

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 (EN)

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 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"/>	<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"/>	<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"/>	<input type="radio"/>

Thank You (EN)

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

Welcome Text (SP)

Gracias por visitar el Asistente para quejas de la Comisión Federal de Comercio (FTC). Ha sido elegido al azar para participar de esta encuesta que realiza ForeSee en nombre de la FTC. Tómese uno o dos minutos para darnos su opinión. Sus sugerencias le ayudarán al Asistente para quejas de la FTC a atenderlo mejor en el futuro. Todos los resultados son estrictamente confidenciales.

Thank You (SP)

Le agradecemos el tiempo dedicado a completar esta encuesta. Sus comentarios son muy valiosos y serán tenidos en cuenta.



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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This survey is designed to measure your entire experience. Feedback is requested at the end of your visit.

This survey is conducted by Foresee on behalf of the Federal Trade Commission. The information we collect is handled, please review the [Foresee Privacy Policy](#) or [privacy policy](#). Participation is voluntary, and the survey does not ask for your personal information.

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. Most telemarketers call your number if they have been on the registry. 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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ur website.

Please look

To learn how
nd the [FTC](#)
sonal

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you a choice
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you can file a

gov .

Related Items



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

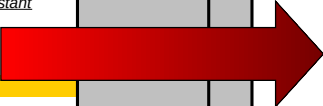
Model Instance Name:
 FTC ComplaintAssistant
 MID0kplEZsgBcpIkIFVJ8gpAA==
 Dat4/16/2014

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 pink: ADDITION
 blue + -->: REWORDING

Note: These model changes have already been approved through the QAP

FTC Complaint Assistant

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 Complaint Assistant process .	Satisfaction - Overall	10 What is your overall satisfaction with the Complaint Assistant process ? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	13 How likely are you to recommend the FTC Complaint Assistant process to someone else?
2	Please rate how well the instructions for completing the Complaint Assistant process provide answers to your questions.	Satisfaction - Expectations	11 How well does the Complaint Assistant 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 Complaint Assistant process .	Satisfaction - Ideal	12 How does the Complaint Assistant 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 Complaint Assistant process .				
5	Please rate the consistency of speed from page to page in the Complaint Assistant process .				
6	Please rate how completely the page content loads in the Complaint Assistant process .				
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 Complaint Assistant process is organized.				
8	Please rate the options available for navigating the Complaint Assistant process .				
9	Please rate how well the Complaint Assistant layout helps you find what you need.				



Model Instance Name:

FTC ComplaintAssistant V2

MID EE: UI4kcBo9Q8RRMUQsZdAwxw4C

MID EN: tltVdB8FNF1Y0MxgYg1Jkw4C

Date: 5/16/2014

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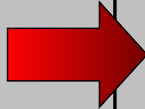
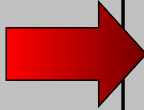
FTC Complaint Assistant

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 Complaint Assistant.	Satisfaction - Overall	10 What is your overall satisfaction with the Complaint Assistant? (1=Very Dissatisfied, 10=Very Satisfied)	Recommend	13 How likely are you to recommend the FTC Complaint Assistant to someone else?	
2 Please rate how well the instructions for completing the Complaint Assistant provide answers to your questions.	Satisfaction - Expectations	11 How well does the Complaint Assistant 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 Complaint Assistant.	Satisfaction - Ideal	12 How does the Complaint Assistant compare to your idea of an ideal website ?(1=Nt 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 Complaint Assistant.					
5 Please rate the consistency of speed from page to page in the Complaint Assistant.					
6 Please rate how completely the page content loads in the Complaint Assistant					
Navigation (1=Poor, 10=Excellent, Don't Know)					
7 Please rate how well the Complaint Assistant is organized .					
8 Please rate the options available for navigating the Complaint Assistant.					
9 Please rate how well the Complaint Assistant layout helps you find what you need.					

Model Instance Name:
 FTC ComplaintAssistant V2
 MID: dspshdVI5ZZVpcsAlwssIA4C
 Date: 5/16/2014

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FTC Complaint Assistant

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
Instrucciones para completar (1=Mediocre, 10=Excelente, No sabe)		Satisfaction		Recomendar (1=Muy improbable, 10=Muy probable)	
1 Califique el nivel de sencillez de las instrucciones para completar el Asistente para quejas.	Satisfacción: General	10 ¿Cuál es su nivel de satisfacción general con el Asistente para quejas? (1=Muy insatisfecho(a), 10=Muy satisfecho(a))	Recomendación	13 ¿Qué probabilidad hay de que recomiende el Asistente para quejas de la FTC a otra persona?	
2 Califique en qué medida las instrucciones para completar el Asistente para quejas ofrecen respuestas a sus preguntas.	Satisfacción: Expectativas	11 ¿En qué medida el Asistente para quejas cumple sus expectativas ? (1=No las cumple, 10=Las supera)		Usar como recurso (1=Muy improbable, 10=Muy probable)	
3 Califique el nivel de claridad de las instrucciones para completar el Asistente para quejas.	Satisfacción: Ideal	12 ¿De qué manera el Asistente para quejas se compara con su idea de un sitio web ideal ? (1=No se aproxima mucho, 10=Se aproxima mucho)	Usar como recurso	14 ¿Qué probabilidad hay de que utilice el Asistente para quejas como recurso en el futuro?	
Rendimiento del sitio (1=Mediocre, 10=Excelente, No sabe)					
4 Califique con qué rapidez se cargan las páginas en el Asistente para quejas.					
5 Califique el nivel de consistencia de la velocidad de una página a otra en el Asistente para quejas.					
6 Califique el nivel de integridad con que se carga el contenido en el Asistente para quejas.					
Navegación (1=Mediocre, 10=Excelente, No sabe)					
7 Califique en qué medida el Asistente para quejas está bien					
8 Califique el nivel de las opciones disponibles para navegar el Asistente para quejas.					
9 Califique en qué medida el diseño del Asistente para quejas lo ayuda a encontrar lo que necesita.					

Model Instance Name:
 FTC ComplaintAssistant V2
 MID EE: UI4kcBo9Q8RRMUQsZdAwxw4C
 Date: 5.16.14

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FTC ComplaintAssistant V2 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
NMS5235Q001		How often do you visit the FTC Complaint Assistant?	This is my first visit A few times a year Monthly Weekly Daily	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
NMS5235Q002	C	How did you find the FTC Complaint Assistant site?	FTC Website FTC Publication Search engine Another website Referral from another agency Friend/family member Contacted the FTC Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
NMS5235Q003		Please rate the visual appeal of the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, one-up vertical	Single	Y	
NMS5235Q004		Please rate the balance of graphics and text throughout the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, one-up vertical	Single	Y	
NMS5235Q005		Was the FTC Complaint Assistant easy to use?	Yes No Not sure		Radio button, one-up vertical	Single	Y	
NMS5235Q006		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, other, etc.)	A	Checkbox, one-up vertical	Multi	Y	Mutually Exclusive Skip Logic Group

Model Instance Name:
 FTC ComplaintAssistant V2
MID EE: UI4kcBo9Q8RRMUQsZdAwxw4C
Date: 5.16.14

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FTC ComplaintAssistant V2 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
			There was no complaint category listed that covered my complaint 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	A B Z				
NMS5235Q007	A	What type of complaint category were you looking for?			Text area, no char limit		N	Skip Logic Group
NMS5235Q008	B	What was the error message?			Text area, no char limit		N	Skip Logic Group
NMS5235Q009	Z	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
NMS5235Q010		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 V2
 MID EN: tItVdB8FNF1Y0MxgYg1Jkw4C
 Date: 5.16.14

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FTC ComplaintAssistant V2 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
ENNMS5235Q001		How often do you visit the FTC Complaint Assistant?	This is my first visit A few times a year Monthly Weekly Daily	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
ENNMS5235Q002	C	How did you find the FTC Complaint Assistant site?	FTC Website FTC Publication Search engine Another website Referral from another agency Friend/family member Contacted the FTC Other		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
ENNMS5235Q003		Please rate the visual appeal of the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, one-up vertical	Single	Y	
ENNMS5235Q004		Please rate the balance of graphics and text throughout the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Radio button, one-up vertical	Single	Y	
ENNMS5235Q005		Was the FTC Complaint Assistant easy to use?	Yes No Not sure		Radio button, one-up vertical	Single	Y	
ENNMS5235Q006		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, other, etc.)	A	Checkbox, one-up vertical	Multi	Y	Mutually Exclusive Skip Logic Group

Model Instance Name:
 FTC ComplaintAssistant V2
MID EN: tItVdB8FNF1Y0MxgYg1Jkw4C
Date: 5.16.14

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FTC ComplaintAssistant V2 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
			There was no complaint category listed that covered my complaint 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	A B Z				
ENNMS5235Q007	A	What type of complaint category were you looking for?			Text area, no char limit		N	Skip Logic Group
ENNMS5235Q008	B	What was the error message?			Text area, no char limit		N	Skip Logic Group
ENNMS5235Q009	Z	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
ENNMS5235Q010		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 V2
 MID: dspshdVI5ZZVpcsAlwsslA4C
 Date: 5.16.14

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FTC ComplaintAssistant V2 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
SPNMS5235Q001		¿Con qué frecuencia visita el Asistente para quejas de la FTC?	Esta es mi primera visita Pocas veces al año Todos los meses Todas las semanas A diario	C	Radio button, one-up vertical	Single	Y	Skip Logic Group
SPNMS5235Q002	C	¿Cómo encontró el Asistente para quejas de la FTC?	Sitio web de la FTC Publicación de la FTC Motor de búsqueda Otro sitio web Referencia de otra agencia Amigo/miembro de la familia Contacté a la FTC Otro		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
SPNMS5235Q003		Califique el nivel del atractivo visual del Asistente para quejas.	1 = Mediocre 2 3 4 5 6 7 8 9 10=Excelente No lo sé		Radio button, one-up vertical	Single	Y	
SPNMS5235Q004		Califique el nivel de balance entre las gráficas y el texto a lo largo de todo el Asistente para quejas.	1 = Mediocre 2 3 4 5 6 7 8 9 10=Excelente No lo sé		Radio button, one-up vertical	Single	Y	
SPNMS5235Q005		¿Le resultó fácil de usar el Asistente para quejas de la FTC?	Sí No No estoy seguro(a)		Radio button, one-up vertical	Single	Y	Skip Logic Group
SPNMS5235Q006		¿Tuvo alguno de los siguientes inconvenientes durante su visita de hoy?	No tuve ningún inconveniente hoy No entendí qué categoría debí haber seleccionado (por ej., robo de identidad, telemarketing no deseado, otra, etc.)	A	Checkbox, one-up vertical	Multi	Y	Mutually Exclusive Skip Logic Group

Model Instance Name:
 FTC ComplaintAssistant V2
MID: dspshdVI5ZZVpcsAlwsslA4C
Date: 5.16.14

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FTC ComplaintAssistant V2 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
			No existía ninguna categoría de queja que describiera mi queja No entendí que debía hacer No pude enviar mi queja porque recibí una pantalla en blanco No pude enviar mi queja porque recibí un mensaje de finalización del tiempo de espera No pude enviar mi queja porque recibí un mensaje de error Otro (indique cuál)	A B Z				
SPNMS5235Q007	A	¿Qué tipo de categoría de queja buscaba?			Text area, no char limit		N	Skip Logic Group
SPNMS5235Q008	B	¿Qué decía el mensaje de error?			Text area, no char limit		N	Skip Logic Group
SPNMS5235Q009	Z	Indique qué otros inconvenientes tuvo.			Text area, no char limit		N	Skip Logic Group
SPNMS5235Q010		Piense en su experiencia con el sitio del Asistente para quejas de la FTC de hoy e indique qué mejoras sugeriría.			Text area, no char limit		N	

Model Instance Name:

FTC ComplaintAssistant

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Date: 4/16/2014

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FTC Complaint Assistant

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 Complaint Assistant.	Satisfaction - Overall	10	What is your overall satisfaction with the Complaint Assistant? (1=Very Dissatisfied, 10=Very Satisfied)	13	How likely are you to recommend the FTC Complaint Assistant to someone else?	
2	Please rate how well the instructions for completing the Complaint Assistant provide answers to your questions.	Satisfaction - Expectations	11	How well does the Complaint Assistant 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 Complaint Assistant.	Satisfaction - Ideal	12	How does the Complaint Assistant compare to your idea of an ideal 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)		<p>Note that Model questions (Elements, Satisfaction, and Future Behaviors) are standardized items used in benchmarking and your predictive model.</p> <p>These items have been tested and validated with the specific wording that appears here.</p> <p>Model components should be relevant to all site visitors.</p>					
4	Please rate how quickly pages load in the Complaint Assistant.						
5	Please rate the consistency of speed from page to page in the Complaint Assistant.						
6	Please rate how completely the page content loads in the Complaint Assistant						
Navigation (1=Poor, 10=Excellent, Don't Know)							
7	Please rate how well the Complaint Assistant is organized .						
8	Please rate the options available for navigating the Complaint Assistant.						
9	Please rate how well the Complaint Assistant layout helps you find what you need.						

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5.2.14

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FTC ComplaintAssistant CUSTOM QUESTION LIST

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
	Were you aware of the FTC Complaint Assistant before visiting the site today?	Yes No Not sure	C C
	How often do you visit the FTC Complaint Assistant?	This is my first visit A few times a year Monthly Weekly Daily	C
C	How did you find the FTC Complaint Assistant site?	FTC Website FTC Publication Search engine Another website Referral from another agency Friend/family member Contacted the FTC Other	
	Please rate the visual appeal of the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	
	Please rate the balance of graphics and text throughout the Complaint Assistant.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know	
	Was the FTC Complaint Assistant easy to use?	Yes No Not sure	
	Did you experience any of the following challenges during your visit today?	I did not experience any challenges today	

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5.2.14

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FTC ComplaintAssistant CUSTOM QUESTION LIST

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, other, etc.)	A
		There was no complaint category listed that covered my complaint	A
		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	B
		Other, please specify	Z
A	What type of complaint category were you looking for?		
B	What was the error message?		
Z	Please let us know what other difficulties you had.		
	Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest?		

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

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Note: These CQ edits were made after a brainstorming meeting with the client. T the QAP and were approved. After being sent to the client for "final review" they changes. Those changes are incorporated on the 5.2.14 tab to make the CQs up t

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 option	Multi	Y	Skip Logic Group

Model Instance Name:

FTC ComplaintAssistant

MID: 0kpIEZsgBcpIkIFVJ8pAA==

Date: 4/16/2014

~~red & strike-through~~: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Note: These CQ edits were made after a brainstorming meeting with the client. The QAP and were approved. After being sent to the client for "final review" they changes. Those changes are incorporated on the 5.2.14 tab to make the CQs up to

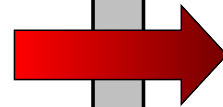
FTC ComplaintAssistant CUSTOM QUESTION LIST

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.		



Model Instance Name:

FTC ComplaintAssistant

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
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

Model Instance Name:
 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

Model Instance Name:
 FTC ComplaintAssistant
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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 what would it be?			Text area, no char limit		N	

Model Instance Name:
 FTC ComplaintAssistant
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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
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

Model Instance Name:
 FTC ComplaintAssistant
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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 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

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
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
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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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	

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 FTC ComplaintAssistant
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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
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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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	