Model Instance Name: NHTSA

MID: gQxhR1hsRxERRwJVhkAtlg==

Date: 3/12/2010

Model questions utilize	the ACSI methodology to determine scores and	d impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	23 How likely are you to return to this site?
2 Please rate the quality of information on this site.	21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	24 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the usefulness of the features provided on this site.		How likely are you to use this site as your primary resource for obtaining information from this organization?
5 Please rate the convenience of the features on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
6 Please rate the variety of features on this site.		I can count on this agency to act in my best interests.
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I consider this agency to be trustworthy.
7 Please rate the visual appeal of this site.		This agency can be trusted to do what is right.
8 Please rate the balance of graphics and text on this site.		
9 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Please rate how well the site is organized.		
11 Please rate the options available for navigating this site.		
12 Please rate how well the site layout helps you find what you are looking for.		
13 Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know) 14 Please rate how quickly pages load on this site.		
15 Please rate the consistency of speed from page to page on this site.		
16 Please rate the ability to load pages without getting error messages on this site.		
To house rate the ubinty to four pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
17 Please rate how thoroughly this website discloses information about what this agency is doing.		
18 Please rate how quickly agency information is made available on this website.		
19 Please rate how well information about this agency's actions can be accessed by the public on this website.		

Model Instance Name:

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Date: 3/1/2008

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NHTSA CUSTOM QUESTION LIST Skip Single Answer Choices Required Special Logic or OID Label **Ouestion Text** (limited to 50 characters) Skip to Type (select from list) Multi Ϋ́/Ν Instructions CWS04090 How frequently do you visit this site? Daily Dropdown (Select-one) Single Υ Two to three times per week About once a month Every few months Every 6 months or less First-time visitor CWS04091 State or local government employee Single Skip Logic Group What best describes your role during your site visit today? Drop down, select one Υ Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify) Α CWS04092 Text area, no char limit Other best describes Skip Logic Group Α Ν CWS04093 What type(s) of information were you looking for on the Driving Safety (alcohol, texting/cell phones, car Skip Logic Group Checkbox, one-up vertical Multi Υ site? (Please select all that apply.) seats, seat belts, bicycles, motorcycles, F pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, recalls & н defects, complaints, tires, etc.) **Research** (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.) Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) About NHTSA (Administrator, calendar, jobs, press releases, etc.)

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QID	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
		•	Other (please specify)	Å				
CWS04094	Α	Other information			Text area, no char limit		N	Skip Logic Group
ACQwil0013864	F	What type(s) of driving safety information were you looking for? (Please select all that apply.)	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education	1				
			Enforcement & Justice Services					
			Impaired Driving (alcohol)	1				
			Motorcycles	1				
			Occupant Protection (seat belts)	1				
			Pedestrians	1				
			Research & Evaluation	1				
			School Buses	1				
			Other (please specify)	G				
ACQwil0013865	G	Other driving safety information			Text area, no char limit		N	Skip Logic Group
CWS04095	В	What type(s) of car seat information were you looking for? (Please select all that apply.)	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Seat ratings	1				
			Inspection center locations	1				
			Car seat installation information					
			Instructional videos	1				
			Other (please specify)	с				
CWS04096	С	Other car seat information			Text area, no char limit		N	Skip Logic Group
ACQhar0015015	н	What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Brakes	1				
			Odometer Fraud	1				
			Other Equipment (head restraints, vehicle backover avoidance technology, transportation recorders)					
			Recalls & Defects or Complaints	1				
			Test Procedures	1				
			Tires	1				
			Vehicle-Related Theft	1				
			Other (please specify)	1				
ACQhar0015016	I	Other vehicle safety information			Text area, no char limit		N	Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04098	С	What type of complaint ?	Vehicle		Drop down, select one	Single	Y	Skip Logic Group
			Tires					
			Equipment	1				
			Child Restraints					
				-				
			Consumer					

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QID	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
CWS04099	A	Other type of complaint			Text area, no char limit	Single	N	Skip Logic Group
CWS04100	С	Did you file your complaint ?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip Logic Group
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip Logic Group
ACQCol0010154		How do you want to use the information you were looking for today?	For personal research		Radio button, one-up vertical	Single	Y	Skip Logic Group
			To research for work					
			To research for school					
			Not applicable					
ACQhar0015017		More specifically, how will you use the information. Please be brief. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.)				Single	Ν	
		. ,			Text area, no char limit	a 1 1		
CWS04103		Were you able to find what you were looking for on the site today?		_	Radio button, one-up vertical	Single	Y	Skip Logic Group
0.1100.110.1			No	E	Tout and a second sector		••	
CWS04104 CWS04105	E	What were you looking for that you could not find?		F	Text area, no char limit Radio button, one-up vertical	Circula	N Y	Skip Logic Group
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio bullon, one-up vertical	Single	Y	Skip Logic Group
CWS04106	F	What type of difficulty did you encounter with the navigation process?	Too many links to choose from		Drop down, select one	Single	Y	Skip Logic Group
			Links did not take me where I expected Links/labels were difficult to understand	В				
			Technical difficulties (e.g. broken links, error messages)					
			Other (please specify)	Α				
CWS04107	А	Other navigational difficulties			Text area, no char limit	Single	N	Skip Logic Group
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single		Skip Logic Group
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs					
			Returned too many results					
			Returned not enough results					
			I was not sure what words to use in my search Search speed was too slow					

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QID	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
		•	Other (please specify)	Å				
CWS04094	Α	Other information			Text area, no char limit		N	Skip Logic Group
ACQwil0013864	F	What type(s) of driving safety information were you looking for? (Please select all that apply.)	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education	1				
			Enforcement & Justice Services					
			Impaired Driving (alcohol)	1				
			Motorcycles	1				
			Occupant Protection (seat belts)	1				
			Pedestrians	1				
			Research & Evaluation	1				
			School Buses	1				
			Other (please specify)	G				
ACQwil0013865	G	Other driving safety information			Text area, no char limit		N	Skip Logic Group
CWS04095	В	What type(s) of car seat information were you looking for? (Please select all that apply.)	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Seat ratings	1				
			Inspection center locations	1				
			Car seat installation information					
			Instructional videos	1				
			Other (please specify)	с				
CWS04096	С	Other car seat information			Text area, no char limit		N	Skip Logic Group
ACQhar0015015	н	What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Brakes	1				
			Odometer Fraud	1				
			Other Equipment (head restraints, vehicle backover avoidance technology, transportation recorders)					
			Recalls & Defects or Complaints	1				
			Test Procedures	1				
			Tires	1				
			Vehicle-Related Theft	1				
			Other (please specify)	1				
ACQhar0015016	I	Other vehicle safety information			Text area, no char limit		N	Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04098	С	What type of complaint ?	Vehicle		Drop down, select one	Single	Y	Skip Logic Group
			Tires					
			Equipment	1				
			Child Restraints					
				-				
			Consumer					

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QID	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
CWS04099	A	Other type of complaint			Text area, no char limit	Single	N	Skip Logic Group
CWS04100	С	Did you file your complaint ?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip Logic Group
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip Logic Group
ACQCol0010154		How do you want to use the information you were looking for today?	For personal research		Radio button, one-up vertical	Single	Y	Skip Logic Group
			To research for work					
			To research for school					
			Not applicable					
ACQhar0015017		More specifically, how will you use the information. Please be brief breif. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.)				Single	N	
					Text area, no char limit	a : 1		
CWS04103		Were you able to find what you were looking for on the site today?		_	Radio button, one-up vertical	Single	Y	Skip Logic Group
	_		No	E				
CWS04104	E	What were you looking for that you could not find?			Text area, no char limit	0.1	N	Skip Logic Group
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04106	F	What type of difficulty did you encounter with the navigation process?	Too many links to choose from		Drop down, select one	Single	Y	Skip Logic Group
			Links did not take me where I expected Links/labels were difficult to understand	В				
			Technical difficulties (e.g. broken links, error messages)					
			Other (please specify)	Α				
CWS04107	А	Other navigational difficulties			Text area,no char limit	Single	N	Skip Logic Group
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip Logic Group
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs					
			Returned too many results					
			Returned not enough results					
			I was not sure what words to use in my search Search speed was too slow					

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			NHTSA CUSTOM QUESTION LIST					
QID	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
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor	-	Dropdown (Select-one)	Single		
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip Logic Grou
CWS04092 CWS04093	A	Other best describes What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, recalls & defects, complaints, tires, etc.) Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.)	F	Text area, no char limit Checkbox, one-up vertical	Multi	<u> </u>	Skip Logic Grou Skip Logic Grou
			Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) About NHTSA (Administrator, calendar, jobs, press releases, etc.)					

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NHTSA CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CWS04094	Α	Other information		<u> </u>	Text area, no char limit		N	Skip Logic Grou
ACQwil0013864	F	What type(s) of driving safety information were you looking	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
		for? (Please select all that apply.)	Bicycles Child Safety (car seats) Distracted Driving (text or call) Driver Education Enforcement & Justice Services Impaired Driving (alcohol) Motorcycles	- B				
			Occupant Protection (seat belts) Pedestrians Research & Evaluation School Buses Other (please specify)	G				
ACQwil0013865	G	Other driving safety information					N	Skip Logic Group
CWS04095	В	What type(s) of car seat information were you looking for?	Car seat recalls		Text area, no char limit Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
	2	(Please select all that apply.)	Seat ratings Inspection center locations Car seat installation information Instructional videos Other (please specify)	с				
CWS04096	С	Other car seat information			Text area, no char limit		N	Skip Logic Group
	н	What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags Brakes Odometer Fraud Other Equipment (head restraints, vehicle backover avoidance technology, transportation recorders) Recalls & Defects or Complaints Test Procedures Tires Vehicle-Related Theft Other (please specify)	1	Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
	1	Other vehicle safety information			Text area, no char limit		N	Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		Ν	
CWS04097		Did you come to the site today to file a complaint ?	Yes	С	Radio button, one-up vertical	Single	Y	Skip Logic Grou
CWS04098	С	What type of complaint ?	Vehicle Tires Equipment Child Restraints		Drop down, select one	Single	Y	Skip Logic Grou

ForeSee Results - Confidential and Proprietary

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Consumer	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CWS04099	Α	Other type of complaint	Other (please specify)	Α		Single	N	Skip Logic Grou
00004000	Ŷ				Text area, no char limit	Single		Skip Logic Group
CWS04100	С	Did you file your complaint?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip Logic Group
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip Logic Group
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own For personal research To research for work To research for school Not applicable Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic Grou
ACQCol0010155	A	How you want to use information			Text area, no char limit	Single	N	Skip Logic Grou
		More specifically, how will you use the information. Please be breif. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.)			Text area, no char limit	Single	N	
CWS04103		Were you able to find what you were looking for on the site today?	Yes	Е	Radio button, one-up vertical	Single	Y	Skip Logic Grou
CWS04104	E	What were you looking for that you could not find?	110		Text area, no char limit		N	Skip Logic Group
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single	Y	Skip Logic Grou
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from Links did not take me where I expected Links/labels were difficult to understand Technical difficulties (e.g. broken links, error messages) Other (please specify)	В	Drop down, select one	Single	Y	Skip Logic Grou
CWS04107	А	Other navigational difficulties			Text area, no char limit	Single	N	Skip Logic Grou
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip Logic Group
CWS04108			Yes No	G	Radio button, one-up vertical	Single		Skip Logic Grou
CWS04109	G		I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results Returned not enough results		Checkbox, one-up vertical	Multi	Y	

Model Instance Name: red & strike through: DELETE NHTSA underlined & italicized: RE-ORDER MID: gQxhR1hsRxERRwJVhkAtlg== pink: ADDITION Date: 3/1/2008									
			NHTSA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) I was not sure what words to use in my search Search speed was too slow	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	

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			NHTSA CUSTOM QUESTION LIST					
QID	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
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip Logic Grou
CWS04092	Α	Other best describes			Text area, no char limit		N	Skip Logic Grou
CWS04093		What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, tires, etc.) Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.) Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) Car Seats About NHTSA (Administrator, calendar, jobs, press releases, etc.)	F	Checkbox, one-up vertical	Multi		Skip Loĝic Grou

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NHTSA	CUSTOM	QUESTIO	N LIST

QID	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
0.1/00.400.4			Other (please specify)	Α	Tout one of the limit			
CWS04094	<u>A</u>	Other vehicle information	A summarium Daisian		Text area, no char limit		N	Skip Logic Group
	E C	What type(s) of driving safety information were you looking for?	Aggressive Driving	_	Radio button, one-up vertical		Y	Skip Logic Group
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)	-				
			Driver Education	-				
			Enforcement & Justice Services	-				
			Impaired Driving (alcohol)	-				
			Occupant Protection (seat belts)	-				
			Pedestrians	-				
			Research & Evaluation	-				
			School Buses	-				
			Other (please specify)	G				
	G	Other driving safety information					N	Skip Logic Group
	Ŭ				Text area. no char limit			Chip Logic Crou
CWS04095	В	What type(s) of car seat information were you looking for?	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Seat ratings	1				
			Inspection center locations	1				
			Car seat installation information	1				
			Instructional videos	1				
			Other (please specify)	С				
CWS04096	С	Other car seat information			Text area, no char limit		N	Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		Ν	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single	Y	Skip Logic Group
			Tires	_				
			Equipment	_				
			Child Restraints	_				
			Consumer					
014/00 4000			Other (please specify)	Α				
CWS04099	Α	Other type of complaint			Text area, no char limit	Single	N	Skip Logic Group
CWS04100	С	Did you file your complaint?	Yes	D	Radio button, one-up vertical	Single	Y	Skip Logic Grou
CWS04101	D	If you did not file your complaint, why not?	No		Text area, no char limit		N	Skip Logic Group
CWS04101 CWS04102	 C	If you could improve one area of the complaint process,					N	Skip Logic Grou
011004102	Ŭ	what would it be?			Text area, no char limit			Chip Logic Clou
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy		Radio button, one-up vertical	Single	Y	Skip Logic Grou
			To find out about the safety of a vehicle or car seat I already own					
			To research for work					

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) To research for school	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Other (please specify)	A				
ACQCol0010155	A	How you want to use information			Text area, no char limit	Single	N	Skip Logic Grou
CWS04103		Were you able to find what you were looking for on the site today?	Yes No	Е	Radio button, one-up vertical	Single	Y	Skip Logic Grou
CWS04104	E	What were you looking for that you could not find?		<u> </u>	Text area, no char limit		N	Skip Logic Grou
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single		Skip Logic Group
CWS04106		What type of difficulty did you encounter with the navigation process?	Too many links to choose from Links did not take me where I expected Links/labels were difficult to understand Technical difficulties (e.g. broken links, error	в	Drop down, select one	Single	Y	Skip Logic Grou
			messages) Other (please specify)	А				
CWS04107	A	Other navigational difficulties			Text area, no char limit	Single	N	Skip Logic Group
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip Logic Group
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04109	G		I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results Returned not enough results I was not sure what words to use in my search Search speed was too slow		Checkbox, one-up vertical	Multi	Y	

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes			Text area, no char limit		N	Skip
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Car Seats About NHTSA	в	Checkbox, one-up vertical	Multi	Y	Skip

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04094	Α	Other information			Text area, no char limit		N	Skip
CWS04095	В	What type(s) of car child safety seat information were you looking for?	Child safety Car seat recalls Seat ratings Inspection center locations Car seat installation information Instructional videos Other (please specify)	c	Checkbox, one-up vertical	Multi	Y	Skip
CWS04096	С	Other child safety car seat information			Text area, no char limit		N	Skip
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		Ν	
CWS04097		Did you come to the site today to file a complaint ?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip
CWS04098	С	What type of complaint ?	Vehicle Tires Equipment Child Restraints Consumer Other (please specify)	A	Drop down, select one	Single	Y	Skip
CWS04099	Α	Other type of complaint			Text area, no char limit	Single	N	Skip
CWS04100	С	Did you file your complaint?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own To research for work To research for school Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	N	Skip
CWS04103		Were you able to find what you were looking for on the site today?	Yes	Е	Radio button, one-up vertical	Single	Y	Skip
CWS04104	E	What were you looking for that you could not find?		-	Text area, no char limit		N	Skip
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single	Ŷ	Skip
CWS04106	F	What type of difficulty did you encounter with the navigation process?	Too many links to choose from		Drop down, select one	Single	Y	Skip
			Links did not take me where I expected	В				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required	eci al Ins tru cti on s
			Technical difficulties (e.g. broken links, error messages)					
			Other (please specify)	Α				4
CWS04107	А	Other navigational difficulties			Text area,no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results Returned not enough results I was not sure what words to use in my search Search speed was too slow		Checkbox, one-up vertical	Multi	Y	

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes			Text area, no char limit		N	Skip
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Seats About NHTSA	в	Checkbox, one-up vertical	Multi	Y	Skip

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04094	Α	Other information			Text area, no char limit		N	Skip
CWS04095	В	What type(s) of child safety seat information were you looking for?	Child safety seat recalls Seat ratings Inspection center locations Car seat installation information Instructional videos Other (please specify)	c	Checkbox, one-up vertical	Multi	Y	Skip
CWS04096	С	Other child safety seat information			Text area, no char limit		N	Skip
		What made you decide to look for this type of information?			Text area,no char limit		N	
CWS04097		Did you come to the site today to file a complaint ?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip
CWS04098	С	What type of complaint ?	Vehicle Tires Equipment Child Restraints Consumer Other (please specify)	A	Drop down, select one	Single	Y	Skip
CWS04099	А	Other type of complaint			Text area, no char limit	Single	N	Skip
CWS04100	С	Did you file your complaint?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area,no char limit		N	Skip
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own To research for work To research for school Other (please specify)	A	Radio button, one-up vertical	Single		Skip
ACQCol0010155	Α	How you want to use information			Text area,no char limit	Single	N	Skip
CWS04103		Were you able to find what you were looking for on the site today?	Yes No	Е	Radio button, one-up vertical	Single	Y	Skip
CWS04104	E	What were you looking for that you could not find?			Text area, no char limit		N	Skip
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single		Skip
CWS04106	F	What type of difficulty did you encounter with the navigation process?	Too many links to choose from		Drop down, select one	Single	Y	Skip

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required	eci al Ins tru cti on s
			Technical difficulties (e.g. broken links, error messages)					
			Other (please specify)	Α				4
CWS04107	А	Other navigational difficulties			Text area,no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results Returned not enough results I was not sure what words to use in my search Search speed was too slow		Checkbox, one-up vertical	Multi	Y	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes			Text area, no char limit		N	Skip
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Seats About NHTSA	в	Checkbox, one-up vertical	Multi	Y	Skip

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi	Required Y/N	al Ins tru cti on s
CWS04094	Α	Other information			Text area, no char limit		Ν	Skip
CWS04095	В	What type(s) of child safety seat information were you looking for?	Child safety seat recalls Seat ratings Inspection center locations Car seat installation information Instructional videos Other (please specify)	с	Checkbox, one-up vertical	Multi	Y	Skip
CWS04096	С	Other child safety seat information			Text area, no char limit		N	Skip
CWS04097		Did you come to the site today to file a complaint?	Yes No	С	Radio button, one-up vertical	Single	Y	Skip
CWS04098	C	What type of complaint ?	Vehicle Tires Equipment Child Restraints Consumer Other (please specify)	A	Drop down, select one	Single	Y	Skip
CWS04099	A	Other type of complaint			Text area, no char limit	Single	Ν	Skip
CWS04100	C	Did you file your complaint?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own To research for work To research for school Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	Ν	Skip
CWS04103		Were you able to find what you were looking for on the site today?	Yes No	E	Radio button, one-up vertical	Single	Y	Skip
CWS04104	E	What were you looking for that you could not find?			Text area, no char limit		N	Skip
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single		Skip
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from Links did not take me where I expected Links/labels were difficult to understand Technical difficulties (e.g. broken links, error messages) Other (please specify)	B	Drop down, select one	Single	Y	Skip

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		eci al Ins tru cti on s
CWS04107	Α	Other navigational difficulties			Text area, no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	Ν	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs					
			Returned too many results					
			Returned not enough results					
			I was not sure what words to use in my search					
			Search speed was too slow					

underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CWS04090			Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single
CWS04091			State or local government employee Parent Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single
CWS04092	Α	Other best describes			Text area, no char limit	
CWS04093			Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Seats About NHTSA	в	Checkbox, one-up vertical	Multi

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NHTSA CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other (please specify)	Skip to	Type (select from list)	Single or Multi
CWS04094	Α	Other information			Text area, no char limit	
CWS04095	В	looking for?	Child safety seat recalls		Checkbox, one-up vertical	Multi
			Seat ratings			
			Inspection center locations			
			Car seat installation information			
			Instructional videos			
			Other (please specify)	С		
VS04096	С	Other child safety seat information			Text area, no char limit	
NS04097		Did you come to the site today to file a complaint ?	Yes	С	Radio button, one-up vertical	Single
			No			
VS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single
			Tires			
			Equipment			
			Child Restraints			
			Consumer			
NC0 4000	-		Other (please specify)	A	Tout area no abay limit	Cingle
VS04099 VS04100	A C	Other type of complaint Did you file your complaint?	Vac		Text area, no char limit Radio button, one-up vertical	Single
VS04100			YesNo	D	Radio bullon, one-up vertical	Single
WS04101	D	If you did not file your complaint, why not?		U	Text area, no char limit	
WS04101 WS04102	C	If you could improve one area of the complaint process,				
10304102	Ŭ	what would it be?			Text area, no char limit	
		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy		Radio button, one-up vertical	Single
			To find out about the safety of a vehicle or car seat I already own			
			Other (please specify)	Α		
	Α	How you want to use information			Text area, no char limit	Single
VS04103		Were you able to find what you were looking for on the site today?			Radio button, one-up vertical	Single
1	_		No	E		
VS04104	E	What were you looking for that you could not find?			Text area, no char limit	
VS04105			Yes	F	Radio button, one-up vertical	Single
WS04106	F		No Too many links to choose from		Drop down, select one	Single
			Links did not take me where I expected	в		
			Links/labels were difficult to understand			
			Technical difficulties (e.g. broken links, error messages)			
			Other (please specify)	А		
VS04107	Α	Other navigational difficulties			Text area, no char limit	Single
	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single
WS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single
NS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature		Checkbox, one-up vertical	Multi
			Returned results that were too similar/redundant			
			Results were not relevant to my search terms or needs			
			Returned too many results			

ForeSee Results - Confidential and Proprietary

NHTSA MID: gQxhR1hsRxERRwJVhkAtlg==			red & strike-through: DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING			
	NHTSA CUSTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Returned not enough results I was not sure what words to use in my search	Skip to	Type (select from list)	Single or Multi
			Search speed was too slow			

Required Y/N	Special Instructions
Y	
Y	Skip Logic Group
N Y	Skip Logic Group Skip Logic Group

Required Y/N	Special Instructions
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	

Required Y/N	Special Instructions

Types

Text field, <100 char Text area, no char limit Drop down, select one Radio button, one-up vertical Radio button, two-up vertical Radio button, three-up vertical Radio button, scale, has don't know Radio button, scale, no don't know Checkbox, one-up vertical Checkbox, two-up vertical Checkbox, three-up vertical

Instructions

Randomize Shared OPS Group Matrix Group Rank Group Comparative Matrix Group Skip Logic Group Multiple Lists Group Anchor Answer Choice Partitioned Adjust Template/Style Sheet