

Welcome and Thank You Text

Welcome Text

Thank you for visiting [Company/Site/Agency]. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Welcome Text - Alternate

Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.

Thank You Text - Alternate

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

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

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

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Model Name: P
Model ID
Partitioned: No
Date: 5/30/2014



| Label | Satisfaction Questions |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------|
| MQ Label | CUSTOMER SATISFACTION |
| Satisfaction - Overall | Satisfaction What is your overall satisfaction with the service? (1=Very Dissatisfied, 5=Very Satisfied) |
| Satisfaction - Expectations | How well did the service meet your expectations? (1=Fall well below, 5=Exceed) |
| Satisfaction - Ideal | How do you rate the quality of the ideal service? (1=Not at all, 5=Excellent) |

Model Name PSC Milestone Survey
 Model ID (MID)
 Partitioned NO
 Date 5/30/2014

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



| QID | Skip From | Question Text | Answer Choices | Skip To | Required Y/N | Type | Special Instructions | CQ Label |
|-----------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------|--------------|--------------------------|----------------------|------------------|
| Thinking about your entire experience in acquiring this product/service from PSC, please answer the following: | | | | | | | | |
| | | How well did PSC provide adequate information on what to expect? | Extremely well Quite well Moderately well Slightly well Not well at all | | Y | Drop down, select one | | Informed |
| | | How well did PSC communicate with you through the welcoming process? | Extremely well Quite well Moderately well Slightly well Not well at all | | Y | Drop down, select one | | Communication |
| | | How well did PSC provide you with adequate resources and support material to implement? | Extremely well Quite well Moderately well Slightly well Not well at all | | Y | Drop down, select one | | Resources |
| | | How well did PSC provide answers to your questions related to the product or service you acquired. | Extremely well Quite well Moderately well Slightly well Not well at all | | Y | Drop down, select one | | Answers |
| | | What could we have done to improve your experience with this process? | | | N | Text area, no char limit | | OE_Improvement |
| | | If we may contact you regarding your experience with this product or service, please provide your name, email address, and agency affiliation. | | | N | Text area, no char limit | | OE_Follow Up YES |