expectations. Single Υ Skip Logic CVC Assistants CVC (excluding tour guides - ex: workers at the coat vertical Group check, entrance, etc.) meet or exceed your expectations? No, the staff did not meet my expectations. SAC7902 Which of the following staff members at the CVC Assistants - Short Coat Check Checkbox, two-up Multi Skip Logic CVC U.S. Capitol Visitor Center fell below your vertical Group expectations? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)

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| | | | CVC Gift Shop CUSTOM QUESTION LIST | | | | | | | I |
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| | Skin | | | | | | | | | Den This assi clier |
| 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 | CQ Label | CQ Type |
| SAC7903 | N | What other staff members fell below your expectations? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Assistants | cvc |
| SAC7904 | | Would you like to provide additional comments about an interaction with a staff member? If so, please provide as much detail as possible here. | | | Text area, no char limit | | N | | CVC OE_Assistants | CVC |
| SAC7905 | | Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible." | Strengly Agree | | Radio button, one up vertical | Single | ¥ | Skip Logic Group | CVC Accessibility | CVC |
| | | | Agree | | | | | | | |
| | | | Neutral Disagree | - 0 | | | | | | |
| | | | Strongly disagree | - B | | | | | | |
| | | | I don't know | ⊣ ~ | | | | | | |
| SAC7906 | θ | What areas were not accessible? | | | Text area, no char limit | | N | Skip Logic Group | CVC Accessibility - Low | eve |
| SAC7907 | | What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience ? | 1=Very Dissatisfied | | Radio button, scale, no don't know | Single | Y | | CVC Overall Satisfaction | cvc |
| | | | 2 | | | | | | | |
| | | | 3 | | | | | | | |
| | | | 5 | | | | | | | |
| | | | 6 | | | | | | | |
| | | | 7 | _ | | | | | | |
| | | | 8 | | | | | | | |
| | | | 9 | | | | | | | |
| | | | 10=Very Satisfied | | | | | | | |
| SAC7908 | | How well did this visit to the U.S. Capitol Visitor Center meet your expectations? | 1=Very Dissatisfied | | Radio button, scale, no don't know | Single | ¥ | | CVC Overall Satisfaction | eve |
| | | | 2 | | | | | | | |
| | | | 3 | | | | | | | |
| | | | 4 | | | | | | | |
| | | | 5 | | | | | | | |
| | 1 | | 6 | _ | | | | | | |
| | | | / | _ | | | | | | |
| | | | 8 | \dashv | | | | | | |
| | | | 9 10=Very Satisfied | _ | | | | | | |
| SAC7909 | | If you could make one suggestion to improve the entire U.S. Capitol Visitor Center | ±0-very sausileu | | Text area, no char limit | | N | | CVC OE_Improvement | CVC |
| | | experience, what would it be? | | | | | | | | |

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| QID | Skip Logic | | Answer Choices | | | Single or | Required | Special | | cQ |
| (Group ID) | Label | Question Text | (limited to 50 characters) | Skip to | Type (select from list) | Multi | Y/N | Instructions | CQ Label | Тур |
| AC7854 | | Were you greeted when you entered the gift shop? | Yes No | | Radio button, one-up vertical | Single | Y | | Greeting | Gif Sho |
| AC7855 | | Did the sales staff make you feel welcome in the gift shop? | Yes | | Radio button, one-up vertical | Single | Y | | Welcome | Gir |
| AC7856 | | Was the gift shop well lit ? | No Yes | | Radio button, one-up vertical | Single | Y | | Lighting | Gi She |
| | | | No | | | | | | | |
| AC7857 | | Did the unique displays draw you into the gift shop? | Yes No | | Radio button, one-up vertical | Single | Y | | Displays | Gi Sho |
| AC7858 | | Approximately how much time did you spend in the gift shop? | Less than 5 minutes | | Drop down, select one | Single | Y | | Time Gift Shop | Gi She |
| | | | 5-15 minutes 15-30 minutes More than 30 minutes | | | | | | | |
| AC7859 | | What were the reason(s) you decided to browse the gift shop? (Please select all that apply.) | To find a souvenir to remember my visit. To find a gift for someone who was not able to visit the | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Primary Reason | Gi Sh |
| | | | U.S. Capitol with me (friend, relative, neighbor). To find materials that will further my knowledge about saw something I saw during my visit. I wanted to see what items were available in the gift shop. | | | | | | | |
| | | | Other (please specify) | В | | | | | | |
| AC7860 | В | What was the an other reason(s) did you browsed the gift shop? | | | Text area, no char limit | | N | Skip Logic Group | Other_Primary Reason | Gi Sh |
| AC7861 | | Did you make a purchase at the Capitol Visitor Center gift shop? | Yes | C, E | Radio button, one-up vertical | Single | Y | Skip Logic Group | Purchase | Gi Sh |
| AC7862 | С | What product(s) did your purchase? (Please select all that apply.) | No Souvenir apparel (T-shirt, sweatshirt, etc.) | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | Item | Gi Sh |
| | | | Souvenir item (pencil, mug, etc.) Reproduction document Home good Collectable Jewelry Stationary | | | | | | | |
| | | | Book Other (please specify) | D | | | | | | |
| AC7863 | D | What other product(s) did you purchase at the gift shop? | | | Text area, no char limit | | N | Skip Logic Group | Other_Item | G |
| AC7864 | E | Did the purchase process go well at checkout? | Yes | | Radio button, one-up v | Single | Y | Skip Logic Group | Checkout Process | G Sh |
| | | | No | F | | | | | | |
| C7865 | F | Why? | I don't recall | | Text area, no char | | N | Skip Logic | Checkout Process No | G |
| .51000 | | , | | | limit | | | Group | Shookout 1 100033 110 | SI |

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CVC Gift Shop CUSTOM QUESTION LIST Deniz This assis clien QID Logic **Answer Choices** Single or Required Special CQ Skip to Type (select from list) CQ Label (Group ID) Label Question Text (limited to 50 characters) Multi ÝΝ Instructions Type What age group were you looking for items for? SAC7866 Infant Checkbox, one-up Multi Υ Product Age Groups (Please select all that apply.) vertical Gift Shop Children Teen Adult SAC7867 Were you aware that many of the items available Yes Υ Radio button, one-up Single Unique Merch. in the gift shop are unique and can only be vertical found in the Capitol Visitor Center gift shop? Gift Shop No SAC7868 Υ If the Capitol Visitor Center gift shop had an Yes Radio button, one-up Single Online Store online store, would you make a purchase(s) from vertical Gift Shop No SAC7869 What additional types of items would you like Text area, no char Ν Additional Merch. to see available in the Capitol Visitor Center gift limit Gift shop? Shop SAC7870 How can we improve our customer service? Text area, no char Ν Employee Improv. Gift Shop SAC7871 If you could make **one suggestion to improve** Text area, no char Ν OE_Improvement the gift shop experience, what would it be? limit Gift Shop SAC7872 Where do you currently live? I live outside of the United States. Drop down, select one Single Skip Logic CVC State CVC Group Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi

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| | Skip Logic | | | | | | | | | De Th as cli |
| QID (Group ID) | 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 | CQ Type |
| | | | Missouri | 1 | | | | | | |
| | | | Montana Nebraska | 4 | | | | | | |
| | | | Nevada | 1 | | | | | | |
| | | | New Hampshire | 1 | | | | | | |
| | | | New Jersey | | | | | | | |
| | | | New Mexico | | | | | | | |
| | | | New York | | | | | | | |
| | | | North Carolina | _ | | | | | | |
| | | | North Dakota | 4 | | | | | | |
| | | | Ohio | | | | | | | |
| | | | Oklahoma Oregon | + | | | | | | |
| | | | Pennsylvania | + | | | | | | |
| | | | Rhode Island | 1 | | | | | | |
| | | | South Carolina | 1 | | | | | | |
| | | | South Dakota | 1 | | | | | | |
| | | | Tennessee | | | | | | | |
| | | | Texas | | | | | | | |
| | | | Utah | | | | | | | |
| | | | Vermont | 4 | | | | | | |
| | | | Virginia | 4 | | | | | | |
| | | | Washington West Virginia | 4 | | | | | | |
| | | | Wisconsin | + | | | | | | |
| | | | Wyoming | 1 | | | | | | |
| | | | American Samoa | 1 | | | | | | |
| | | | Federated States of Micronesia | 1 | | | | | | |
| | | | Guam | | | | | | | |
| | | | Midway Islands | | | | | | | |
| | | | Northern Mariana Islands | _ | | | | | | |
| | | | Puerto Rico | - | | | | | | |
| | | | Republic of Palau Republic of the Marshall Islands | - | | | | | | |
| | | | U.S. Virgin Islands | + | | | | | | |
| | | | Prefer not to answer | + | | | | | | |
| SAC7873 | Α | What country do you live in? | Afghanistan | | Drop down, select one | Single | Y | Skip Logic Group | CVC Country | CVC |
| | | | Albania | 1 | | | | C.oup | | |
| | | | Algeria | 1 | | | | | | |
| | | | Andorra | | | | | | | |
| | | | Angola | | | | | | | |
| | | | Antigua and Barbuda | | | | | | | |
| | | | Argentina | 4 | | | | | | |
| | | | Armenia | - | | | | | | |
| | | | Australia Austria | - | | | | | | |
| | | | Azerbaijan | + | | | | | | |
| | | | Bahamas, The | 1 | | | | | | |
| | | | Bahrain | 1 | | | | | | |
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| | | | Bosnia and Herzegovina | | | | | | | |
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| | | | Chad | | | | | | | |
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| | | | Colombia | | | | | | | |
| | | | Comoros | | | | | | | |
| | | | Congo (Brazzaville) | | | | | | | |
| | | | Congo (Kinshasa) | | | | | | | |
| | | | Costa Rica | | | | | | | |
| | | | Cote d'Ivoire | | | | | | | |
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| | | | Denmark | | | | | | | |
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| | | | Korea, North | | | | | | | |
| | | | Korea, South | | | | | | | |
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| | | | Kuwait | | | | | | | |
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| | | | Libya | | | | | | | |
| | | | Liechtenstein | | | | | | | |
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| | | | Luxembourg | | | | | | | |
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CVC Gift Shop CUSTOM QUESTION LIST Denix This assis clien QID (Group ID) Single or Multi Required Y/N CQ Logic **Answer Choices** Special **Question Text** (limited to 50 characters) Type (select from list) CQ Label Туре Label Instructions Moldova Monaco Mongolia Montenegro Morocco Mozambique Namibia Nauru Nepal Netherlands Netherlands Antilles New Zealand Nicaragua Niger Nigeria North Korea Norway Oman Pakistan Palau Palestinian Territories Panama Papua New Guinea Paraguay Peru Philippines Poland Portugal Qatar Romania Russia Rwanda Saint Kitts and Nevis Saint Lucia Saint Vincent and the Grenadines Samoa San Marino Sao Tome and Principe Saudi Arabia Senegal Serbia Seychelles Sierra Leone Singapore Slovakia Slovenia Solomon Islands Somalia South Africa South Korea South Sudan Spain

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| 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 | CQ Label | Deni This assis clien CQ Type |
| | | Question Text | Sri Lanka Sudan Suriname Swaziland Sweden Switzerland Syria Taiwan Tajikistan Tanzania Thailand Timor-Leste Togo Tonga Trinidad and Tobago Tunisia Turkey Turkmenistan Tuvalu Uganda Ukraine United Arab Emirates United Kingdom Uruguay Uzbekistan Vanuatu Venezuela Vietnam Yemen Zambia Zimbabwe Other (Please specify) Prefer not to answer | B | | | | | OQ Lusti | |
| SAC7874 | В | Where do you live? | | | Text field, <100 char | | N | Skip Logic Group | CVC Other_Country | CVC |
| SAC7875 | | Which of the following best describes your race or ethnic background? (Please select all that apply.) | African American or Black American Indian or Alaska Native Asian Hispanic or Latino Native Hawaiian or Other Pacific Islander White or Caucasian (Not Hispanic or Latino) Other (Please specify) Prefer not to answer | С | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Race | CVC |
| SAC7876 | С | What is your race or ethnic background? | | | Text field, <100 char | | N | Skip Logic Group | CVC Other_Race | CVC |
| SAC7877 | | What is your gende r? | Male Female Prefer not to answer | | Radio button, one-up vertical | Single | Y | | CVC Gender | cvc |

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| 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 | CQ Label | Der This assi clie CQ Type |
| SAC7878 | What is your age ? | Under 18 18-24 25-34 35-44 | | Radio button, one-up vertical | Single | Y | | CVC Age | cvc | |
| | | | 45-54 55-64 65 or older Prefer not to answer | | | | | | | |
| SAC7879 | | Which of the following best describes the highest level of education you have attained? | Denise.Philips: Added period. High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree | | Radio button, one-up vertical | Single | Y | | CVC Education | CVC |
| SAC7880 | | Which of the following roles best describes you at the time of your visit? | Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor | F | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Role | CVC |
| SAC7881 | F | What level of students do you teach? | Other (please specify) Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer | D | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Teacher | CVC |
| SAC7882 | D | What do you consider your role? | | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Other_Role | cvc |
| SAC7883 | | Did you arrive at the U.S. Capitol as part of a group? | Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual). | O, P | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Tour Group | CVC |
| SAC7884 | 0 | What was the approximate size of the entire group that you arrived to the Capitol with? | Under 10 10-20 20-30 30-40 40-50 More than 50 | | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Group - Size | CVC |
| SAC7885 | P | Which of the following best describes the type of group you arrived at the Capitol with? | | Т | Radio button, one-up vertical | Single | Y | Skip Logic Group | Tour Group - Type | CVC |

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| 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 | CQ Label | CQ Typ |
| | | | Other (please specify) | K | | | | | | |
| SAC7886 | Т | What were the age(s) of the children/students in your group? (Please select all that apply.) | Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old Over 17 years old Prefer not to answer | | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Children's Ages | CV |
| SAC7887 | К | What other type of tour group were you a part of? | i reier not to answer | | Text area, no char | | N | Skip Logic | CVC Other Tour Group | CV |
| | | parton | | | limit | | | Group | ove carerear creap | |
| SAC7888 | | What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.) | To learn about -the history of the U.S. Capitol. Denise.Philips: Remove the extra s To view the art and architecture of the U. building. To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) | pace. | Checkbox, one-up vertical | Multi | Y | Skip Logic Group | CVC Primary Reason | CV |
| SAC7889 | В | What was the other reason you decided to visit the Capitol? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Reason | CV |
| SAC7890 | | Did you accomplish your goal while at the U.S. Capitol Visitor Center? | Yes No Not applicable | F | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Accomplish Goal | CV |
| SAC7891 | F | What was the goal that you wanted to accomplish? | то артомо | | Text area, no char limit | | N | Skip Logic Group | CVC OE No Goal | CV |
| SAC7892 | | Approximately how much time did you spend overall at the U.S. Capitol Visitor Center? | Less than 1 hour 1 - 1 1/2 hours 1 1/2 - 2 hours 2 - 3 hours More than 3 hours | | Radio button, one-up vertical | Single | Y | • | CVC Time | CV |
| SAC7893 | | How often do you visit the U.S. Capitol? | This is my first time Less than once a year Once a year Multiple times a year | | Radio button, one-up vertical | Single | Y | | CVC Frequency | CV |
| AC7894 | | At what time of day did you visit the U.S. Capitol? (Please select all that apply.) | | | Checkbox, one-up vertical | Multi | Y | | CVC Time of day | CV |
| AC7895 | | Which day of the week did you visit the U.S. Capitol? | Monday | | Radio button, one-up vertical | Single | Y | | CVC Day | CV |

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| 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 | CQ Label | Der The assi clie CQ Type |
| | | | Wednesday Thursday Friday Saturday | | | | | | • | |
| SAC7896 | | How recently did you visit the U.S. Capitol? | Within a week Within a month Within the past 6 months Within the past year | | Radio button, one-up vertical | Single | Y | | CVC Timeframe | CVC |
| SAC7897 | | Questions up until now have been specifically about the gift shop and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceed your expectations? | Yes, the cleanliness level met or exceeded my expectations. Denise.Philips: Added periods to lines 418 & 419. | К | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Cleanliness | cvc |
| SAC7898 | К | Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.) | Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant Restrooms Other (Please specify) | | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Cleanliness - Short | CVC |
| SAC7899 | L | What other area fell below your expectations? | The control of the co | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Cleanliness | CVC |
| SAC7900 | | Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center building? If so, please provide as much detail as possible here. | | | Text area, no char limit | | N | | CVC OE_Cleanliness | CVC |
| SAC7901 | | Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations? | Yes, the staff met or exceeded my Denise Philips: Added periods to lines 428 & 429. | M | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Assistants | CVC |
| SAC7902 | M | Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.) | Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify) | N | Checkbox, two-up vertical | Multi | Y | Skip Logic Group | CVC Assistants - Short | CVC |
| SAC7903 | N | What other staff members area fell below your expectations? | | | Text area, no char limit | | N | Skip Logic Group | CVC Other_Assistants | CVC |

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| 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 | CO Label | De Thi ass clie CQ Type |
| SAC7904 | | Would you like to provide additional comments about an interaction with a staff member? If so, please provide as much detail as possible here. | (| - Compression | Text area, no char limit | | N | | CVC OE_Assistants | CVC |
| SAC7905 | | statement: "The Ú.S. Capitol was completely accessible." | Strongly Agree Agree Neutral Disagree Strongly disagree I don't know | 0 0 | Radio button, one-up vertical | Single | Y | Skip Logic Group | CVC Accessibility | CVC |
| SAC7906 | 0 | What areas were not accessible? | | | Text area, no char limit | | N | Skip Logic Group | CVC Accessibility - Low | CVC |
| SAC7907 | | | 2 3 4 5 6 7 8 9 10=Very Satisfied | | Radio button, scale, no don't know | Single | Y | | CVC Overall Satisfaction | |
| SAC7908 | | How well did this visit to the U.S. Capitol Visitor Center meet your expectations? | 1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied | | Radio button, scale, no don't know | Single | Y | | CVC Overall Satisfaction | cvc |
| SAC7909 | | If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be? | | | Text area, no char limit | | N | | CVC OE_Improvement | CVC |