Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Foreign Language Survey Instructions

Client Name:	
Measure Name:	DHHS-PSC Offline Support Se

Version of Code:	Please fill in
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/ Thank You Text?	Please Select

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
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DHHS-PSC Offline Support Services v2

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Date: 8/6/2012



Welcome and Thank You Text

Directions:

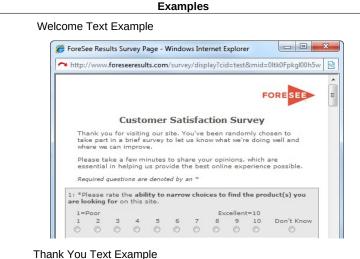
This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes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

Welcome Text

Based upon your most recent experience with PSC we ask that you please complete this brief survey to let us know what we're doing well and where we can improve.

DEFAULT Thank You Text

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



Football Please Select Hockey Please Select 16: What size and style of jean were you shopping for today? What size of jean were you shopping for today? What style of jean were you shopping for today? 1 Boot cut 3 Low rise 5 Flare 'web site' has been corrected to now read 'website' in the text to the left Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. Cancel Submit Copyright 2010 - all rights reserved ForeSee Results Privacy Policy Survey Support Internet | Protected Mode: On ← ← 100% ▼

DHHS-PSC Offline Support Services v2

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Partitioned (N)
NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.
Date: 8/6/2012



ite:	8/6/2012	LILLE DEC Off	line Support Services v2		
			nethodology to determine scores and impa	acts	
	ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	1013	FUTURE BEHAVIORS
MQ Label		MQ Label		MQ Label	
Representative - Professionalism	Representative (1=Poor, 10=Excellent, Don't Know) Thinking about the representative who worked with you, please rate the following: Please rate the professionalism of the representative.	Satisfaction - Overall	Satisfaction What is your overall satisfaction with this service experience? (1=Very Dissatisfied, 10=Very Satisfied)	Use Again	Use Again (1=Very Unlikely, 10=Very Likely) How likely are you to use these services in the future?
Representative - Knowledge	Please rate the knowledge of the representative.	Satisfaction - Expectations	How well did this service experience meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
Representative - Courtesy	Please rate the courtesy of the representative.	Satisfaction - Ideal	How does this experience compare to your idea of an ideal service experience? (1=Not Very Close, 10=Very Close)	Recommend	How likely are you to recommend this service provider to someone el
Reponses -Time	Response Speed (1=Poor, 10=Excellent, Don't Know) Thinking about the responsiveness of service delivery, please rate the following: Length of time it took to get the service delivered.				
Response - Speed	The speed with which the service was completed.				
Response - Timeliness	The overall timeliness of the service delivery process.				
Service - Completeness	Service Quality (1=Poor, 10=Excellent, Don't Know) Thinking about the services received, please rate the following aspects of those services: The completeness of the services you received.				
Service - reliability	The reliability of the service delivery you received.				
Service - Quality	The quality of the services you received.				

DHHS-PSC Offline Support Services v2

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NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.
Date: 8/6/2012



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			line Support Services v2		
		ize the ACSI n	nethodology to determine scores and impa	acts	
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Service - reliability	The reliability of the service delivery you received.				
Service - Quality	The quality of the services you received.				

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		DHHS	PSC Offline Support Services v2 CUSTOM	QUESTI	ON LIST				
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
ДID	Laber	,	(initited to 50 characters)	Skip to	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
CAS0056633		Please select the service for which you would like to provide feedback today. Select from the below list to reveal the individual services.	Administrative	A		9.0			
C/100030033			Finance	В					
			Occupational Health	C					
			Acquisition	D					
			Real Estate and Logistics	E					
			Other, please specify	Z					
CAS0056641	A	Select the administrative service you are providing feedback on:			Radio button, one-up vertical	single	Y		Administration Service
			Departmental Forms Management			- Jan			
			Digital Conversion and Archiving of Documents						
			Driver Services						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			Mail Operations						
			Mail Screening						
			Payroll Liaison						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting		Radio button, one-up vertical	single	Υ		Financial Service
			Debt Collection						
			Financial Reporting						
			Grant Payments						
			Indirect Cost Negotiations						
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator Employee Assistance Program		Radio button, one-up vertical	single	Υ		Occupationa Service
			Environmental Health						_
			Health Clinics						
			Organizational Development and Leadership						
			Wellness and Fitness						
			Work/Life Programs						
			Workers Compensation Management						-
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management			Julian	i i		
	<u> </u>	Select the logistics service you are providing feedback on:	Child Care Subsidy Program			1			Logistics
CAS0056646	E	Select the logistics service you are providing leedback on:			Radio button, one-up vertical	single	Y		Service
			Employee Child Care Centers			1	-		
			Facilities Operations and Management						
			Federal Real Property Assistance Program						-
			Labor and Moving						
			Medical Supply	_		1			
			Parking Services			1	_		
			Personal Property Services	_		1			-
			Product Distribution			1			
			Property Disposal			1			
			Real Property Management			1			-
			Real Property Strategy					-	-
			Regional Services			1			
			Shredding						
			Storage						1

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		DHHS	PSC Offline Support Services v2 CUSTOM (QUESTI	ON LIST				
	Skip Logic		Answer Choices			Single	Requi red	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to		or Multi		Instructions	CQ Label
CAS0056633		Please select the service for which you would like to provide feedback today. Select from the below list to reveal the individual services.	Administrative	A	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
0/10000000			Finance	В					
			Occupational Health	c					
			Acquisition	D					
			> Real Estate and Logistics	E					
			Other, please specify	Z					
CAS0056641	А	Select the administrative service you are providing feedback on:	Customer Contact Center		Radio button, one-up vertical	single	Υ		Administratio Service
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			Driver Services						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			Mail Operations						
			Mail Screening						
			Payroll Liaison						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting Debt Collection		Radio button, one-up vertical	single	Υ		Financial Service
			Financial Reporting						
			Grant Payments						
			Indirect Cost Negotiations						
			-						Occupationa
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator Employee Assistance Program		Radio button, one-up vertical	single	Y		Service
			Environmental Health						
			Health Clinics						
			Organizational Development and Leadership						
			Wellness and Fitness						
			Work/Life Programs						
			Workers Compensation Management						
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management						
CAS0056646	E	Select the logistics service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Logistics Service
CA30030040	-	,,	Employee Child Care Centers	+	radio button, one-up vertical	Siriyie	-	 	Service
			Facilities Operations and Management						
			Federal Real Property Assistance Program						
			Labor and Moving						
			Medical Supply						
			Parking Services						
			Personal Property Services						
			Product Distribution						1
			Property Disposal						
			Real Property Management						
			Real Property Strategy						
			Regional Services						
			Shredding						
			Storage						

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		DHHS-	PSC Offline Support Services v2 CUSTOM	QUESTI	ON LIST				
	Skip		Answer Choices			Single	Requi red	Special	
QID	Logic Label	Question Text	(limited to 50 characters)	Skip to		or Multi	Y/N	Instructions	CQ Label
		Please select the service for which you would like to provide			Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
		feedback today. Select from the below list to reveal the individual services.	Administrative						
CAS0056633		individual sel vices.		Α					
			Finance	В					
			Occupational Health	С					
			Acquisition	D					
			Logistics	E					
			Other, please specify	Z					
CAS0056641	A	Select the administrative service you are providing feedback on:	Customer Contact Center		Radio button, one-up vertical	single	Y		Administration Service
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			Driver Services						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			Mail Operations						
			Mail Screening						
			Payroll Liaison						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting		Radio button, one-up vertical	single	Y		Financial Service
			Debt Collection						
			Financial Reporting						
			Grant Payments						
			Indirect Cost Negotiations						
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator		Radio button, one-up vertical	single	Υ		Occupational Service
			Employee Assistance Program						
			Environmental Health						
			Health Clinics						
			Organizational Development and Leadership						
			Wellness and Fitness						
			Work/Life Programs						
			Workers Compensation Management						
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management		, ,		<u> </u>		
CAS0056646	Е	Select the logistics service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Logistics Service
CA30030040	-		Employee Child Care Centers		Radio button, one-up vertical	single	T .		Service
			Facilities Operations and Management						
			Federal Real Property Assistance Program			1			1
			Labor and Moving						
			Medical Supply						
			Parking Services	+					
			Personal Property Services			†			
			Product Distribution			<u> </u>			
			Property Disposal	+					
			Real Property Management			1			
	_		Real Property Strategy			1			
			Regional Services			1		 	
	-		Shredding	-		-		-	-
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Y/N	Special Instructions	CQ Label
		Please select the service for which you would like to provide feedback today. Select from the below list to reveal the	Administrative		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
CAS0056633		individual services.	Administrative	Α					
C/100000000			Finance	В					
			Occupational Health	С					
			Acquisition Logistics	D E					
			Other, please specify	z					
CAS0056641	А	Select the administrative service you are providing feedback on:	Customer Contact Center		Radio button, one-up vertical	single	Y		Administration Service
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			Driver Services						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			Mail Operations						
			Mail Screening						
			Payroll Liaison						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						Financial
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting		Radio button, one-up vertical	single	Y		Service
			Debt Collection						
			Financial Reporting						
			Grant Payments						
			Indirect Cost Negotiations						Occupation
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator		Radio button, one-up vertical	single	Υ		Service
			Employee Assistance Program Environmental Health						-
			Health Clinics						-
			Organizational Development and Leadership Wellness and Fitness						

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QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
			Work/Life Programs						
			Workers Compensation Management						
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management						
CAS0056646	Е	Select the logistics service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Logistics Service
			Employee Child Care Centers						
			Facilities Operations and Management						
			Federal Real Property Assistance Program						
			Labor and Moving						
			Medical Supply						
			Parking Services						
			Personal Property Services						
			Product Distribution						
			Property Disposal						
			Real Property Management						
			Real Property Strategy						
			Regional Services						
			Shredding						
			Storage						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Y/N	Special Instructions	CQ Label
		Please select the service for which you would like to provide feedback today. Select from the below list to reveal the	Administrative		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
CAS0056633		individual services.	Administrative	Α					
C/100000000			Finance	В					
			Occupational Health	С					
			Acquisition Logistics	D E					
			Other, please specify	z					
CAS0056641	А	Select the administrative service you are providing feedback on:	Customer Contact Center		Radio button, one-up vertical	single	Y		Administration Service
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			Driver Services						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			Mail Operations						
			Mail Screening						
			Payroll Liaison						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						Financial
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting		Radio button, one-up vertical	single	Y		Service
			Debt Collection						
			Financial Reporting						
			Grant Payments						
			Indirect Cost Negotiations						Occupation
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator		Radio button, one-up vertical	single	Υ		Service
			Employee Assistance Program Environmental Health						-
			Health Clinics						-
			Organizational Development and Leadership Wellness and Fitness						

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		Drins	-PSC Offline Support Services v2 CUSTOM	QUES III	JN LIST				
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
			Work/Life Programs						
			Workers Compensation Management						
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management						
CAS0056646	Е	Select the logistics service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Logistics Service
			Employee Child Care Centers						
			Facilities Operations and Management						
			Federal Real Property Assistance Program						
			Labor and Moving						
			Medical Supply						
			Parking Services						
			Personal Property Services						
			Product Distribution						
			Property Disposal						
			Real Property Management						
			Real Property Strategy						
			Regional Services						
			Shredding						
			Storage						

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		DHHS	PSC Offline Support Services v2 CUSTOM Q	UESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
		Please select the service for which you would like to provide			Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
		feedback today. Select from the below list to reveal the individual services.	<u>Administrative</u>						
CAS0056633			<u>Finance</u>	A B					
			Occupational Health	С					
			<u>Acquisition</u>	D					
			Logistics	E					
			Other, please specify						Administration
CAS0056641	Α	Select the administrative service you are providing feedback on:	<u>Customer Contact Center</u>		Radio button, one-up vertical	single	Y		Service
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			<u>Driver Services</u>						
			Freedom of Information Act (FOIA)						
			Graphic Arts						
			<u>Mail Operations</u>						
			Mail Screening						
			<u>Payroll Liaison</u>						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Transit Subsidy Program Management						
			<u>Travel Charge Card Services</u>						
			Travel Management Company Services						
			<u>Travel Program Management</u>						
			<u>Vehicle Leasing Services</u>						
			<u>Vehicle Rental Services</u>						
CAS0056643	В	Select the financial service you are providing feedback on:	Accounting		Radio button, one-up vertical	single	Υ		Financial Service
			<u>Debt Collection</u>						
			Financial Reporting						
			<u>Grant Payments</u>						
			Indirect Cost Negotiations			-			Occupational
CAS0056647	С	Select the occupational service you are providing feedback on:	Automated External Defibrillator Employee Assistance Program		Radio button, one-up vertical	single	Y		Service
			Environmental Health						-
			Health Clinics						
			Organizational Development and Leadership Wellness and Fitness	1					

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		DHHS	S-PSC Offline Support Services v2 CUSTOM	QUESTI	ON LIST				
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
			Work/Life Programs						
			Workers Compensation Management						
CAS0056636	D	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management						
CAS0056646	Е	Select the logistics service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Logistics Service
			Employee Child Care Centers						
			Facilities Operations and Management						
			Federal Real Property Assistance Program						
			Labor and Moving						
			Medical Supply						
			Parking Services						
			Personal Property Services						
			Product Distribution						
			Property Disposal						
			Real Property Management						
			Real Property Strategy						
			Regional Services						
			Shredding						
			Storage						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
		Please select the service for which you would like to provide feedback today. Select from the below list to reveal the individual services.	Acquisition	A	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Service Type
			Administrative	В					
			Finance	С					
			Logistics	D					
			Occupational Health Other, please specify	E Z					
	A	Select the acquisition service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Υ		Acquisition Service
			Purchase Card Management						
	В	Select the administrative service you are providing feedback on:	Driver Services		Radio button, one-up vertical	single	Υ		Administration Service
			Transit Subsidy Program Management						
			Travel Charge Card Services						
			Travel Management Company Services						
			Travel Program Management						
			Vehicle Leasing Services						
			Vehicle Rental Services						
			Departmental Forms Management						
			Digital Conversion and Archiving of Documents						
			Graphic Arts						
			Printing						
			Section 508 Compliance Testing and Remediation						
			Mail Operations						
			Mail Screening						
			Customer Contact Center						
			Payroll Liaison						
			Freedom of Information Act (FOIA)						
	С	Select the financial service you are providing feedback on:	Indirect Cost Negotiations		Radio button, one-up vertical	single	Υ		Financial Service
			Financial Reporting						
			Grant Payments						
			Accounting						
			Debt Collection						Occupation
	D	Select the occupational service you are providing feedback on:	Employee Assistance Program		Radio button, one-up vertical	single	Υ		Service
			Organizational Development and Leadership			1			

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Mhat product or service would you like to provide feedback on provide feedback today. Acquicition Management Services Behavioral Health Services Behavioral Health Services G G Ginical Health Services G G Gustomer Care Services G G G Gustomer Care Services G G G Gustomer Care Services G G G G G G G G G G G G G G G G G G G	QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
Webes Compensation Management Environmental health Invironmental health Invironmental health Verhees and Flances g Sintex the lagorities services you are providing freethack on Selfillies Operations and Management Readillies Department Readilli										
Part				Health Clinics						
Part				Workers Compensation Management						
Select the logistics services you are providing feedback on: Parking services Parking serv				Environmental Health						
Secretary Secr				Wellness and Fitness						
Parish Sender Parish Sende		Е	Select the logistics service you are providing feedback on:	Facilities Operations and Management		Radio button, one-up vertical	single	Υ		Logistics Service
Regional Services				Parking Services			- January 1			
Street				Real Property Strategy						
Section Supply Section Supply Section Sectio				Regional Services						
Medical Supply				Shredding						
Product Distribution				Labor and Moving						
Storage				Medical Supply						
Storage Personal Property Services Child Care Subsidy Program Employee Child Care Centers Child Care Center				Product Distribution						
Personal Property Services Child Care Subdidy Program Federal Real Property Annagement Federal Real Property Management Federal Real Real Real Property Management Federal Real Real Real Property Management Federal Real Real Real Real Property Management Federal Real Real Real Real Property Management Federal Real Real Real Real Real Property Management Federal Real Real Real Real Real Real Real Re				Property Disposal						
CASO05604 What product or service would you like to provide feedback on Endower Leads Property Management Services Family Serv				Storage						
Employee Child Care Centers				Personal Property Services						
Federal Real Property Assistance Program Real Property Management Re				Child Care Subsidy Program						
Real Property Management Z What product or service would you like to provide feedback on: GAS0056041				Employee Child Care Centers						
Text area, no char limit				Federal Real Property Assistance Program						
What product or service would you like to provide feedback on: provide feedback today:				Real Property Management						
Acquisition Management Services B B Behavioral Health Services C C S Services C G S Services D S Service D S Servi		Z						N		OPS_Production Service Type
	CAS0056041		provide feedback today.			Radio button, one-up vertical	Single	¥	Skip Logic Group*	Product/Service
Cest Allocation Services Customer Care Services Enterprise Services Enterprise Services Enterprise Services Environmental, Health and Safety Services Environmental, Health and Safety Services Environmental, Health and Safety Services Facilities Management Services Financial Reporting Services Freedom of Information Act Services Freedom of Information Services Freedom of										
Customer Care Services					Đ					
Enterprise Support Services Entwinnential, Health and Safety Services Entwinnential, Health and Safety Services Facilities Management Services Financial Reporting Services Freedom of Information Act Services Fr					E					
Facilities Management Services Financial Reporting Services Freedom of Information Act Services Freedo										
Financial Reporting Services Freedom of Information Act Services Grant Payment Services I Grant										
Freedem of Information Act Services Grant Payment Services Nail Services Publishing Services Real Property Management					-					
Mail Services				Freedom of Information Act Services						
Publishing Services Real Property Management Services Fransportation Services Warehouse and Legistics Services Wellness and Health Promotion Services Wellness and Health Promotion Services Uher, please specify Text area, no char limit N OPS_Product Service Typ What product or service would you like to provide feedback on:										
Real Property Management Services K Transportation Services L Warehouse and Logistics Services M Warehouse and Logistics Services M Wellness and Health Promotion Services Other, please specfly Z Other, please specfly What product or service would you like to provide feedback on: CAS0056104 What product or service would you like to provide feedback on:										+
Warehouse and Logistics Services Wellness and Health Promotion Services Other, please specify Text area, no char limit N OPS_Product Service Typ What product or service would you like to provide feedback on:										
Wellness and Health Promotion Services Cher, please specify Text area, no char limit N OPS_Product Service Typ What product or service would you like to provide feedback on:										
CAS0056104 What product or service would you like to provide feedback on:					M					-
CAS0056104 What product or service would you like to provide feedback on:					Z					
	CACOOFCIA	Z	Miles and the second a			Text area, no char limit		Н		OPS_Produc Service Type
		_		Debt Collection		Radio button one un vertical	Single	¥	-	service

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		DHHS-	PSC Offline Support Services v2 CUSTOM Q	UESTIC	ON LIST				
	Skip						Requi		
	Logic		Answer Choices			Single	red	Special	
QID	Label	Question Text Select the acquisition management service you are providing	(limited to 50 characters)	Skip to		or Multi	Y/N	Instructions	CQ Label
CAS0056106	B	foodback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	¥		Systems
			Purchase Card Management						
CAS0056107	e	Select the behavioral health service you are providing reedback	Employee Assistance Program		Radio button, one-up vertical	single	¥		Health Services
			Organizational Development and Leadership						
			Work/Life Programs						
CAS0056124	Đ	Select the clinical health service you are providing feedback on:	Automated External Defibrillator		Radio button, one-up vertical	single	¥		Services
			Health Clinics						
			Workers Compensation Management						
CAS0056125	E	Select the customer care service you are providing feedback on:	Payroll Liaison		Radio button, one-up vertical	single	¥		Services
			Customer Contact Center						
CAS0056126	F	sciect the enterprise support service you are providing recuback	Child Care Subsidy Program		Radio button, one-up vertical	single	¥		Services
CC.0000120	<u> </u>	lon-	Employee Child Care Centers			ogic	<u> </u>		55.11663
			Personal Property						
			OSHA/Safety						
			Sustainability Program						
			Fleet						
			Personal Property Services						
			Federal Real Property Assistance Program						
CAS0056127	G	Select the environmental, health and salety service you are	Environmental Programs		Radio button, one-up vertical	single	¥		Health
			Environmental Health						
CAS0056142	H	foodback on:	Real Property Strategy		Radio button, one-up vertical	single	¥		Management
		THE TOTAL CONTROL OF THE TOTAL	Facilities Operations and Management						
			Shredding						
			Parking Services						
			Regional Services						
CAS0056143	+	Select the mail Service you are providing feedback on:	Mail		Radio button, one-up vertical	single	¥		Mail Services
			Mail Operations						
0400050111			Mail Screening		Padla botton				0
CAS0056144	J	Select the publishing service you are providing feedback on:	Printing		Radio button, one-up vertical	single	¥		Services
			Digital Conversion and Archiving of Documents						
			Graphic Arts						
			Section 508 Compliance Testing and Remediation			-			
			Departmental Forms Management Printing						
04000504:5		Select the real property management service you are provious	-		Badla badan ana ana a	-1			
CAS0056145	K	foodback on:	Real Property		Radio button, one-up vertical	single	¥		Mgt Services
			Real Property Management						
CAS0056146	E	Select the transportation service you are providing feedback on:			Radio button, one-up vertical	single	¥		Services
			Travel Management Company Services						
			Travel Program Management						
			Travel						
			Transit Subsidy Program Management						
			Driver-Services						
			Vehicle Leasing Services						
			Vehicle Rental Services						
CAS0056147	M	Select the warehouse and logistics service you are providing	Labor and Moving		Radio button, one-up vertical	single	¥		Services
			Product Distribution						
			•		•				

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	DHHS-PSC Offline Support Services v2 CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text		Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label		
			Property Disposal								

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Lab
Ų.D	Luboi	Please select the product or service for which you would like to provide feedback today.	Accounting Services	A	Radio button, one-up vertical	Single	Υ	Skip Logic Group*	Product/Se Type
		provide reedback today.	Acquisition Management Services	В					
			Behavioral Health Services	C					
			Clinical Health Services	D					
			Cost Allocation Services						
			Customer Care Services	E					
			Enterprise Support Services	F					
			Environmental, Health and Safety Services	G H					
			Facilities Management Services Financial Reporting Services						
			Freedom of Information Act Services						
			Grant Payment Services						
			Mail Services	1					
			Publishing Services	J		1			
			Real Property Management Services	K					
			Transportation Services	L					
			Warehouse and Logistics Services	M					
			Wellness and Health Promotion Services						
			Other, please specfiy	Z					
	Z				Text area, no char limit		N		OPS_Pr Service
	Α	What product or service would you like to provide feedback on:							
		Select the accounting service you are providing feedback on:	Debt Collection		Radio button, one-up vertical	Single	Υ		Accou serv
			Accounting						
	В	Select the acquisition management service you are providing feedback on:	Negotiated Contracts and Simplified Acquisitions		Radio button, one-up vertical	single	Y		Acquisti Syste
			Purchase Card Management		radio pattorij dilo ap reriida.	omgio			- Cyou
	С	Select the behavioral health service you are providing feedback on:	Employee Assistance Program		Radio button, one-up vertical	single	Υ		Behav Health S
			Organizational Development and Leadership						
			Work/Life Programs						
	D	Select the clinical health service you are providing feedback on:	Automated External Defibrillator						Clinical
			Harable Official		Radio button, one-up vertical	single	Υ		Servi
			Health Clinics						
	E	Select the customer care service you are providing feedback on:	Workers Compensation Management Payroll Liaison						Custome
		. ,			Radio button, one-up vertical	single	Υ		Servi
			Customer Contact Center						
	F	Select the enterprise support service you are providing feedback on:	Child Care Subsidy Program		Radio button, one-up vertical	single	Υ		Enter Supp Serv
			Employee Child Care Centers						
			Personal Property						
			OSHA/Safety			1			
			Sustainability Program						
			Fleet			-			-
			Personal Property Services Federal Real Property Assistance Program	-		-			-
	G	Select the environmental, health and safety service you are	Environmental Programs						Environ
		providing feedback on:			Radio button, one-up vertical	single	Y	1	Hea
							_		
	Н		Environmental Health						

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Labe
4		Q	Facilities Operations and Management		1,750 (2010001101111101)				
			Shredding						
			Parking Services						
			Regional Services						
	- 1	Select the mail Service you are providing feedback on:	Mail		Radio button, one-up vertical	single	Υ		Mail Serv
			Mail Operations						
	-		Mail Screening					-	
	J	Select the publishing service you are providing feedback on:	Printing		Radio button, one-up vertical	single	Υ		Publish Service
			Digital Conversion and Archiving of Documents						
			Graphic Arts						
			Section 508 Compliance Testing and Remediation Departmental Forms Management						
			Printing						+
	К	Select the real property management service you are providing							Real Prop
	1	feedback on:	Real Property		Radio button, one-up vertical	single	Υ		Mgt Serv
			Real Property Management						
	L	Select the transportation service you are providing feedback on:	Travel Charge Card Services						Transport
					Radio button, one-up vertical	single	Υ		Service
			Travel Management Company Services						
	_		Travel Program Management						+
			Travel Transit Subsidy Program Management						+
	_		Driver Services						+
			Vehicle Leasing Services						+
	_		Vehicle Rental Services						+
	М	Select the warehouse and logistics service you are providing feedback on:	Labor and Moving						Warehouse Logisti
		iccasack on.	Product Distribution	+	Radio button, one-up vertical	single	Υ		Service
			Property Disposal						
			Storage						
			Medical Supply						
3615		Please select the product or service for which you would like to provide feedback today.	Acquisition Services	A	Radio button, one up vertical	Single-	¥	Skip Logic Group*	Product/Sc Type
		provide recubick today.	requisition services	В					
			Commissioned Corps Support Services						
			commissioned corps support services	e					1
			Customer Contact Centers						
				Đ					
			Financial Services						
			rmanciai services						_
			Freedom of Information Act Services						
			rection of information Act services	F					+
				-					
			Logistics Services						
				G					
			Occupational Health Services						
				H					
			Property Management Services						
			Destinant Comment Complete						
			Regional Support Services						
				Y					
				Ŧ					

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		DHHS-I	PSC Offline Support Services v2 CUSTOM QU	JESTI	ON LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Si	skip to	Type (select from list)	Single or Multi	Requi red Y/N	Special Instructions	CQ Label
				K					
			Visual Media Services						
				Ł					
			Administrative Offices						
				Z					
			Other, please specify						
СЛ3616	Z	What product or service would you like to provide feedback on:			Text area, no char limit		N		OE_Product/ Service Type

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DHHS-PSC Offline Support Services v2 CUSTOM QUESTION LIST Skip Logic Requi **Answer Choices** Single red Special QID CJI3615 Question Text (limited to 50 characters) Skip to Type (select from list) or Multi Y/N Instructions CQ Label Please select the product or service for which you would like to provide feedback today. Radio button, one-up vertical Single Skip Logic Group* Product/ Υ Service Type Acquisition Services Commissioned Corps Support Services Customer Contact Centers В Financial Services D Freedom of Information Act Services Logistics Services Occupational Health Services G Property Management Services Н Regional Support Services Transportation, Travel, and Telework Services Visual Media Services Administrative Offices Other, please specify OE_Product/ Service Type CJI3616 What product or service would you like to provide feedback Γext area, no char limit

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pink: ADDITION blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CJI3615		Please select the product or service for which you would like		Α	Radio button, one-up vertical	Single	Y	Skip Logic Group*
			Acquisition Services					
			Commissioned Corps Support Services	В				
			Customer Contact Centers	С				
			Financial Services	D				
			Freedom of Information Act Services					
			Logistics Services	F				
			Occupational Health Services	G				
			Property Management Services	H				
			Regional Support Services					
			Transportation, Travel, and Telework Services	J				
			Visual Media Services	K				
			Administrative Offices	L				
			Other, please specify	Z				
CJI3616	Z	What product or service would you like to provide feedback on:			Text area, no char limit		N	

CQ Label Product/Service Type

OE_Product/ Service Type

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pink: ADDITION
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DHHS-PSC Offline Support Services v2 CUSTOI	M QUESTION LIST
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	Skip Logic		AnswerlDs	bharati.hulbanni: Hide (Do NOT DELETE) this column before sending to a client. Answer Choices			Single or	Required	
QID	Label	Question Text	(DOT)	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instructions
CJI3615		Please select the product or service for which you would like to provide feedback today.	CJI3615A01	Acquisition Services	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group*
			CJI3615A02	Commissioned Corps Support Services	В				
				Customer Contact Centers	С				
			CJI3615A04	Financial Services	D				
			CJI3615A05	Information Management Services REWORD _ Freedom of Information Act Services					
				Logistics Services	F				
				Occupational Health Services	G				
				Property Management Services	Н				
				Regional Support Services					
				Transportation, Travel, and Telework Services	J				
				Visual Media Services	K				
				Administrative Offices	L				
			CJI3615A13	Other, please specify	Z				
CJI3616	Z	What product or service would you like to provide feedback on:				Text area, no char limit		N	

CQ Label
Product/Service
Type

OE_Product/ Service Type

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pink: ADDITION
blue + -->: REWORDING

	Skip		tHis	rati.hulbanni: e (DO NOT DELETE) column before ding to a client.				
QID	Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
QID		·	AliswellDs (DOT)	(Illilited to 50 characters)		Radio button, one-up vertical		Y
		Please select the product or service for which you would like to provide feedback today.		Acquisition Services	A	Radio buttori, orie-up vertical	Single	, T
				Commissioned Corps Support Services	В			
				Customer Contact Centers	С			
				Financial Services	D			
				Information Management Services	E			
				Logistics Services	F			
				Occupational Health Services	G			
				Property Management Services	H			
				Regional Support Services	1			
				Transportation, Travel, and Telework Services	J			
				Visual Media Services	K			
				Administrative Offices	L			
				Other, please specify	Z			
	Z	What product or service would you like to provide feedback on:				Text area, no char limit		N

Special Instructions	CQ Label
Skip Logic Group*	Product/Service Type
	OE_Product/ Service Type

Model Instance Name: DHHS-PSC Offline Support Services v2

Existing Measure - Please fill in; New Measure - DOT will fill in MID:

Partitioned (Y/N)?

NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

ate:	Fill In Date					
		DHH	S-PSC Offline Support Services v2			
	Model		the ACSI methodology to determine scores and impacts			
	ELEMENTS (drivers of satisfaction)	7	CUSTOMER SATISFACTION			FUTURE BEHAVIORS
MQ Label	ELEMENTO (unversion successory	MQ Label	COSTOMER DATION ACTION		MQ Label	TOTORE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Return (1=Very Unlikely, 10=Very Likely)
1 Content -	Please rate the accuracy of information on this site.	23 Satisfaction -	What is your overall satisfaction with this site?	26	Return	How likely are you to return to this site?
Accuracy	Disease rate the muslify of information on this site	Overall 24 Satisfaction -	(1=Very Dissatisfied, 10=Very Satisfied) How well does this site meet your expectations?			December of (1-1/one Unlikely 10-1/one Likely)
2 Content - Quality	Please rate the quality of information on this site.	Expectations	(1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
3 Content -	Please rate the freshness of content on this site.	25 Satisfaction -	How does this site compare to your idea of an ideal website?	27	Recommend	How likely are you to recommend this site to someone else?
Freshness		Ideal	(1=Not Very Close, 10=Very Close)			
	Functionality (1=Poor, 10=Excellent, Don't Know)					Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Functionality - Usefulness	Please rate the usefulness of the features provided on this site.				Primary Resource	How likely are you to use this site as your primary resource for obtaining information from this organization?
5 Functionality -	Please rate the convenience of the features on this site.				Resource	obtaining information from this organization?
Convenient	Please rate the convenience of the leatures on this site.					
6 Functionality -	Please rate the variety of features on this site.					
Variati	Look and Feel (1=Poor, 10=Excellent, Don't Know)					
7 Look and Feel -	Please rate the visual appeal of this site.					
Anneal 8 Look and Feel -	Please rate the balance of graphics and text on this site.					
Balance	riedse rate the balance of graphics and text on this site.					
9 Look and Feel -	Please rate the readability of the pages on this site.					
Readability	, y					
	Navigation (1=Poor, 10=Excellent, Don't Know)					
10 Navigation - Organized	Please rate how well the site is organized.					
11 Navigation -	Please rate the options available for navigating this site.					
Options	Please rate the options available for navigating this site.					
12 Navigation -	Please rate how well the site layout helps you find what you are looking for.					
Layout						
13 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.					
	City Bud annual (4. Days 40. English Days (4. Days (4. Days))					
14 Cita Darfarmanaa	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.					
Loading	riedse rate now quickly pages load on this site.					
, and the second						
	Please rate the consistency of speed from page to page on this site.					
Consistency						
16 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					
Lilois						
	Product Browsing (1=Poor, 10=Excellent, Don't Know)					
	Please rate the ability to sort products by criteria that are important to you on this					
	Please rate the ability to narrow choices to find the product(s) you are looking for					
19 Product Browsing	Please rate how well the features on the site help you find the product(s) you are					
20 Product	Product Descriptions (1=Poor, 10=Excellent, Don't Know) Please rate the thoroughness of product descriptions on this site.					
21 Product	Please rate how understandable the product descriptions are on this site.					
22 Product	Please rate how well the product descriptions provide answers to your questions.					
	Search (1=Poor, 10=Excellent, Don't Know)					
23 Search - Results	Please rate the relevance of search results on this site.					
24 Search - Results	Please rate the organization of search results on this site.					
25 Search - Results 26 Search - Feature	Please rate how well the search results help you decide what to select.					
∠opsearcn - ⊢eature	Please rate how well the search feature helps you to narrow the results to find what					

DHHS-PSC Offline Support Services v2

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: 3/1/2008

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Dropdown (Select-one)	Single
CQ0004445		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	A	Radio button, one-up vertical	Single
CQ0004446	Α	Please explain why you do not intend to register.			Text area, no char limit	Single
CQ0004447		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004448	Α	Other primary reason			Text area, no char limit	Single
CQ0004449	В	products for the possible inclusion in a design ?	Spec 3D models Product application Green information Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004450	С	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

DHHS-PSC Offline Support Services v2

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	Skip					
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
Q.B	Luber	Question Text	Other	Omp to	Type (Scient Holli Hot)	Wildle
CQ0004451		How were you primarily seeking information on sweets.com?	Search by keyword feature		Dadia huttan ana un vertical	Single
			Browse by master format feature		Radio button, one-up vertical	
			Other (please specify)	Α		
CQ0004452	Α	Other reason seeking information	Other (piease specify)	A	Text field, <100 char	Single
CQ0004452 CQ0004453	A	Were you able to find what you were looking for today?	Yes		Radio button, one-up vertical	Single
CQ0004453		were you able to find what you were looking for today?	No	A,B	Radio button, one-up vertical	Sirigle
			Not sure	C,D		
CQ0004454	Α	Why were you not able to find what you were looking for?		C,D	Radio button, one-up vertical	Single
JQ0004454	A	with were you not able to find what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for		Tradio buttori, orie-up vertical	Sirigie
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			·			
000004455	В	Since you could not find what you were looking for, what do you	Other			Cinala
CQ0004455	В	plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
		planto do noxt.	Call Sweets.com customer service		Drop down, select one	
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites			
			Other	Е		
CQ0004458	Е	What other site(s) do you plan to visit?	Other		Text area, no char limit	Single
CQ0004456	C	Why were you not sure?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
ZQ0004430		Willy Welle you not suite.	I am not sure how to find the product I am looking for		radio battori, one up vertical	Sirigie
			Could not find the product I was looking for under the division it should be listed in			
			Could flot find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
Q0004457	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
20004437		planto do noto noto saro, milat do you planto do next:	Call Sweets.com customer service		Drop down, select one	Sirigie
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites			
			Other	F		
CQ0004459	F	What other site(s) do you plan to visit?	Other		Text area, no char limit	Single
CQ0004459	-	What other sources do you use to search for construction	Google		Text area, 110 chai illilit	Multi
240004400		product information?	Coogic		Checkbox, one-up vertical	IVIUIU
		product mornitation.	Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)		Checkbox, one-up vertical	
			Reed First Source			
			4specs			
			Arcat			
	1		Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group Randomize Anchor Answer Choice

Required Y/N	Special Instructions
	Anchor Answer Choice
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	

DHHS-PSC Offline Support Services v2

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: 3/1/2008

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

QID (Group ID) CQ0004444	Skip Logic Label	Question Text How frequently do you visit this site?	Answer Choices (limited to 50 characters) Daily	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi Single
			Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site			
CQ0004445		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	Α	Radio button, one-up vertical	Single
CQ0004446 CQ0004447	A		Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Text field, <100 char Radio button, one-up vertical	Single Single
CQ0004448	Α	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	В	products for the possible inclusion in a design ?	Spec 3D models Green information Product application Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004450	С	products for the possible inclusion in a design?	Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

DHHS-PSC Offline Support Services v2

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: 3/1/2008

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OID	Skip Logic		Answer Choices			Single or
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
			Other			
CQ0004451		How were you primarily seeking information on sweets.com?	Search by keyword feature Browse by master format feature		Radio button, one-up vertical	Single
			Other (please specify)	Α		
CQ0004452	Α	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to find what you were looking for today?	Yes No Not sure	A,B C,D	Radio button, one-up vertical	Single
CQ0004454	А	Why were you not able to find what you were looking for?	l could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet	- ,	Radio button, one-up vertical	Single
CQ0004455	В	Since you could not find what you were looking for, what do you	The search results did not appear relevant Other Continue looking for the information at this site			Single
		plan to do next?	Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again		Drop down, select one	
000004450		Manager and the state of the st	Conduct a new internet search Visit other building product sites Other	E	Total and a second section	
CQ0004458	E	What other site(s) do you plan to visit? Why were you not sure ?	I haven't completed my coords on avecto complete		Text area, no char limit	Single
CQ0004456	С	winy were you not sure ?	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other		Radio button, one-up vertical	Single
CQ0004457	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites Other	F	Drop down, select one	Single
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What other sources do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites		Checkbox, one-up vertical	Multi

Required Y/N	Special Instructions
Y	
Υ	Randomize
	OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group

Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	

Holiday 2010 Custom Question Setup

red & strike-through: DELETE underlined & italicized: RE-ORDER

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED B pink: ADDITION

			CUSTOM QUESTION LIST				
QID (Group ID) Generic "spend" intention for benchmarking and to compare to 2008, 2009 and 2010 Spend intention with this retailer	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2010 holiday season compared to 2009? Do you expect to spend more or less online during the 2010 holiday season with retailer.com compared to 2009?	Answer Choices (limited to 50 characters) Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT CHANGE ORDER OF ANSWER CHOICES, if you would like answer cho order changed, please request randomization - DO NOT change the CQ LABELS - You may change your company name in the question which is highlighted in				Required Y/N Y
	R	Why do you expect to spend more online with retailer.com this holiday season? (please select all that apply)	A little more I expect to spend about the same amount as last year A little less A lot less Not sure Promotions (\$ or % off offers) Quality of merchandise Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise	R S S	Checkbox, one-up vertical	Multi	Y
				Z			



Special Instructions
Skip Logic Group
Skip Logic Group

Holiday 2011 Custom Question Setup

**G4 sible through: DELETE undefined A fallows RE-ORDER
YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BELLOW. ADDRONblue --> REMORDING

				CUSTOM QUESTION	N LIST						
QID	Skip Logic Label	Question Text Do you expect to spend more or less online holday season compared to 2010?		Answer Choices (unified to 50 characters) A lot more A litle more expect to spend about the same amount as last year expect to spend about the same amount as last year A little less.	Skip to	Type (select from list) Drop down, select one	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label H2011-Spend general	Application Notes Benchmarking question for 2000 should be a part of all Holiday questions
	A	Do you expect to spend more or less online holdsy season with smaller some compared to with the smaller some compared to spend more online with holdsy season? (glease select all that apply)		I ddni purchase anything from enterior last year A bit more A liste more Frequent is general about the same amount as last year recept to spend about the same amount as last year A bit less For the same amount as last year Promotions (5 or % off offers)	A A B B	Drop down, select one Checkbox, one-up vertical	Single Multi	Y	Skip Logic Group	H2011-Spend retailer H2011-Spend more	Added in 2009, relates directly to the retailer and should be a part of the holiday battery
				Quiting of menthandriae Menthandriae selection Good return policy Critice prolicel protes Critice prolicel protes Critical prolice process Critical protes Description of the Critical Proliferial Proliferial Proliferial Better personal economic consumatories this year Other (planes personal economic critical Proliferial Proliferi	С				Randomize Anchor Answer Choice		
	В	Unter treaton to spend more conver. Why do you expect to spend less online who holiday season? (please select all that app	ith retailer.com this	Promotions were not appealing (3 or % of offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to seve more and spend less Owine product promotions of the promotion of the promotion of the promotion of the promotion of the product promotion of the		Text area, no char limit Checkbox, one-up vertical	MulS	Ÿ	Skip Logic Group Randomize	H2011-Spend more other H2011-Spend less	
	СС	Other reason to spand less celine: Please tell us what you did on retailer.com to	oday.	Other (please specially) I made a purchase for myself loday Bought a gift for someone ethe today was trooding solday to purchase are one later was brooking solday to purchase are one of the store locations was brooking solday to purchase are one of the store locations was brooking solday to see what you have	cc	Text area., no char limit Radio bulton, one-up vertical	Single	N Y	Anchor Answer Choice Skip Logic Group Randomize Anchor Answer Choice	H2011-Spend less other H2011-task accomp	Only ask if you do not have a "What did you do?" question. I not replace what you have you w lose trending.
		What else did you do on retailer.com today? Did you access (insert retailer's name h or mobile shopping app while holiday sh Why did you do so? (please select all the		Yes No To compare different products To look up protect specifications To look up rotect specifications	A	Text area, no char limit Radio button, one-up vertical Checkbox, one-up vertical	Single Multi-select	N Y	Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group Randomize	H2011-lask accomp other H2011-access mobile H2011-why access mobile	Should be used if retailer has a mobile app
	В	Please specify the other reason you acce website or app from a mobile device:	essed the company's	To view product reviews To make a purchase To find a store location Autoflier reson: Yes	В	Text area, no char limit	Single	N Y	Anchor Answer Choice Skip Logic Group	H2011-access other H2011-why access other H2011-mobile any	
		Have you ever used a mobile device t retailer's website, mobile website, or mo	- DO NOT MO	e following guidelines: DDIFY THE WORDING of the ANSWER CHOICES D ANSWER CHOICES OR DELETE ANSWER CHOICES NAGE ORDER OF ANSWER CHOICES, if you would like ans	ruol-						Should be asked of all regardless they have a mobile device app o not. It is a global question gettir a read on visitors.
	AA	Which of the following ways did you u device this holiday season? (please s	order change - DO NOT cha	in John Service Choices, in you would like airst, a please request randomization inge the CQ LABELS inge your company name in the question which is highling.			Multi	¥	Skip Logic Group Exclusive Answer Choice	H2011-mobile use	Global use of mobile app, can be asked of all
	A	How did you use your mobile device whi holiday season? (please select all that ap	iply)	accessed a competion's website accessed a stopping comparison website (Shoppila com, Shopping com) accessed to stopping comparison website (Shoppila com, Shopping com) accessed a competity sobile shopping app		e-up vertical	MulS	Y	Skip Logic Group Skip Logic Group	H2011-mobile use store	
		Please think about your shopping preference in general, which of the following is your prefer the type of product your researched or purch	erred way to shop for hased today?	Research and buy online, have product delivered Research and buy online, pick up in store Research in a catalog and call to order Research in a catalog and call to order Research online, buy in store Research online, buy in store Research online, buy in store Research store, buy online Research online, buy in store Research and buy in store Research only to store		Radio button, one-up vertical	Single Exclusive Answer Choice	Y	Randomize Randomize	H2011-shop preference	Should be a part of the Holiday battery of questions. Gets at shopping perference and will be left on after January.

Festive Season 2011 Custom Question Setup

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YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BELLED & ADDITION
that +-> REWORDING

			сизтом question	ON LIST						
QID	Skip Logic Label	Question Text Do you expect to speed more or less ordine during the 2011 feative between compared to 2010?	Answer Choices (united to 5d characters) A lot more A little more expect to spend about the same amount as last year A little less	Skip to	Type (select from list) Drop down, select one	Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label H2011-Spend general	Application Notes Benchmarking question fro 2006 should be a part of all Holiday questions
	A	- DO NOT MODIFY - DO NOT ADD ANS - DO NOT CHANGE order changed, ple: order changed, ple: - DO NOT change the	our company name in the question which is highlighted		town, selectione box, one-up vertical	Single Multi	Y	Skip Logic Group Skip Logic Group Randomize	H2011-Spend retailer H2011-Spend more	Added in 2009, relates directly the retailer and should be a part the holiday battery
			Availability of merchandise Better personal economic circumstances this year Other (please specify):	cc				Anchor Answer Choice		
	B	Other reasons to agend more colore. Why dip you expect to specific so colore with installations all this tracker seasons? (please select all that apply)	Promotions were not appealing (c or % of offers) Quality of merchandise Poor merchandise selection Pooling product of the control of the con		Text area, no charlimit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group Randomize	H2011-Spend more other H2011-Spend less	
		Other reason to spend less online:	Worse personal economic circumstances this year Other (please specify):	С	Text area, no char limit		N	Anchor Answer Choice	H2011-Spend less other	
		Please tell us what you did on retailer could today.	made a purchase for myself loday Soupil a pill for someone dele loday was browning bady to purchase and one of the loday was browning bady to purchase and one of the store locations was browning bady to purchase at one of the store locations was browning bady to see what you have	A	Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize Anchor Answer Choice	H2011-task accomp	Only ask if you do not have a "What did you do?" question. D not replace what you have you w lose trending.
	A	What else did you do on retaller.co.uk today? Did you access (insert retailer's name here) mobile website, for mobile shooping and while Christmas shooping this	Yes	A	Text area, no char limit Radio button, one-up vertical	Single	N Y	Skip Logic Group Skip Logic Group	H2011-task accomp other H2011-access mobile	Should be used if retailer has a
	A	or mouse snopping app write Crinstmas snopping this year? Why did you do so? (please select all that apply)	No To compare different products To look up price information about a product To look up price information about a product To look up product specifications	,	Checkbox, one-up vertical	Multi	Y	Skip Logic Group Randomize	H2011-why access mobile	mobile app
			To view product reviews To make a purchase To find a store location						-	
	В	Please specify the other reason you accessed the company's	Another reason:	В	Text area, no char limit		N	Anchor Answer Choice Skip Logic Group	H2011-access other H2011-why access other	
		website or app from a mobile device:	Yes	AA	Radio button, one-up vertical	Single	Y		H2011-mobile any	Should be asked of all regardless they have a mobile device app onot. It is a global question gettin a read on visitors.
		Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app?	No, and I don't plan to No, but I might in the future Not sure							a read on visitors.
	AA	Which of the following ways did you use your mobile device during the festive season? (please select all that apply)	used my mobile device to access the Internet to research products (compare product details, oble up price; find store locations, etc.) made purchases ordine from my mobile device tused my mobile device to compare products or prices whilst shopping in person in a store tused my mobile device to compare products or prices whilst shopping in person in a store tused retailer-developed mobile shopping apps. None of the above	A A A	Checkbox, one-up vertical	Multi		Skip Logic Group Exclusive Answer Choice	H2011-mobile use	Global use of mobile app, can b asked of all
	A	Now did you use your mobile device while in retail stores during the festive season? (please select all that apply)	accessed the store's website accessed a competior's website accessed a shapping comparison website (e.g. Shappilla.co.uk, Shapping.com accessed the store in mobile shapping gap		Checkbox, one-up vertical	Multi	Ÿ	Skip Logic Group	H2011-mobile use store	
		Please think about your shopping preferences. In general, which of the bibouring is your preferred way to shop for the type of predict yes researched or purchased finday?	accessed a compensor's mobile shopping app None of the slowe Research and buy online, have product delivered Research and buy online, pick up in store Research online, buy online, pick up in store Research solve, call to order Research solve, buy in store Research size, buy online Research size, buy online		Radio button, one-up vertical	Single	Y	Exclusive Answer Choice Randomize	H2011-shop preference	Should be a part of the Holida battery of questions. Gets at shopping preference and will b left on after January.

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pink: ADDITION

			DHHS-PSC Offline Support Services v2 CUSTOM QUE	STION LI	ST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Afghanistan Albania Algaria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Australia Bahamas Bahrain Bangladesh Barbados Belarus Belgium Belize Benin		Drop down, select one	Single	٧		COUNTRY

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pink: ADDITION

			DHHS-PSC Offline Support Services v2 CUSTOM QUE	STION L	ST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
_		What region do you live in?	Asia		Drop down, select one	Single

Required Y/N	Special Instructions	
V	Operica medicarene	

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			CUSTOM QUESTI	ON LIST						
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters	s)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
, ,		Which of the following phrases would you use to describe your experience with this website? (Select all that apply)	Provides enjoyment	,		Checkbox, one-up vertical	Multi	No	Skip Logic Group	CME - Phrase
			Makes me happier						Randomize	
			Inspires my life							
			Challenges my thinking							
			Part of my routine	51 11 6						
			Visited daily	Please use the following guidelines: - DO NOT MODIFY THE WORDING of the ANSWER CHOICES - DO NOT ADD ANSWER CHOICES OR DELETE ANSWER CHOICES - DO NOT change the CQ LABELS						
			Helps me make better decisions							
			Improves my life							
			Makes me a better person	- DO NOT CHAIR	the cq	LABELS				
			Makes me closer to my community							
			Provides viewpoints from others							
			Gives opportunity to comment							
			Lets me interact with others							
			Provides a social outlet for me							
			Keeps me informed							
			Enables discussions with others							
			Other, please specify		Α				Anchor Answer Choice	
	А	Please provide any other phrases you would use to describe your experience with this website.				Text area, no char limit		No	Skip Logic Group	OE_CME Phrase
deneen.davis: DO NOT USE. FROM PHASE I	THESE QUE	In the following section, please consider the personal meaning of ith this brand's website. STIONS WERE blease describe the MEANING of this				Text area, no char limit	Single	N		CME - Meaning
		In the space below, please describe HOW YOU USE the information you get, or the experience you have, with this website.				Text area, no char limit	Single	N		CME - Use
		In the space below, please describe the most MEMORABLE MOMENT you have had with this website.				Text area, no char limit	Single	N		CME - Memorable

Socia I-DO NOTE	- DO N - DO N - DO N choice - DO N DOT F - DO N %20D %20D To hel on eit	NOT MO NOT ADD NOT CHA e order co NOT ADD person NOT char MORE INF ocument faterials/ p clients her inclu a blue ba	following guidelines: DIFY THE WORDING of the ANSWER CHOICES IN ANSWER CHOICES OR DELETE ANSWER CHOICES OR DELETE ANSWER CHOICES OR DELETE ANSWER CHOICES IN GREEN, it hanged, please request randomization /DELETE more than 2 ANSWER CHOICES IN PIECE OF CO. 10 ANSWER CHOICES IN PIECE OF CHOICES IN PIECE OF CHOICES IN PIECE OF CO. 10 ANSWER CHOICES	i you would like answer with without speaking with a n/clients/SIR nly)/Social%20Value locx nts are hearing about them close ended question (below	ok, Twitter)		er choice added: Onli			Special Instructions Rank Group st) orks (Facebook, Twitter	CQ Label SV - Rank 1
					omeone I know	3					
				TV, radio, newspaper, or magazine a Internet advertising	advertising						
				Don't know Other		-				Anchor Answer Choice Anchor Answer Choice	
			Rank 2 (Optional)	Message or recommendation from a Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Face Message directly from the company Online Phiboard (Phiterest) Mobile phone text messages or alert instant Message from a friend or coll Familiarly with self-company/brand Promotional email(s) from the compa Search engine results Word of mouth recommendation from IV, radio, newspaper, or magazine at 17, radio, newspaper, or magazine at 18.	ebook,Twitter) on a social network		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 2
				Internet advertising Don't know		=				Anchor Answer Choice	
			Rank 3 (Optional)	Other Message or recommendation from a Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Face Message directly from the company of Online Piriboard (Pinterest) Mobile phone text messages or allette instant Message from a finend or coll Camiliarity with sent/company/brand Pictoriothous demails from the compa Search engine results Word of mount recommendation from Ty, radio, newspaper, or magazine a internet advertising	ebook,Twitter) on a social network s		Drop down, select one	Single	N	Anchor Answer Choice Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice	SV - Rank 3
				Don't know Other						Anchor Answer Choice	
			Questions Below Are Op	tional, They Are	Not Used In	The S	Social Media	<u>Val</u> ue	e Cald	culation.	
			If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)				Text area. no char limit		N		SV - Other Social Network
			If you heard about this website from a social network, please select which social network it was.	delicious digg Facebook Google+ Groupon			Radio button, one-up vertical		N	OPS Group Randomize	SV-Social Network
				Linkedin LivingSocial MySpace reddit StumbleUpon Twitter YouTube							
		A	If you heard about this website from a social network,	Other, please specify		A	Text field, <100 char		N	Anchor Answer Choice OPS Group	SV - Other
			please specify the site.								Social Network

Model Instance Name: Fill-in Measure Name MID: Date: 11/1/2011

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION



- atto		-					
			Fill-in Measure Name CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text How likely are you to discourage others fro business with this company? Cominfo Clier Mea	e use the following guidelines: NOT MODIFY THE WORDING of the QUESTION OR ANSWER CHOICES EXCEPT FOR COMPANY NAME NOT change the CQ LABELS ct Gail Applin and Drew Bennett when adding this question to your clients survey. The following nation is needed: Name ure Name ion Live Date	Single or Multi Single	Required YIN Y	Special Instructions	CQ Label WordofMouthIndex
	_		PUBLIC SECTOR OPTIONS				_
		How likely are you to discourage others from doi business with this agency/association/organization	1 = Very Unlikely Radio button, scale, no don't know	Single	Y		WordofMouthIndex

business with this agency/association/organization?	1 – Very Offikely	Radio buttori, Scale, no don't know	Single	ĭ	WordonMouthindex
	2				
	4				
	6				
	8				
 No. (Bab	10 = Very Likely	Dadia huttan asala na danti lusan	Circula.	Y	Manda Marakhandara
How likely are you to discourage others from interacting with this association/agency/organization/	1 = Very Unlikely	Radio button, scale, no don't know	Single	Y	WordofMouthIndex
	2				
	3 4				
	5				
	7 8				
	9				