PBGC - Customer Satisfaction v2

MID: IUx1IFIhgp5YEpxx5JIVIw==

Date: 4/19/2013



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

The U.S. Pension Benefit Guaranty Corporation has three overarching goals to:

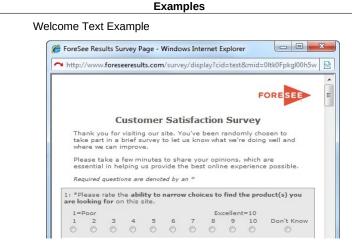
- Preserve plans and protect pensioners,
- Pay pension benefits on time and accurately, and
- Maintain high standards of stewardship and accountability.

We want your feedback to help us determine how we are meeting our goals as an agency.

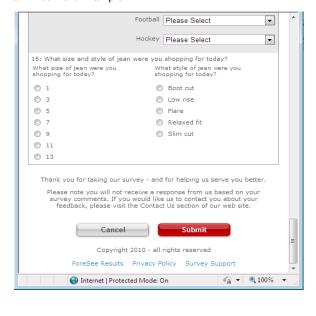
Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you are requesting. This information will be used by PBGC personnel. Furnishing this information is voluntary and will not impact other business you may have with PBGC. The data will be maintained on our secure server.



Thank You Text Example



Model Instance Name:

PBGC - Customer Satisfaction V2

MID: IohcdxZpY48xEgEE58c8pA==

Partitioned (Y/N)? NO

Date: 4/19/2013



Model questions utilize the ACSI methodology to determine scores and impacts										
MQ Label	ELEMENTS (drivers of satisfaction)	МО	Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS			
,	Agency Information (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)			
	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	6 Satisfa Overa		What is your overall satisfaction with the PBGC agency? 1=Very Dissatisfied, 10=Very Satisfied)	g	Goal Accomplish ment - Mission	Please indicate how much you agree or disagree with the following statements. The PBGC carries out its mission to protect pensions.			
Agency Information - Understandable	Please rate how understandable you find the information that the PBGC provides.			How well does the PBGC meet your expectations ? (1=Falls Short, 10=Exceeds)	10	Goal	The PBGC shows that it takes responsibility for preservin pension plans.			
Agency Information - Answers	Please rate how well the agency's information provides answers to your questions.	8 Satisfa Ideal	f	How does the PBGC compare to your idea of an ideal ederal agency? 11=Not Very Close, 10=Very Close)	11	Goal Accomplish ment - Preserve	The PBGC efficiently preserves pension plans.			
	Agency Services (1=Poor, 10=Excellent, Don't Know)				12	Goal Accomplish ment - Protect	The PBGC protects pensioners effectively.			
- Provision	Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.						Trust (1=Strongly Disagree, 10=Strongly Agree)			
	Please rate your perception of the range of services offered by the PBGC.				13	Trust - Best Interests	I can count on this agency to act in my best interests.			
					14	Trust - Trustworthy	I consider this agency to be trustworthy .			
					15	Trust - Do Right	This agency can be trusted to do what is right.			
							Brand Confidence (1=Not At All Confident, 10=Very Confident)			
					17	Brand Confidence	How confident are you that your future interactions with PBGC will meet your needs?			

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PBGC - Customer Satisfaction	V2 CUSTOM QUESTION LIST
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			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
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	CQ Label
ON0035494	Luboi	About how often do you interact with the PBGC?	This is my first interaction	Citip to	Radio button, one-up	S	Y	ou doublib	Frequency
		, , , , ,			vertical				.,,
			At least monthly						
			A few times a year						
			Once a year or less						
VH4533		Which best describes you?	Worker		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describe
			Retiree		vertical				
			Disabled Worker or Retiree						
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Job seeker Charlest						
			Student Other (please specify)	_					
NH4534	A	Other - best describes you:	Other (piease specify)	Α	Text area, no char limit	S	N		Other Best
VI14334	^	Other - best describes you.			Text area, 110 Chai illilli	3	IN		Describes
NH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Υ	Skip Logic Group	Primary Intere
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan						
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received						
			To check or update my personal information						
			To get an estimate of my benefit						
			To file a premium To submit a standard termination						
			To submit a distress termination	-					
			To submit a reportable event						
			To obtain interest rates						
			To look for a job						
			To learn more about PBGC's mission to protect pensions						
			Other (please specify)	Α					
NH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
AR0040602		Did you get the information you were looking for from PBGC?	V		Radio button, one-up vertical	S	Υ	Skip Logic Group	Did You Find
			Yes		vertical				
AR0040526	A	What information were you looking for?	No .	A	Text area, no char limit	S	N	Skip Logic Group	OE What
A110040320	^	what mornation were you looking for:			Text area, 110 chai illilli	"	IN.	Skip Logic Group	Looking For
ON0035495		Is the wording used by this agency easy to understand?			Radio button, one-up	S	Υ		Agency Wordin
		, , , , , , , , , , , , , , , , , , ,	Yes		vertical				3,
			No						
NH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
NH4538		Would you like PBGC to contact you regarding your		Α	Radio button, one-up	S	Υ	Skip Logic Group	Contact
		response?	Yes		vertical				
			No						
NH4539	Α	Please provide the following information, and a PBGC			Text field, <100 char	S	N		Name
		representative will contact you.							
		Name: (First/Last Name)							
NH4540	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
NH4540 NH4541	A	Telephone: (e.g. 555-555-555)			Text field, <100 char	S	N N		Telephone
VH4542	A	Best weekday to be reached:			Drop down, select one	S	N		Best Day to
VI 14342	_ ^	Dest weekday to be reached.	Monday		Drop down, Select one		14		Reach
			Tuesday						
			Wednesday						
			Thursday						

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underlined & italicized: RE-ORDER

pink: ADDITION

	PBGC - Customer Satisfaction V2 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	CQ Label		
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach		
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested		

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blue + -->: REWORDING

		2							
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
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	CQ Label
LON0035494	Labei	About how often do you interact with the PBGC?	This is my first interaction	SKIP to	Radio button, one-up	S	Y	instructions	Frequency
		ABOUT NOW ORIEN BO YOU INTERACT WILLT THE P BGC:	At least monthly A few times a year Once a year or less	-	vertical		,		
LNH4533		Which best describes you?	Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Store of the professional or security of the professional or the professional o	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
LNH4534	Α	Other - best describes you:	(Product Spanny)		Text area, no char limit	S	N		Other Best
LNH4535		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To better understand the extent to which my benefits (pension, health care, etc.) are insured To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received To check or update my personal information To get an estimate of my benefit To file a premium To submit a standard termination To submit a distress termination To submit a distress termination To submit a reportable event To obtain interest rates To look for a job To learn more about PBGC's mission to protect pensions Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Describes Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
NEW		Did you get the information you were looking for from PBGC?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
NEW	Α	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What
LON0035495		Is the wording used by this agency easy to understand?	Yes No		Radio button, one-up vertical	S	Y		Agency Wording
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		Name
LNH4540	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone
LNH4542	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday	-	Drop down, select one	S	N		Best Day to Reach

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pink: ADDITION

	PBGC - Customer Satisfaction V2 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	CQ Label		
LNH4543	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 12 - 1 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N		Best hour to Reach		
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested		

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: lohc IUx1IFIhgp5YEpxx5JIVIw==

Date: 9/21/2012

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Date.	31211201	2						
			PBGC - Customer Satisfaction V2 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	
NEW		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertic	S	Y	
LNH4533			Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)		Radio button, one-up vertical	S	Y	S
LNH4534	Α	Other - best describes you:	A		Text area, no char limit	S	N	Γ

	Logic		Answer Choices	 .			Required	Special								
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label							
NEW		About how often do you interact with the PBGC?	This is my first interaction	1	Radio button, one-up vertic	S	Y		Frequency							
			At least monthly	1												
			A few times a year													
			Once a year or less													
LNH4533		Which best describes you?			Radio button, one-up	S	Y	Skip Logic Group	Best Describes							
			Worker		vertical											
			Retiree													
			Disabled Worker or Retiree													
			Widow(er) or spouse or beneficiary	1												
			Other family member, friend, or power of attorney													
			Practitioner or pension professional	_	_	+		-	_	-						
			Media or press representative	1												
			Congressional or regulatory researcher	-												
			Trade association or business organization	1												
			Job seeker	-												
				-												
			Student													
			Other (please specify)	Α												
LNH4534	A	Other - best describes you:			Text area, no char limit	S	N		Other Best							
									Describes							
LNH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Interest							
			To learn if my pension plan is insured or covered by the PBGC		vertical											
			To learn what to expect if PBGC takes over my pension plan	1												
			To better understand the extent to which my benefits (pension, health care,	Ī												
			etc.) are insured													
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan,	1												
			etc.)													
			To learn more about the Annual Funding Notice I received	1												
			To check or update my personal information	-												
				-												
			To get an estimate of my benefit	-												
			To file a premium	-												
			To submit a standard termination													
			To submit a distress termination													
			To submit a reportable event													
			To obtain interest rates													
			To look for a job													
			To learn more about PBGC's mission to protect pensions													
			Other (please specify)	A												
LNH4536	Α	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE Primary							
									Interest							
NEW		Is the wording used by this agency easy to understand?			Radio button, one-up vertic	S	Y		Agency Wording							
		is the Wording about by this agency easy to understand.	Yes		rtadio battori, orio ap verto				rigonoj wording							
			No.	1												
LNH4537		As an agency, what could PBGC do differently to better meet			Text area, no char limit	S	N		Better Meet							
LINH4537		your needs?			rext area, no char illilit	5	IN		Needs							
1 11114500		ľ			Darlie butter and the	-		Obia Lasia Ossus								
LNH4538		Would you like PBGC to contact you regarding your		A	Radio button, one-up	S	Y	Skip Logic Group	Contact							
		response?	Yes		vertical											
			No													
LNH4539	Α	Please provide the following information, and a PBGC			Text field, <100 char	S	N		Name							
		representative will contact you.														
		Name: (First/Last Name)														
LNH4540	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email							
LNH4541	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone							
LNH4542		Best weekday to be reached:			Drop down, select one	S	N		Best Day to							
		, , , , , , , , , , , , , , , , , , , ,	Monday		, 22, 22.22.31.0				Reach							
			Tuesday													
			Wednesday	1												
			Thursday	1												
				+												
1 1 1 1 4 = 10		Destablished to be seen bed.	Friday		Daniel daniel				Do-st/							
LNH4543	A	Best time to be reached:			Drop down, select one	S	N		Best hour to Reach							
			9 - 10 AM (EST)						Reacn							
			10 - 11 AM (EST)													
			11 - 12 PM (EST)													
			12 - 1 PM (EST)													
			1 - 2 PM (EST)													
			2 - 3 PM (EST)													

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: lohc IUx1IFIhgp5YEpxx5JIVIw==

Date: 9/21/2012

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			PBGC - Customer Satisfaction V2 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	CQ Label	
			3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)							
LNH4544	Α	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested	