

## USTTB FORESEE RESULTS MODEL QUESTIONS

*Model questions utilize the ACSI methodology to determine scores and impacts.*

<b>ELEMENTS (drivers of satisfaction)</b> <i>All questions under each element are required.                      Element questions are partitioned among surveys.</i>	<b>CUSTOMER SATISFACTION</b> <i>Satisfaction questions are required.                      Satisfaction questions appear on all surveys.</i>	<b>FUTURE BEHAVIORS</b> <i>Future behaviors may be modified based on your site's objectives.                      Future behavior questions appear on all surveys.</i>
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction</b>	<b>Return (1=Very Unlikely, 10=Very Likely)</b>
Please rate the <b>accuracy of information</b> on this site.	21 What is your <b>overall satisfaction</b> with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	24 How likely are you to <b>return to this site</b> ?
Please rate the <b>quality of information</b> on this site.	22 How well does this site <b>meet your expectations</b> ? <i>(1=Falls Short, 10=Exceeds)</i>	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b>
Please rate the <b>freshness of content</b> on this site.	23 How does this site <b>compare to your idea of an ideal website</b> ? <i>(1=Not Very Close, 10=Very Close)</i>	25 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
Please rate the <b>usefulness of the features provided</b> on this site.		26 How likely are you to use this site as your <b>primary resource for obtaining information from this organization</b> ?
Please rate the <b>convenience of the features</b> on this site.		<b>Trust (1=Strongly Disagree, 10=Strongly Agree)</b>
Please rate the <b>variety of features</b> on this site.		I can count on this agency to <b>act in my best interests</b> .
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		I consider this agency to be <b>trustworthy</b> .
Please rate the <b>visual appeal</b> of this site.		This agency can be trusted to <b>do what is right</b> .
Please rate the <b>balance of graphics and text</b> on this site.		
Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate <b>how well the site is organized</b> .		
Please rate the <b>options available for navigating</b> this site.		
Please rate <b>how well the site layout helps you find what you are looking for</b> .		
Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Search (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate the <b>relevance of search results</b> on this site.		
Please rate the <b>organization of search results</b> on this site.		
Please rate how well the <b>search results help you decide what to select</b> .		
Please rate how well the <b>search feature helps you to narrow the results to find</b>		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate how <b>quickly pages load</b> on this site.		
Please rate the <b>consistency of speed from page to page</b> on this site.		
Please rate the <b>ability to load pages without getting error messages</b> on this site.		
<b>Online Transparency (1=Poor, 10=Excellent)</b>		
Please rate how <b>thoroughly</b> this website <b>discloses information</b> about what this agency is doing.		
Please rate how <b>quickly agency information is made available</b> on this website.		
Please rate how well information about this agency's actions <b>can be accessed by the public</b> on this website.		



Model Instance Name: [DELETE](#)  
 USTTB v2 [Redesign a Website - RE-OPEN](#)  
 MID: pY8uJxRV9BAwvIBEZ3pg== [ADD](#)  
 Date: [REWORKING](#)  
[View Details](#) [SKIP LOGIC](#)

**USTTB CUSTOM QUESTION LIST**

QID	Step Logic Label	Question Text	Answer Choices (limited to 25 characters)	Skip To	Type (stop-short, radio, check, radio, radio button, one-up, vertical)	Required Y/N	Single or Multi	Special Instructions
ECQ00012168		This question pertains to the TTBonline applications. Do you use TTB's online applications (COLAs Online, Formulas Online, Permits Online)?	Yes No	A	Radio button, one-up, vertical	Y	Multi	Step Logic Group
ECQ00012169	A	Which online application(s) do you use?	COLAs Online Formulas Online Permits Online	B C D	Check box, one-up, vertical	Y	Multi	Step Logic Group
ECQ00012170	B	Please describe your experience using COLAs Online.			Text area, no char limit	Y	Single	Step Logic Group
ECQ00012171	C	Please describe your experience using Formulas Online.			Text area, no char limit	Y	Single	Step Logic Group
ECQ00012193	D	Please describe your experience using Permits Online.			Text area, no char limit	Y	Single	Comparative Me
ECQ08494		The remaining questions pertain to the TTB.gov website. How frequently do you visit our site?	At least once a week Daily About once a month About once a year I do not visit our site	A B C D E	Drop-down, select one	Y	Single	Step Logic Group
ECQ0832446	A	Please select the statement which best describes your experience with the new TTB site redesign:	I'm excited to find what I am looking for. My experience is no different when looking for information on the new site. I'm having a hard time finding what I am looking for. I don't know.	A B C D	Radio button, one-up, vertical	Y	Single	Step Logic Group
ECQ08026463	B	Please tell us what you think of the new TTB site.			Text area, no char limit	N	Single	Step Logic Group
ECQ08482		My primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of a product/service/products An employee of a government agency Other (please specify)	A	Radio button, one-up, vertical	Y	Single	Step Logic Group
ECQ08481	A	Other primary role	Other (please specify)	A	Text area, no char limit	N	Single	Step Logic Group
ECQ08482		Which of the following represents your primary interest?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	B C D E F G	Radio Button	Y	Single	Step Logic Group
ECQ08483	A	Please specify your other primary interest	Other (please specify)	A	Text area, no char limit	N	Single	Step Logic Group
ECQ08484	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	B1	Check box	Y	Multi-select	Step Logic Group
ECQ08485	B1	Please specify the other wine-related information you were looking for today?	Other (please specify)	B1	Text area, no char limit	N	Single	Step Logic Group
ECQ08486	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	C1	Check box	Y	Multi-select	Step Logic Group
ECQ08487	C1	Please specify the other beer-related information you were looking for today?	Other (please specify)	C1	Text area, no char limit	N	Single	Step Logic Group
ECQ08488	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	D1	Check box	Y	Multi-select	Step Logic Group
ECQ08489	D1	Please specify the other type of distilled spirits information you were looking for today?	Other (please specify)	D1	Text area, no char limit	N	Single	Step Logic Group
ECQ08490	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	E1	Check box	Y	Multi-select	Step Logic Group
ECQ08491	E1	Please specify the other tobacco information you were looking for today?	Other (please specify)	E1	Text area, no char limit	N	Single	Step Logic Group
ECQ08492	F	What type of firearms/ammunition information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	F1	Check box	Y	Multi-select	Step Logic Group
ECQ08493	F1	Please specify the other firearms/ammunition information you were looking for today?	Other (please specify)	F1	Text area, no char limit	N	Single	Step Logic Group
ECQ08495		Did you accomplish what you came to the TTB site to do?	Yes No	L, K	Drop-down, select one	Y	Single	Step Logic Group
ECQ08497	L	Please tell us what benefit(s) you used in your search.			Text area, no char limit	N	Single	Step Logic Group
ECQ08496	K	Please tell us about your experience with the site search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (font size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search, or lack of view options. I had technical issues with the search feature. None of these	F G H I J	Check box, one-up, vertical	Y	Multi	Step Logic Group
ECQ08500	F	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08502	G	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08504	H	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08506	I	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08508	J	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08509		How would you describe your experience while on the TTB site today? (Please select all that apply.)	I had no difficulty navigating/finding/looking for information on the site. Links often did not take me where I expected. I had difficulty finding relevant information/products. Links/buttons are difficult to understand. It is hard to find the information I need on the site. I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information. I had navigation difficulty not listed above.	A B C D E F G	Check box, one-up, vertical	Y	Multi	Step Logic Group
ECQ08513	C	Please describe your navigation issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08511	A	Please describe any specific navigation links or paths that did not take you where they should have?	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08512	B	What specific link/buttons were difficult to understand?	Open-ended		Text area, no char limit	N	Single	Step Logic Group
ECQ08515		If you could make one improvement to the site what would that be?	Open-ended		Text area, no char limit	N	Single	Step Logic Group





Model Instance Name: [Model Instance](#) DELETE  
 USTFB v2 [Model Instance](#) RE-OPEN  
 MID: pY8uJxRV9BAwvIBEZ3pg== [Model Instance](#) ADDITION  
 Date: [Model Instance](#) REWORKING  
[Model Instance](#) SKETCH LOGIC

USTFB CUSTOM QUESTION LIST

QID	Step Logic Label	Question Text	Answer Choices (limited to 25 characters)	Skip To	Type (stop-short, radio, check, radio, radio button, one-up, vertical)	Required Y/N	Single or Multi	Special Instructions
RCQW0012168		This question pertains to the TTBonline applications. Do you use TTB online applications (COLAs Online, Formulas Online, Permits Online)?	Yes No	A	Radio button, one-up, vertical	Y	Multi	Step Logic Group
RCQW0012169	A	Which online application(s) do you use?	COLAs Online Formulas Online Permits Online	B C D	Check box, one-up, vertical	Y	Multi	Step Logic Group
RCQW0012170	B	Please describe your experience using COLAs Online.			Text area, no char limit	Y	Single	Step Logic Group
RCQW0012171	C	Please describe your experience using Formulas Online.			Text area, no char limit	Y	Single	Step Logic Group
RCQW0012193	D	Please describe your experience using Permits Online.			Text area, no char limit	Y	Single	Comparative Me
EC0B494		The remaining questions pertain to the TTB.gov website. How frequently do you visit our site?	First time Daily Several times a week About once a month About once a year A few times a year	A B C D E F	Drop-down, select one	Y	Single	Step Logic Group
	A	Please select the statement which best describes your experience with the new TTB site redesign.	I'm excited to find what I'm looking for. My experience is no different other than looking for information on the new site. Don't know	A B C	Radio button, one-up, vertical	Y	Single	Step Logic Group
	B	Please tell us what you think of the new TTB site.			Text area, no char limit	N	Single	Step Logic Group
EC0B482		My primary role in visiting the TTB site today is as (please, select one)	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of a product/service/products An employee of a government agency Other (please specify)	A	Radio button, one-up, vertical	Y	Single	Step Logic Group
EC0B481	A	Other primary role	Other (please specify)	A	Text area, no char limit	N	Single	Step Logic Group
EC0B482		Which of the following represents your primary interest?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	B C D E F G	Radio Button	Y	Single	Step Logic Group
EC0B483	A	Please specify your other primary interest	Other (please specify)	A	Text area, no char limit	N	Single	Step Logic Group
EC0B484	B	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	B1	Check box	Y	Multi-select	Step Logic Group
EC0B485	B1	Please specify the other wine-related information you were looking for today?	Other (please specify)	B1	Text area, no char limit	N	Single	Step Logic Group
EC0B486	C	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	C1	Check box	Y	Multi-select	Step Logic Group
EC0B487	C1	Please specify the other beer-related information you were looking for today?	Other (please specify)	C1	Text area, no char limit	N	Single	Step Logic Group
EC0B488	D	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	D1	Check box	Y	Multi-select	Step Logic Group
EC0B489	D1	Please specify the other type of distilled spirits information you were looking for today?	Other (please specify)	D1	Text area, no char limit	N	Single	Step Logic Group
EC0B490	E	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Psychometric tests Get labeling approval Download forms Other (please specify)	E1	Check box	Y	Multi-select	Step Logic Group
EC0B491	E1	Please specify the other tobacco information you were looking for today?	Other (please specify)	E1	Text area, no char limit	N	Single	Step Logic Group
EC0B492	F	What type of firearms/ammunition information were you looking for today?	Conduct research Psychometric tests Download forms Other (please specify)	F1	Check box	Y	Multi-select	Step Logic Group
EC0B493	F1	Please specify the other firearms/ammunition information you were looking for today?	Other (please specify)	F1	Text area, no char limit	N	Single	Step Logic Group
EC0B495		Did you accomplish what you came to the TTB site to do?	Yes No	L, K	Drop-down, select one	Y	Single	Step Logic Group
EC0B497	L	Please tell us what benefit(s) you used in your search.	None of these	L, K	Text area, no char limit	N	Single	Step Logic Group
EC0B498	K	Please tell us about your experience with the site search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search, or lack of new options. I had technical issues with the search feature. None of these	F G H I J	Check box, one-up, vertical	Y	Multi	Step Logic Group
EC0B500	F	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B502	G	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B504	H	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B506	I	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B508	J	Please describe your issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B509		How would you describe your experience while on the TTB site today? (Please select all that apply.)	I had no difficulty navigating/finding/looking for information on this site Links often did not take me where I expected I had difficulty finding relevant information/products Links/buttons are difficult to understand It is hard to find the information I need I had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had navigation difficulty not listed above	A B C D E F G	Check box, one-up, vertical	Y	Multi	Step Logic Group
EC0B513	C	Please describe your navigation issue.	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B511	A	Please describe any specific navigation links or paths that did not take you where they should have?	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B512	B	What specific link/buttons were difficult to understand?	Open-ended		Text area, no char limit	N	Single	Step Logic Group
EC0B515		If you could make one improvement to the site what would that be?	Open-ended		Text area, no char limit	N	Single	Step Logic Group





Model Instance Name: **DELETED**  
 USITB **DELETED**  
 MID: **DELETED**  
 Date: **DELETED**

Additional/Deleted MC Choices  
 ADDITION  
 DELETION  
 DELETED  
 DELETED  
 DELETED

**USITB CUSTOM QUESTION LIST**

QID	Question ID	Question Label	Question Text	Answer Choices (limited to 20 characters)	Skip To	Type	Request	Single or Multi	Special Instructions
3551	1	A	My primary role in using the TTB site today is as (please select one)	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A member of a state or other agency's workforce An employee of a government agency Local environmental Local business owner Researcher/analyst International visitor Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3552	2	A	What of the following represents your primary interest?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button	Y	Single	SPS Group
3553	3	A	Please specify your other primary interest	Other (please specify)	A	Text area, no char limit	N	Single	SPS Group
3554	4	A	What type of site-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)	A	Check box	Y	Multi-select	SPS Group
3555	5	B	Please specify the other site-related information you were looking for today	Other (please specify)	B	Text area, no char limit	N	Single	SPS Group
3556	6	B	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)	B	Check box	Y	Multi-select	SPS Group
3557	7	C	Please specify the other beer-related information you were looking for today	Other (please specify)	C	Text area, no char limit	N	Single	SPS Group
3558	8	C	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)	C	Check box	Y	Multi-select	SPS Group
3559	9	D	Please specify the other type of distilled spirits information you were looking for today	Other (please specify)	D	Text area, no char limit	N	Single	SPS Group
3560	10	D	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Obtain a sample/form Regulatory issues Get labeling approval Download forms Other (please specify)	D	Check box	Y	Multi-select	SPS Group
3561	11	E	Please specify the other tobacco information you were looking for today	Other (please specify)	E	Text area, no char limit	N	Single	SPS Group
3562	12	E	What type of Reg/Com/Comm information were you looking for today?	Conduct research Regulatory issues Download forms Other (please specify)	E	Check box	Y	Multi-select	SPS Group
3563	13	F	Please specify the other Reg/Com/Comm information you were looking for today	Other (please specify)	F	Text area, no char limit	N	Single	SPS Group
3564	14	F	Please specify the other Reg/Com/Comm information you were looking for today	Other (please specify)	F	Text area, no char limit	N	Single	SPS Group
3565	15	F	How frequently do you visit our site?	First time Daily Once a week Once every 2 weeks Once every 3 weeks Once every 4 weeks Once every 5 weeks Once every 6 weeks Once every 7 weeks Once every 8 weeks Once every 9 weeks Once every 10 weeks Once every 11 weeks Once every 12 weeks Once every 13 weeks Once every 14 weeks Once every 15 weeks Once every 16 weeks Once every 17 weeks Once every 18 weeks Once every 19 weeks Once every 20 weeks Once every 21 weeks Once every 22 weeks Once every 23 weeks Once every 24 weeks Once every 25 weeks Once every 26 weeks Once every 27 weeks Once every 28 weeks Once every 29 weeks Once every 30 weeks Once every 31 weeks Once every 32 weeks Once every 33 weeks Once every 34 weeks Once every 35 weeks Once every 36 weeks Once every 37 weeks Once every 38 weeks Once every 39 weeks Once every 40 weeks Once every 41 weeks Once every 42 weeks Once every 43 weeks Once every 44 weeks Once every 45 weeks Once every 46 weeks Once every 47 weeks Once every 48 weeks Once every 49 weeks Once every 50 weeks Once every 51 weeks Once every 52 weeks Once every 53 weeks Once every 54 weeks Once every 55 weeks Once every 56 weeks Once every 57 weeks Once every 58 weeks Once every 59 weeks Once every 60 weeks Once every 61 weeks Once every 62 weeks Once every 63 weeks Once every 64 weeks Once every 65 weeks Once every 66 weeks Once every 67 weeks Once every 68 weeks Once every 69 weeks Once every 70 weeks Once every 71 weeks Once every 72 weeks Once every 73 weeks Once every 74 weeks Once every 75 weeks Once every 76 weeks Once every 77 weeks Once every 78 weeks Once every 79 weeks Once every 80 weeks Once every 81 weeks Once every 82 weeks Once every 83 weeks Once every 84 weeks Once every 85 weeks Once every 86 weeks Once every 87 weeks Once every 88 weeks Once every 89 weeks Once every 90 weeks Once every 91 weeks Once every 92 weeks Once every 93 weeks Once every 94 weeks Once every 95 weeks Once every 96 weeks Once every 97 weeks Once every 98 weeks Once every 99 weeks Once every 100 weeks Other (please specify)	A	Drop down, select one	Y	Single	SPS Group
3566	16	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3567	17	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3568	18	BA	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	BA	Radio button, one-up-vertical	Y	Single	SPS Group
3569	19	BB	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	BB	Radio button, one-up-vertical	Y	Single	SPS Group
3570	20	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3571	21	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3572	22	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3573	23	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3574	24	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3575	25	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3576	26	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3577	27	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3578	28	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3579	29	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group
3580	30	A	What information did you find most helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	A	Radio button, one-up-vertical	Y	Single	SPS Group
3581	31	B	What information did you find least helpful on our site?	None Wine Beer Distilled Spirits Tobacco Cigars Regulatory/Compliance Other (please specify)	B	Radio button, one-up-vertical	Y	Single	SPS Group













Model Instance Name: **DELETE**  
 USTTB: **RE-ORDER**  
 MID: **ADDITION**  
 Date: 2/16/2008 **REWORKING**  
**WEB PAGE SKIP LOCK**

USTTB CUSTOM QUESTION LIST									
QID	Question Order	Skip Logic	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type (strip-down menu check boxes radio buttons open-ended)	Required Y/N	Single or Multi	
866	1		My primary role in using the TTB site today is to (please select one)	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Local representative Small business owner Business representative International Visitor Other, please specify	A	Radio button, one-up vertical	Y	Single	
866	2	A	Other primary role	Other, please specify	A	Text area, no char limit	N	Single	
866	3		How frequently have you checked your primary reason for visiting our site today?	Never Daily Weekly Monthly Quarterly Annually Other (please specify)	A	Radio button, one-up vertical	Y	Single	
866	4	A	Other change reason	Other, please specify	A	Text area, no char limit	N	Single	
NEW			Which of the following represents your primary interest?	Wine Beer Distilled Spirits Tobacco Firearms Other (please specify)	A B C D E	Radio Button	Y	Single Select	
NEW		A	What type of wine-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
NEW		A	What type of beer-related information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
NEW		B	What type of distilled spirits information were you looking for today?	Apply for a permit Conduct research Submit a sample/formula Pay/determine taxes Get labeling approval Download forms Other (please specify)		Check box	Y	Multi-select	
NEW		C	What type of tobacco information were you looking for today?	Apply for a permit Conduct research Submit a sample Pay/determine taxes Download forms Other (please specify)		Check box	Y	Multi-select	
NEW		D	What type of firearms/ammunition information were you looking for today?	Conduct research Pay/determine taxes Download forms Other (please specify)		Check box	Y	Multi-select	
866	5		How frequently do you visit our site?	Just now About once a week About once a month About once a year A few times a year		Drop down, select one	Y	Single	
866	6		Please rate your level of experience using the Internet.	Beginner Intermediate Advanced Expert Very expert		Radio button, one-up vertical	Y	Single	
866	7		Did you find what you were looking for?	Yes No Partly Still looking		Drop down, select one	Y	Single	
866	8		When you were looking for information at TTB.gov, what did you do first?	Browse (that is follow links) Search		Radio button, one-up vertical	N	Single	
866	9		What method are you using to locate information on this site?	Search by Keyword Search using A-Z index Top Navigation Bar Left Navigation Bar Click Links Information by Topic Site Map Other, please specify	A	Check box, one-up vertical	Y	Single	
866	10	A	Please tell us what terms you used in your search	Other, please specify		Text area, no char limit	N	Single	
866	11	B	What other method do you use?	Other, please specify		Text area, no char limit	N	Single	
866	12		Did you have problems navigating the site?	Links did not take me where I expected Links were too difficult to understand Could not navigate back to previous information Had difficulty finding desired information Had difficulty finding needed information Web technical difficulties (error messages, broken links, etc) Too many links or navigational choices No problems	A	Check box, one-up vertical	Y	Multi-select	
866	13		Other navigational difficulty, please specify	Other, please specify	B	Text area, no char limit	N	Single	
866	14	A	Please specify your concern/difficulty	Other, please specify		Text area, no char limit	N	Single	
866	15	B	Other navigational difficulty, please specify	Other, please specify		Text area, no char limit	N	Single	
866	16		If you used the search tool today, which of the following best describes your experience?	Returned too many results Returned too few results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful	A	Radio button, one-up vertical	Y	Single	
866	17	A	If you found the search results unhelpful, what specific information were you looking for?	Did not use the search engine today		Text area, no char limit	N	Single	
866	18		Please select all of the difficulties, if any, that you have encountered with the content on this site	Site of font is too small Language is too technical Content does not seem to relate to the specific sections Content is confusing, Please specify	A	Radio button, one-up vertical	N	Single	
866	19	A	Content is confusing, Please specify	Other, please specify		Text area, no char limit	N	Single	
866	20		Have you signed up for the TTB E-mail subscription service?	Yes No	A	Radio button, one-up vertical	Y	Single	
866	21	A	If you have signed up for the TTB E-mail subscription service, please rate your overall satisfaction with this service.	Excellent Very Good Good Fair Poor Very Poor		Radio button, scale, has don't	Y	Single	
866	22		If you could make one improvement to the site what would that be?	Other, please specify		Text area, no char limit	N	Single	

Model Instance Name: USTTB		red & strike through: DELETE		and/or bold & italicize: RE-ORDER		add: ADDITION		blue -> REWORDING		violet (bold): SKIP-LOGIC	
MID: I90kD0A39xxk110hxxw==											
Date: 2/18/2008											
USTTB CUSTOM QUESTION LIST											
QID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply			
5691	1		My primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/lawyer Small business owner Researcher/scientist International Visitor Other, please specify		Drop-down menu	Y	Single			
RJ00095	1.1		Other primary role			Open-ended	N				
5693	2		Which of the following best describes your primary reason for visiting our site today?	Bear related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Forms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify		Drop-down menu	Y	Single			
RJ00093	2.1		Other Primary Reason								
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year		Drop-down menu	Y	Single			
SVD00418	4		Please rate your level of experience using the Internet.	Beginner Casual User Regular User Expert		Radio button	Y	Single			
51531	5		Did you find what you were looking for?	Yes No Partially Still looking		Drop-down menu	Y	Single			
			When you were looking for information at TTB.gov, what did you do first:	Browse (that is follow links) Search		Radio button	N	Single			
51532	6	Group: R0040	What method are you using to locate information on this site?	Search by Keyword Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Information by Topic Site Map Other, please specify		Drop-down menu	Y	Single			
AED0283	7.1	A	Please tell us what term(s) you used			Open-ended	N				
RJ00094	7.2	B	What other method do you use?			Open-ended	N				
			Did you have problems navigating the site?	Links did not take me where I expected Link/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, etc) Too many links or navigational choices No problems Other, please specify:		Check box	Y	Multi-Select			
SVD00231	8										
		A	Please specify your concern/difficulty			Open-ended	N				
		B	Please specify your concern/difficulty			Open-ended	N				
		C	Please specify your concern/difficulty			Open-ended	N				
SVD00232	8.1		Other Navigational difficulty, please specify	Returned too many results Returned not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful		Radio button	Y	Single			
SVD00230	9		If you used the search tool today, which of the following best describes your experience?	did not use the search engine today		Open-ended	N				
AED0284	9.1	A	If you found the search results unhelpful, what specific information were you looking for?	Size of font is too small Wording is too technical Content does not seem to relate to the specific section Content is confusing. Please specify.		Radio button	N	Single			
SVD00420	10		Please select all of the difficulties, if any, that you have encountered with the content on this site								
SVD00428			Content is confusing. Please specify:								
AED03586	11	AED03586	Have you signed up for the TTB E-mail subscription service?	Yes No		Radio button	Y	Single			
AED02430	12	A	If you have signed up for the TTB E-mail <b>Subscription Service</b>, please rate your overall satisfaction with this service:	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Not Applicable		Scale	Y	Single			
5696	12.12		If you could make one improvement to the site what would that be?			Open-ended	N				

Model Instance Name: USTTB		red & strike-through: DELETE						
MID: kp0kdi04J9xkxii1N0Nxxw==		underlined & italicized: RE-ORDER						
Date: 6/30/2008		pink: ADDITION						
		blue + ->: REWORDING						
		violet (bold): SKIP-LOGIC						
USTTB CUSTOM QUESTION LIST								
QID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip To	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply
5691	1		No primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/lawyer Small business owner Researcher/scientist International Visitor Other, please specify		Drop-down menu	Y	Single
RJ000095	1.1		Other primary role			Open-ended	N	
5693	2		Which of the following best describes your primary reason for visiting our site today?	Beer related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Forms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify		Drop-down menu	Y	Single
RJ000093	2.1		Other Primary Reason					
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year		Drop-down menu	Y	Single
SVD00418	4		Please rate your level of experience using the Internet.	Beginner Casual User Regular User Expert		Radio button	Y	Single
51531	5		Did you find what you were looking for?	Yes No Partially Still looking		Drop-down menu	Y	Single
51532	6	Group: RJ0040	What method are you using to locate information on this site?	Search by keyword Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Information by Topic Site Map Other, please specify	A	Drop-down menu	Y	Single
AED02853	7.1	A	Please tell us what term(s) you used			Open-ended	N	
RJ000094	7.2	B	What other method do you use?			Open-ended	N	
SVD00231	8		Did you have problems navigating the site?	Links did not take me where I expected Links/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, too many links or navigational choices) No problems Other, please specify:		Check box	Y	Multi-Select
SVD00232	8.1	SV000236001	Other Navigational difficulty	Returned too many results Returned not enough results Returned results that were too similar/redundant Results were not helpful Returned results that were only partially what I needed Results were helpful did not use the search engine today	A	Radio button	Y	Single
SVD00230	9		If you used the search tool today, which of the following best describes your experience?			Open-ended	N	
AED02854	9.1	A	If you found the search results unhelpful, what specific information were you looking for?			Open-ended	N	
AED02855	9.2	B	Please tell us what term(s) you used in your search			Open-ended	N	
SVD00420	10		Please select all of the difficulties, if any, that you have encountered with the content on this site.	Size of font is too small Wording is too technical Content does not seem to relate to the specific section Content is confusing. Please specify:		Radio button	N	Single
SVD00428			Content is confusing. Please specify:	Yes No	A	Check box	Y	Single
AED02430	11	A	If you have signed up for the TTB E-mail <b>Subscription Service</b>, please rate your overall satisfaction with this service:			Scale	Y	Single
5696	11.1		If you could make one improvement to the site what would that be?	(1 - 10 scale + Not Applicable)		Open-ended	N	



Model Instance Name: USTTB		red & strike-through: DELETE underline & italicize: RE-ORDER pink: ADDITION blue + ->: REWORDING violet (bold): SKIP-LOGIC					
MID: kpdkt04-10xctIN10Nxxw== Date: 6/20/2008							
USTTB CUSTOM QUESTION LIST							
QID	Question Order	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type drop-down menu check boxes radio buttons open-ended	Required Y/N	Select one or all that apply
5691	1		My primary role in visiting the TTB site today is as (please, select one):	A member of the public An employee of a company regulated by TTB An employee of a trade association representing an industry regulated by TTB A consultant for a company regulated by TTB A consumer of alcohol and/or tobacco products An employee of a government agency Legal assistant/lawyer Small business owner Researcher/scientist International Visitor Other, please specify	Drop-down menu	Y	Single
RJ000095	1.1		Other primary role		Open-ended	N	
5693	2		Which of the following best describes your primary reason for visiting our site today?	Beer related information Distilled Spirits related information Wine related information Tobacco related information Firearms or ammunition related information Farms General information or news Regulatory or compliance requirements Statistics Just curious Other, please specify	Drop-down menu	Y	Single
RJ000093	2.1		Other Primary Reason				
5695	3		How frequently do you visit our site?	First time Daily About once a week About once a month About once a year A few times a year	Drop-down menu	Y	Single
SVD00418	4		Please rate your level of experience using the Internet.	Beginner Casual User Regular User Expert	Radio button	Y	Single
AED02430	5		If you have signed up for the TTB E-mail Subscription Service, please rate your overall satisfaction with this service:	1 - 10 scale + Not Applicable			
51531	6		Did you find what you were looking for?	Yes No Partially Still looking	Drop-down menu	Y	Single
51532	7	Group: RJ0040	What method are you using to locate information on this site?	Search by Keyword (Go To A) Search by Topic --> Search using A-Z Index Top Navigation Bar Left Navigation Bar Quick Links Site Map Other, please specify (GO TO B)	Drop-down menu	Y	Single
AED02853	7.1	A	Please tell us what		Open-ended	N	
RJ000094	7.2	B	Other Method of Location	--> What other method do you use?	Open-ended	N	
SVD00231	8		Did you have problems navigating the site?	Links did not take me where I expected Links/labels are difficult to understand Could not navigate back to previous information Had difficulty finding detailed information Had difficulty finding related information Had technical difficulties (error messages, broken links, etc) Too many links or navigational choices No problems Other, please specify:	Check box	Y	Multi-Select
SVD00232	8.1		Other Navigational difficulty				
SVD00230	9		If you used the search tool today, which of the following best describes your experience?	Returned too many results Returned not enough results Returned results that were too similar/redundant Results were not helpful (Go To A then B) Returned results that were only partially what I needed Returned results that were helpful I did not use the search engine today	Radio button	Y	Single
AED02854	9.1	A	improper, what specific information were you looking for?		Open-ended	N	
AED02855	9.2	B	Please tell us what term(s) you used in your search		Open-ended	N	
SVD00420	10		Please select all of the difficulties, if any, that you have encountered with the content on this site.	Size of font is too small Wording is too technical Content does not seem to relate to the specific section Content is confusing. Please specify:	Radio button	N	Single
SVD00428	11		Content is confusing. Please specify:				
5696	11		If you could make one improvement to the site what would that be?		Open-ended	N	
SVD00419	10		If the search results were not useful, please specify what you were looking for and which keywords you used to search for that information.		Open-ended	N	

**Types**

Text field, <100 char

Text area, no char limit

Drop down, select one

Radio button, one-up vertical

Radio button, two-up vertical

Radio button, three-up vertical

Radio button, scale, has don't know

Radio button, scale, no don't know

Checkbox, one-up vertical

Checkbox, two-up vertical

Checkbox, three-up vertical

**Instructions**

Randomize

Shared

OPS Group

Matrix Group

Rank Group

Comparative Matrix Group

Skip Logic Group

Multiple Lists Group

Partition