

Invitation

Thank you for visiting ftccomplaintassistant.gov. You've been randomly selected to take part in a brief survey to provide feedback about our website.

This survey is designed to measure your entire experience. Please look for it at the end of your visit.

This survey is conducted by Foresee on behalf of the Federal Trade Commission. To learn how the information we collect is handled, please review the Foresee Privacy Policy and the FTC privacy policy. Participation is voluntary, and the survey does not ask for your personal

Welcome Text

Thank you for visiting FTC Complaint Assistant. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the FTC. Please take a minute or two to give us your opinions. The feedback you provide will help the FTC Complaint Assistant enhance its Complaint Assistant process and serve you better in the future. All results are strictly confidential.



Customer Satisfaction Survey

Thank you for visiting **FTC Complaint Assistant**. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of **the FTC**. Please take a minute or two to give us your opinions. The feedback you provide will help **the FTC Complaint Assistant** enhance its Complaint Assistant process and serve you better in the future. All results are strictly confidential.

Required questions are denoted by an *



1: *Please rate the simplicity of instructions for completing the ComplaintAssistant process.										
1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2: *Please rate how well the instructions for completing the ComplaintAssistant process provide answers to your questions.										
1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3: *Please rate the clarity of instructions for completing the ComplaintAssistant process.										
1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank You

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.



FTC COMPLAINT ASSISTANT

Welcome!

Complaints from consumers help us detect patterns of fraud and abuse. The FTC would like to know more about your complaint and the Complaint Assistant will help guide you. To use the Complaint Assistant, please follow these steps:

- Choose a complaint category on the left
- Answer a few questions related to your complaint
- Tell us what happened in your own words
- Please use the navigation buttons at the bottom of the page

FORESEE

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How We Handle Your Info

It's up to you to determine how much personal information you want to provide. Providing your contact information will make it easier if we need to reach you to obtain additional information about your complaint. Please read our [Privacy Policy](#) to learn more about how we safeguard your personal information.

While using a mobile device, please be aware of your

No, thanks

Yes, I'll give feedback

and our law enforcement partners detect patterns of fraud and abuse, which may lead to investigations and eliminate unfair business practices. Complaints are entered in our secure online database, which is used by many local, state, federal, and international law enforcement agencies. **The FTC cannot resolve individual complaints, but we can**

Registry gives about whether telemarketing calls are allowed. Most telemarketers call your number if you have not been on the registry for 30 days. If they do, you can file a complaint at www.donotcall.gov.

Select a category below:

- ▶ Identity Theft
- ▶ Credit and Debt
- ▶ Unwanted Telemarketing, Text, or SPAM
- ▶ Mobile Devices or Telephones
- ▶ Internet Services, Online Shopping, or Computers
- ▶ Jobs and Making Money
- ▶ Other

e. The
Assistant



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Please look

To learn how
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sonal

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you can file a

gov .

Related Items



- [About Us](#)
- [Getting Your Money Back](#)
- [Scam Alerts](#)
- [10 Ways to Avoid Fraud](#)

Model Instance Name:

FTC ComplaintAssistant

MID0kplEZsgBcpIkIFVJ8gpAA==

Date 4/16/2014

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS			
Instructions for Completion (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Recommend (1=Very Unlikely, 10=Very Likely)			
1	Please rate the simplicity of instructions for completing the ComplaintAssistant process .	Satisfaction - Overall	10	What is your overall satisfaction with the ComplaintAssistant process ? (1=Very Dissatisfied, 10=Very Satisfied)	13	How likely are you to recommend the FTC ComplaintAssistant process to someone else?	
2	Please rate how well the instructions for completing the ComplaintAssistant process provide answers to your questions.	Satisfaction - Expectations	11	How well does the ComplaintAssistant process meet your expectations ? (1= Falls Short, 10=Exceeds)		Use as Resource (1=Very Unlikely, 10=Very Likely)	
3	Please rate the clarity of instructions for completing the ComplaintAssistant process .	Satisfaction - Ideal	12	How does the ComplaintAssistant process compare to your idea of an ideal complaints-process website ? (1=Not Very Close, 10=Very Close)	Use as Resource	14	How likely would you be to use the Complaint Assistant as a resource in the future ?
Site Performance (1=Poor, 10=Excellent, Don't Know)							
4	Please rate how quickly pages load in the ComplaintAssistant process .						
5	Please rate the consistency of speed from page to page in the ComplaintAssistant process .						
6	Please rate how completely the page content loads in the Complaint Assistant						
Look and Feel (1=Poor, 10=Excellent, Don't Know)							
Please rate the visual appeal of the ComplaintAssistant process.							
Please rate the balance of graphics and text throughout the ComplaintAssistant process.							
Please rate the readability of the pages in the ComplaintAssistant process.							
Navigation (1=Poor, 10=Excellent, Don't Know)							
7	Please rate how well the ComplaintAssistant process is organized.						
8	Please rate the options available for navigating the ComplaintAssistant process .						
9	Please rate how well the Complaint Assistant layout helps you find what you need.						

Model Instance Name:
 FTC ComplaintAssistant
MID: 0kplEZsgBcpIkIFVJ8gpAA==
Date: 4/16/2014

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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
		How often do you visit the FTC Complaint Assistant?	This is my first visit A few times a year Monthly Weekly Daily	Z Z Z Z	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05028	Z	How many times have you used the Complaint Assistant in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05027		Were you aware of the FTC Complaint Assistant before visiting the site today?	Yes No Not sure	C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05029	C	How did you find the FTC Complaint Assistant site?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
		What complaint category did you submit a complaint for today?	I did not submit a complaint today Identity Theft Credit and Debt Unwanted Telemarketing, Test, or SPAM Mobile Devices or Telephones Internet Services, Online Shopping, or Computers Jobs and Making Money Other, please specify	A	Checkbox, one-up vertical Bonnie Richards: Needs to be mutually exclusive, but category not here, and can't edit.	Multi	Y	Skip Logic Group
	A	Please specify the other complaint category you submitted (e.g. counterfeit checks, impostor scams, sweepstakes, etc.).			Text area, no char limit		N	Skip Logic Group
KFB05031		Was the FTC Complaint Assistant easy to use?	Yes No Not sure		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032		Did you experience any of the following challenges during your visit today?	I did not experience any challenges today I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, etc.) There was no complaint category listed that covered my complaint	A	Checkbox, one-up vertical Bonnie Richards: Needs to be mutually exclusive, but not	Multi	Y	Skip Logic Group

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 FTC ComplaintAssistant
MID: 0kplEZsgBcpIkIFVJ8gpAA==
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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			I did not understand what I was supposed to do I was unable to submit my complaint because I received a blank screen I was unable to submit my complaint because I received a time out message I was unable to submit my complaint because I received an error message Other, please specify	Z	exclusive, but option not available and can't edit.			
	A	What type of complaint category were you looking for?			Text area, no char limit		N	Skip Logic Group
KFB05033	Z	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
		Were you able to accomplish your reason for visiting today?	Yes No	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group
	A	Please tell us more about what you were unable to accomplish today.					N	Skip Logic Group
	B	What will you do next?	Try again later Try to call the agency for help Give up Other, please specify	C		Single	Y	Skip Logic Group
	C	Please specify what you will do next.			Text area, no char limit		N	Skip Logic Group
KFB05034		Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
MID: 0kpIEZsgBcplkIFVJ8gpAA==
Date: 6/26/2009

Model questions utilize the ACSI methodology to determine scores and impacts

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



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 FTC ComplaintAssistant
 MID: 0kplEZsgBcpIkIFVJ8gpAA==
 Date: 4/16/2014

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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
KFB05027		Were you aware of the FTC ComplaintAssistant before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05028	B	If you were aware of the FTC ComplaintAssistant how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05029	C	If you were not aware of the FTC ComplaintAssistant before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
KFB05031		Was the FTC ComplaintAssistant easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was not easy to use , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
 MID: 0kplEZsgBcpIkIFVJ8pAA==
 Date: 4/4/2014

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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
KFB05027		Were you aware of the FTC ComplaintAssistant before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05028	B	If you were aware of the FTC ComplaintAssistant how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05029	C	If you were not aware of the FTC ComplaintAssistant before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes No This is my first visit	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
LON0038681	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site look and feel is visually pleasing.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop-down, select one	S	Y	Skip Logic Group
LON0038702	B	The new site made it easier to determine which section I needed to navigate to.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop-down, select one	S	Y	Skip Logic Group
LON0038703	C	The new layout on the site made it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop-down, select one	S	Y	Skip Logic Group

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 FTC ComplaintAssistant
MID: 0kplEZsgBcpIkIFVJ8gpAA==
Date: 4/4/2014

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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
LON0038704	D	The new site design is an improvement over the previous design.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop-down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the FTC ComplaintAssistant easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was not easy to use , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
 MID: 0kpIEZsgBcpIKlFVJ8gpAA==
 Date: 1/16/2014

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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
KFB05027		Were you aware of the FTC ComplaintAssistant before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05028	B	If you were aware of the FTC ComplaintAssistant how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05029	C	If you were not aware of the FTC ComplaintAssistant before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes No This is my first visit	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
LON0038681	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site look and feel is visually pleasing.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038702	B	The new site made it easier to determine which section I needed to navigate to.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038703	C	The new layout on the site made it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group

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KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

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KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant precess , what would it be?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
 MID: 0kplEZsgBcpIkIFVJ8gpAA==
 Date: 6/26/2009

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FTC ComplaintAssistant CUSTOM QUESTION LIST

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LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes No <i>This is my first visit</i>	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
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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
LON0038704	D	The new site design is an improvement over the previous design.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the FTC ComplaintAssistant easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was not easy to use , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
 MID: 0kplEZsgBcpIkIFVJ8gpAA==
 Date: 6/26/2009

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

FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
KFB05027		Were you aware of the FTC ComplaintAssistant before visiting the site today?	Yes No Not sure	B C C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05028	B	If you were aware of the FTC ComplaintAssistant process, how many times have you used it in the past to register a complaint?	0 1 2 3 or more		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05029	C	If you were not aware of the FTC ComplaintAssistant before today, how did you find us?	FTC Website FTC Publication Search engine Another website Referral from another agency, please specify Friend/family member Contacted the FTC Other, please specify	A A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes No	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
NEW	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site look and feel is visually pleasing.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
NEW	B	The new site made it easier to determine which section I needed to navigate to.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
NEW	C	The new layout on the site made it easier to find the information I was looking for.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group

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 MID: 0kpIEZsgBcpIkIFVJ8gpAA==
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FTC ComplaintAssistant CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
NEW	D	The new site design is an improvement over the previous design.	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
NEW	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the FTC ComplaintAssistant easy to use?	Yes No Not sure	D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was not easy to use , what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make one improvement to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	