### **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 Model and Custom Question Checks\_ SRA
- 5 <u>Model and Custom Question Checks\_ Team LeadManager</u>
- 6 Model and Custom Question Checks\_ DOT

Model Instance Name:

Citizenship Resource Center
MID: QcUxIRJBEE4YQYIYgoJY1g==
Date: 11/18/2010

Resource Center.  2 Please rate the quality of information on the Citizenship Resource Center.  3 Please rate the freshness of content on the Citizenship Resource Center.  Look and Feel (1=Poor, 10=Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the options available for navigating the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center.	Jaic. 11/10/2010		
ELEMENTS (drivers of satisfaction)  Content (1=Poor, 10=Excellent, Don't Know)  1 Please rate the accuracy of information on the Citizenship Resource Resource Center.  2 Please rate the quality of information on the Citizenship Resource Center.  3 Please rate the freshness of content on the Citizenship Resource Center.  Look and Feel (1=Poor, 10=Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the readability of the pages on the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center is organized.		Citizenship Resource Center Satisfaction Survey	
Content (1=Poor, 10=Excellent, Don't Know)  1 Please rate the accuracy of information on the Citizenship Resource Center.  2 Please rate the quality of information on the Citizenship Resource Center.  3 Please rate the freshness of content on the Citizenship Resource Center.  Look and Feel (1=Poor, 10=Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the balance of graphics and text on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the balance of graphics and text on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the potions available for navigating the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center is organized.	Model questi	ions utilize the ACSI methodology to determine scores and	impacts
Please rate the accuracy of information on the Citizenship Resource Center?  2 Please rate the quality of information on the Citizenship Resource Center.  3 Please rate the freshness of content on the Citizenship Resource Center.  Look and Feel (1-Poor, 10-Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  Navigation (1-Poor, 10-Excellent, Don't Know)  7 Please rate the readability of the pages on the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center is organized.	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
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Center.  3 Please rate the freshness of content on the Citizenship Resource Center.  Look and Feel (1=Poor, 10=Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the readability of the pages on the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center.			21 How likely are you to return to the Citizenship Resource Center?
Center.  Look and Feel (1=Poor, 10=Excellent, Don't Know)  4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the Options available for navigating the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center.			Recommend (1=Very Unlikely, 10=Very Likely)
4 Please rate the visual appeal of the Citizenship Resource Center.  5 Please rate the balance of graphics and text on the Citizenship Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate the options available for navigating the Citizenship Resource Center.  8 Please rate the options available for navigating the Citizenship Resource Center.			<b>22</b> How likely are you to <b>recommend</b> the Citizenship Resource Center to someone else?
5 Please rate the balance of graphics and text on the Citizenship Resource Center. 6 Please rate the readability of the pages on the Citizenship Resource Center. Navigation (1=Poor, 10=Excellent, Don't Know) 7 Please rate how well the Citizenship Resource Center is organized. 8 Please rate the options available for navigating the Citizenship Resource Center.	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Resource Center.  6 Please rate the readability of the pages on the Citizenship Resource Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  7 Please rate how well the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center.	4 Please rate the <b>visual appeal</b> of the Citizenship Resource Center.		23 How likely are you to use the Citizenship Resource Center as your primary resource for obtaining information about citizenship?
Center.  Navigation (1=Poor, 10=Excellent, Don't Know)  Please rate how well the Citizenship Resource Center is organized.  8 Please rate the options available for navigating the Citizenship Resource Center.			
7 Please rate how well the Citizenship Resource Center is organized. 8 Please rate the options available for navigating the Citizenship Resource Center.			
organized.  8 Please rate the options available for navigating the Citizenship Resource Center.	Navigation (1=Poor, 10=Excellent, Don't Know)		
Resource Center.			
9 Please rate how well the Citizenship Resource Center layout			
helps you find what you are looking for.	9 Please rate how well the Citizenship Resource Center layout helps you find what you are looking for.		
10 Please rate the number of clicks to get where you want on the Citizenship Resource Center.			
Search (1=Poor, 10=Excellent, Don't Know)	Search (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the relevance of search results on the Citizenship Resource Center.			
12 Please rate the organization of search results on the Citizenship Resource Center.			
13 Please rate how well the search results help you decide what to select.			
14 Please rate how well the search feature helps you to narrow the results to find what you want.			
Site Performance (1=Poor, 10=Excellent, Don't Know)			
15 Please rate how quickly pages load on the Citizenship Resource Center.			
16 Please rate the consistency of speed from page to page on the Citizenship Resource Center.			
17 Please rate the ability to load pages without getting error messages on the Citizenship Resource Center.	17 Please rate the ability to load pages without getting error messages on the Citizenship Resource Center.		

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

blue + -->: REWORDING

Date: 7/11/2013 blue +

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single Mult
EDO08676		How <b>often</b> do you visit the Citizenship Resource	First time		Drop down, select one	S
		Center?	More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
DO08677		How did you hear about us?	USCIS website		Checkbox, one-up vertical	M
			Online ad/media			
			Offline ad (print, radio, television)			
			Email			
			Brochure/publication			
			Public event			
			USCIS Official			
			Word-of-mouth			
			Family/Friends			
			Community Organization			
			Citizenship class			
			Other, please specify:	Α		
DO08678	Α	Other source	Curior, pictuse specify.		Text field, <100 char	
EDO08679		What best describes your role when coming to	Naturalization applicant/permanent resident		Radio button, one-up vertical	S
ED008679		the Citizenship Resource Center?	Family or friend of a naturalization applicant/permanent resident		Tradio buttori, orie-up vertical	~
		The Olizonship resource Senter.	Adult educator/teacher			
			Volunteer			
			Immigrant-serving organization staff			
			State or local government employee			
			Attorney			
			USCIS employee			
			Other, please specify:	Α		
DO08680	Α	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center	Learners		Radio button, one-up vertical	S
		are you primarily visiting today?	Teachers			
			Organizations			
			Other Languages			
			Other, please specify:	Α		
DO08682	Α	Other area visited			Text field, <100 char	
EDO08683		What is your <b>primary reason</b> for visiting the	Just browsing		Radio button, one-up vertical	S
		Citizenship Resource Center today?	Learn about the Citizenship Resource Center			
			Learn about naturalization			
			Apply for citizenship			
			Study for the test			
			Find free information events			
			Learn about citizenship rights and responsibilities			
			Find classroom tools (for professionals)			
			Learn about current USCIS grant opportunities			
			Find links to program administration, professional development, and training resources			
			Find a citizenship class			
			Other, please specify:	Α		
DO08684	Α	Other primary reason	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Text area, no char limit	

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
EDO08685		If you were <b>looking for</b> a specific <b>resource</b> , please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What <b>method</b> do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G	Drop down, select one	S
EDO08687	Α	Other method			Text field, <100 char	
ACQDom0006690	В	What <b>search terms</b> did you use today to find what you were looking for?				
ACQDom0006691	С	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:	D	Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty			Text area, no char limit	
ACQDom0006692	E	If you used the <b>top navigational bar</b> today, did you <b>have any difficulties</b> with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	F	Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit	
ACQDom0006693	G	If you used <b>links</b> today, did you <b>have any difficulties</b> with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	н	Checkbox, one-up vertical	М
ACQDom0006696	Н	Other difficulty with links			Text area, no char limit	
EDO08688		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	Α	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

Date: 7/11/2013

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			Citizenship Resource Center CUSTOM QUESTION LIST			
	Skip					
QID	Skip Logic		Answer Choices			Single or Multi
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
EDO08690		If you could make <b>one improvement</b> to the Citizenship Resource Center, what would it be?			Text area, no char limit	
		Citizenship Resource Center, what would it be?				
EDO08691		In which <b>state</b> do you reside?	Outside of US		Drop down, select one	S
			Alabama			
			Alaska			
			Arizona			
			Arkansas			
			California			
			Colorado			
			Connecticut			
			Delaware			
			District of Columbia			
			Florida			
			Georgia			
			Hawaii			
			Idaho			
			Illinois			
			Indiana	-		
			lowa Kansas			
			Kentucky			
			Louisiana			
			Maine	1		
			Maryland			
			Massachusetts			
			Michigan			
			Minnesota			
			Mississippi	1		
			Missouri			
			Montana			
			Nebraska	1		
			Nevada			
			New Hampshire			
			New Jersey	1		
			New Mexico			
			New York			
			North Carolina			
			North Dakota			
			Ohio			
			Oklahoma	-		
		Oregon	7			
			Pennsylvania			
			Rhode Island			
			South Carolina			
			South Dakota			
			Tennessee			
			Texas			
			Utah			
			Vermont			

Date: 7/11/2013

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	Α		
EDO08692	Α	Other location			Text field, <100 char	

Required Y/N Y	Special Instructions	CQ Label Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
N Y	OPS Group	Area Visited
N Y		Other area
	Skip Logic Group	Primary Reason
N		Other reason

Required Y/N	Special Instructions	CQ Label
Υ		Resource
Υ	Skip Logic Group	Method
N		Other method Search Terms
		Search renns
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational
		Difficulty
N N	Chia Lasia Casasa	Other nav diff
N	Skip Logic Group	Links Difficulty
N		Other link diff
N Y	Skip Logic Group	Find info
	_mp Logio Group	
N		Info not found
IN		iiilo fiot iound

Required Y/N   CQ Label   Improvement    Y   OPS Group   State			
N Improvement			
N Improvement	Required Y/N	Special Instructions	CQ Label
Y OPS Group State	N		Improvement
Y OPS Group State			
	Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

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Date: 7/11/2013 blue +

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single Mult
EDO08676		How <b>often</b> do you visit the Citizenship Resource	First time		Drop down, select one	S
		Center?	More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
DO08677		How did you hear about us?	USCIS website		Checkbox, one-up vertical	M
			Online ad/media			
			Offline ad (print, radio, television)			
			Email			
			Brochure/publication			
			Public event			
			USCIS Official			
			Word-of-mouth			
			Family/Friends			
			Community Organization			
			Citizenship class			
			Other, please specify:	Α		
DO08678	Α	Other source	Curior, pictuse specify.		Text field, <100 char	
EDO08679		What best describes your role when coming to	Naturalization applicant/permanent resident		Radio button, one-up vertical	S
ED008679		the Citizenship Resource Center?	Family or friend of a naturalization applicant/permanent resident		Tradio buttori, orie-up vertical	~
		The Olizonship resource Senter.	Adult educator/teacher			
			Volunteer			
			Immigrant-serving organization staff			
			State or local government employee			
			Attorney			
			USCIS employee			
			Other, please specify:	Α		
DO08680	Α	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center	Learners		Radio button, one-up vertical	S
		are you primarily visiting today?	Teachers			
			Organizations			
			Other Languages			
			Other, please specify:	Α		
DO08682	Α	Other area visited			Text field, <100 char	
EDO08683		What is your <b>primary reason</b> for visiting the	Just browsing		Radio button, one-up vertical	S
		Citizenship Resource Center today?	Learn about the Citizenship Resource Center			
			Learn about naturalization			
			Apply for citizenship			
			Study for the test			
			Find free information events			
			Learn about citizenship rights and responsibilities			
			Find classroom tools (for professionals)			
			Learn about current USCIS grant opportunities			
			Find links to program administration, professional development, and training resources			
			Find a citizenship class			
			Other, please specify:	Α		
DO08684	Α	Other primary reason	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Text area, no char limit	

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
EDO08685		If you were <b>looking for</b> a specific <b>resource</b> , please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What <b>method</b> do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G	Drop down, select one	S
EDO08687	Α	Other method			Text field, <100 char	
ACQDom0006690	В	What <b>search terms</b> did you use today to find what you were looking for?				
ACQDom0006691	С	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:	D	Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty			Text area, no char limit	
ACQDom0006692	E	If you used the <b>top navigational bar</b> today, did you <b>have any difficulties</b> with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	F	Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit	
ACQDom0006693	G	If you used <b>links</b> today, did you <b>have any difficulties</b> with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	н	Checkbox, one-up vertical	М
ACQDom0006696	Н	Other difficulty with links			Text area, no char limit	
EDO08688		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	Α	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID	Skip Logic	Outstien Text	Answer Choices	Chin to	Towns (and set from line)	Single or
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
EDO08690		If you could make <b>one improvement</b> to the Citizenship Resource Center, what would it be?			Text area, no char limit	
		Citizenship Resource Center, what would it be?				
EDO08691		In which state do you recide?	Outside of LIC		Drop down coloct one	S
ED008031		In which <b>state</b> do you reside?	Outside of US Alabama		Drop down, select one	5
			Alaska			
			Arizona			
			Arkansas			
			California			
			Colorado			
			Connecticut			
			Delaware			
			District of Columbia			
			Florida			
			Georgia			
			Hawaii			
			Idaho	-		
			Illinois			
			Indiana			
			Iowa			
			Kansas			
			Kentucky			
			Louisiana			
			Maine			
			Maryland			
			Massachusetts			
			Michigan			
			Minnesota			
			Mississippi			
			Missouri			
			Montana			
			Nebraska			
			Nevada			
			New Hampshire			
			New Jersey			
			New Mexico			
			New York			
			North Carolina			
			North Dakota			
			Ohio			
			Oklahoma			
			Oregon			
			Pennsylvania Phodo Island			
			Rhode Island South Carolina			
			South Dakota			
			Tennessee			
			Texas Utah			
			Vermont			
			Volitions			

Date: 7/11/2013

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	Citizenship Resource Center CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	Α		
EDO08692	Α	Other location			Text field, <100 char	

Required Y/N Y	Special Instructions	<b>CQ Label</b> Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
N Y	OPS Group	Area Visited
N Y		Other area
	Skip Logic Group	Primary Reason
N		Other reason

Danning	Conside	
Required Y/N	Special Instructions	CQ Label
Y	mstructions	Resource
·		resource
Y	Skip Logic Group	Method
N		Other method
IN		Search Terms
		300.011 1011110
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational
		Difficulty
		- I
N N	Chia Lasia Casus	Other nav diff Links Difficulty
IN	Skip Logic Group	LINKS DIFFICULTY
N		Other link diff
N Y	Skip Logic Group	Find info
	, ,	
N		Info not found

Required Y/N Special Instructions CQ Label  N Improvement  Y OPS Group State			
N Improvement			
N Improvement	Required Y/N	Special Instructions	CQ Label
			Improvement
Y OPS Group State			
	Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single Mult
EDO08676		How <b>often</b> do you visit the Citizenship Resource	First time		Drop down, select one	S
		Center?	More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
EDO08677		How did you hear about us?	USCIS website		Checkbox, one-up vertical	M
			Online ad/media			
			Offline ad (print, radio, television)			
			Email			
			Brochure/publication			
			Public event			
			USCIS Official			
			Word-of-mouth			
			Family/Friends			
			Community Organization			
			Citizenship class			
			Other, please specify:	Α		
DO08678	Α	Other source	Curior, produce opeony.	- "	Text field, <100 char	
EDO08679		What <b>best describes your role</b> when coming to	Naturalization applicant/permanent resident		Radio button, one-up vertical	S
2000013		the Citizenship Resource Center?	Family or friend of a naturalization applicant/permanent resident		Tradio batton, one up vertical	~
		Life Grazorierap recognico Corrier.	Adult educator/teacher			
			Volunteer			
			Immigrant-serving organization staff			
			State or local government employee			
			Attorney			
			USCIS employee			
	+ -		Other, please specify:	Α		
DO08680	Α	Other role			Text field, <100 char	
EDO08681		What <b>area</b> of the Citizenship Resource Center	Learners		Radio button, one-up vertical	S
		are you primarily visiting today?	Teachers			
			Organizations			
			Other Languages			
			Other, please specify:	Α		
EDO08682	Α	Other area visited	•		Text field, <100 char	
EDO08683		What is your <b>primary reason</b> for visiting the	Just browsing		Radio button, one-up vertical	S
		Citizenship Resource Center today?	Learn about the Citizenship Resource Center			
			Learn about naturalization			
			Apply for citizenship			
			Study for the test			
			Find free information events			
			Learn about citizenship rights and responsibilities			
			Find classroom tools (for professionals)			
			Learn about current USCIS grant opportunities			
			Find links to program administration, professional development, and training resources			
			Find a citizenship class			
			Other, please specify:	Α		
EDO08684	Α	Other primary reason			Text area, no char limit	

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Citizenship Resource Center CUSTOM QUESTION LIST						
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
EDO08685		If you were <b>looking for</b> a specific <b>resource</b> , please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What <b>method</b> do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G	Drop down, select one	S
EDO08687	Α	Other method			Text field, <100 char	
ACQDom0006690	В	What <b>search terms</b> did you use today to find what you were looking for?				
ACQDom0006691	С	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:	D	Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty			Text area, no char limit	
ACQDom0006692	E	If you used the <b>top navigational bar</b> today, did you <b>have any difficulties</b> with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	F	Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit	
ACQDom0006693	G	If you used <b>links</b> today, did you <b>have any difficulties</b> with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	н	Checkbox, one-up vertical	М
ACQDom0006696	Н	Other difficulty with links			Text area, no char limit	
EDO08688		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No	A	Drop down, select one	S
EDO08689	А	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

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			Citizenship Resource Center CUSTOM QUESTION LIST			
	Skip					
QID	Skip Logic		Answer Choices			Single or Multi
QID (Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
EDO08690		If you could make <b>one improvement</b> to the Citizenship Resource Center, what would it be?			Text area, no char limit	
		Citizenship Resource Center, what would it be?				
EDO08691		In which <b>state</b> do you reside?	Outside of US		Drop down, select one	S
			Alabama			
			Alaska			
			Arizona			
			Arkansas			
			California			
			Colorado			
			Connecticut			
			Delaware			
			District of Columbia			
			Florida			
			Georgia			
			Hawaii			
			Idaho			
			Illinois			
			Indiana	-		
			lowa Kansas			
			Kentucky			
			Louisiana			
			Maine	1		
			Maryland			
			Massachusetts	-		
			Michigan			
			Minnesota			
			Mississippi			
			Missouri			
			Montana			
			Nebraska	1		
			Nevada			
			New Hampshire			
			New Jersey	1		
			New Mexico			
			New York			
			North Carolina			
			North Dakota			
			Ohio			
			Oklahoma			
			Oregon			
			Pennsylvania			
			Rhode Island			
			South Carolina			
			South Dakota			
			Tennessee			
			Texas			
			Utah			
			Vermont			

Date: 2/12/2013

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	Citizenship Resource Center CUSTOM QUESTION LIST					
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	Α		
			I prefer not to respond			
EDO08692	Α	Other location			Text field, <100 char	

Required Y/N Y	Special Instructions	<b>CQ Label</b> Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
N Y	OPS Group	Area Visited
N Y		Other area
	Skip Logic Group	Primary Reason
N		Other reason

Danning	Conside	
Required Y/N	Special Instructions	CQ Label
Y	mstructions	Resource
·		resource
Y	Skip Logic Group	Method
N		Other method
IN		Search Terms
		300.011 1011110
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational
		Difficulty
		- I
N N	Chia Lasia Casus	Other nav diff Links Difficulty
IN	Skip Logic Group	Links Difficulty
N		Other link diff
N Y	Skip Logic Group	Find info
	, ,	
N		Info not found

Required Y/N Special Instructions CQ Label  N Improvement  Y OPS Group State			
N Improvement			
N Improvement	Required Y/N	Special Instructions	CQ Label
			Improvement
Y OPS Group State			
	Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
		•
N		Other location

pink: ADDITION

Date: 11/8/2012

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
EDO08676		How <b>often</b> do you visit the Citizenship Resource	First time		Drop down, select one	S
		Center?	More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
EDO08677		How did you hear about us?	USCIS website		Checkbox, one-up vertical	M
			Online ad/media			
			Offline ad (print, radio, television)			
			Email			
			Brochure/publication			
			Public event			
			USCIS Official			
			Word-of-mouth			
			Family/Friends			
			Community Organization			
			Citizenship class			
			Other, please specify:	Α		
EDO08678	Α	Other source			Text field, <100 char	
EDO08679		What <b>best describes your role</b> when coming to	Naturalization applicant/permanent resident		Radio button, one-up vertical	S
22000.0		the Citizenship Resource Center?	Family or friend of a naturalization applicant/permanent resident		Tradic Salton, one up vertical	
			Adult educator/teacher			
			Volunteer			
			Immigrant-serving organization staff			
			State or local government employee			
			Attorney	_		
			USCIS employee	_		
			Other, please specify:	A		
EDO08680	A	Other role	Curior, process opening.		Text field, <100 char	
EDO08681	- /	What area of the Citizenship Resource Center	Learners		Radio button, one-up vertical	S
LDCCCCCI		are you primarily visiting today?	Teachers	_	readio batton, one up vertical	
		are year primarily vicining today.	Organizations			
			Other Resources			
			Other Languages			
			Other, please specify:	Α		
EDO08682	A	Other area visited	Other, please specify.	A	Text field, <100 char	
	A		Just browsing		Radio button, one-up vertical	S
					radio buttori, orie-up vertical	)
ED008683		What is your <b>primary reason</b> for visiting the				
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals)			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center  Learn about naturalization  Apply for citizenship  Study for the test  Find free information events  Learn about citizenship rights and responsibilities  Find classroom tools (for professionals)  Learn about current USCIS grant opportunities  Find links to program administration, professional development, and training resources			
		What is your <b>primary reason</b> for visiting the Citizenship Resource Center today?	Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities			

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			Citizenship Resource Center CUSTOM QUESTION LIST			
	Skip					
QID	Logic		Answer Choices			Single or
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
EDO08685		If you were <b>looking for</b> a specific <b>resource</b> ,			Text area, no char limit	
		please tell us which resource(s) were you trying to locate?				
EDO08686		What <b>method</b> do you primarily use to find	Site's search feature	B,C	Drop down, select one	S
		information on the Citizenship Resource Center?	Top navigation bar	E		
			Links in the page	G		
			Site map			
ED000007		Others	Other, please specify:	Α	T-:+5-14 <100 -b-:	
ED008687	A B	Other method			Text field, <100 char	
ACQDom0006690	В	What <b>search terms</b> did you use today to find what you were looking for?				
ACQDom0006691	С	If you used the site's search feature today, did	No difficulty encountered		Checkbox, one-up vertical	M
ACCIDOIII0000091	C	you have any difficulties with the search?	Search results were not helpful	_	Checkbox, one-up vertical	IVI
		you have any announces with the section:	Returned too many results	_		
			Returned not enough results	_		
			Returned no results			
			Returned results that were too similar/redundant			
			Results were not relevant to my search terms or needs			
			Search speed was too slow			
			Other, please specify:	b		
ACQDom0006694	D	Other search difficulty	Other, process speemy.		Text area, no char limit	
ACQDom0006692	E	If you used the <b>top navigational bar</b> today, did	No difficulty encountered		Checkbox, one-up vertical	М
	_	you have any difficulties with the navigation?	Too many navigational choices			
			Navigation bar did not take me where I expected			
			Had difficulty finding detailed information on your web pages			
			Had difficulty finding related information on your web pages			
			Navigation bar did not support what I was trying to accomplish			
			Would often feel lost, and did not know where I was on your site			
			Had various technical difficulties (links didn't work, received error messages, etc.)			
			Could not navigate back to previous information			
			Other, please specify:	F		
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit	
ACQDom0006693	G	If you used <b>links</b> today, did you <b>have any</b>	No difficulty encountered		Checkbox, one-up vertical	М
		difficulties with the links?	Too many links			
			Links did not take me where I expected			
			Had difficulty finding detailed information on your web pages			
			Had difficulty finding related information on your web pages			
			Links did not support what I was trying to accomplish			
			Would often feel lost, and did not know where I was on your site			
			Had various technical difficulties (links didn't work, received error messages, etc.)			
			Could not navigate back to previous information			
			Other, please specify:	Н		
ACQDom0006696	Н	Other difficulty with links	N.		Text area, no char limit	
EDO08688		Did you <b>find</b> what you were looking for today?	Yes		Drop down, select one	S
			Partially			
			Still looking	A		
EDOCCCO		If you was a small at a first live	No	A	Tark and a second of Park	
EDO08689	Α	If you were unable to find what you were looking for, please specify the information you			Text area, no char limit	
		were trying to find.				

Date: 11/8/2012

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			Citizenship Resource Center CUSTOM QUESTION LIST			
	Skip					
QID	Logic		Answer Choices			Single or
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
EDO08690		If you could make <b>one improvement</b> to the Citizenship Resource Center, what would it be?			Text area, no char limit	
		Cluzeriship Resource Center, what would it be?				
EDO08691		In which <b>state</b> do you reside?	Outside of US		Drop down, select one	S
LD000031		in which state do you reside:	Alabama	_	Drop down, select one	
			Alaska			
			Arizona			
			Arkansas			
			California			
			Colorado			
			Connecticut			
			Delaware			
			District of Columbia			
			Florida			
			Georgia			
			Hawaii			
			Idaho			
			Illinois			
			Indiana			
			lowa			
			Kansas			
			Kentucky Louisiana	-		
			Maine	-		
			Maryland	-		
			Massachusetts	_		
			Michigan			
			Minnesota			
			Mississippi			
			Missouri			
			Montana			
			Nebraska			
			Nevada			
			New Hampshire			
			New Jersey			
			New Mexico			
			New York			
			North Carolina			
			North Dakota			
			Ohio			
			Oklahoma			
			Oregon			
			Pennsylvania Phodo Island			
			Rhode Island South Carolina			
			South Dakota			
			Tennessee	-		
			Texas			
			Utah			
			Vermont			
			volinoit			

Date: 11/8/2012

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			Citizenship Resource Center CUSTOM QUESTION LIST			
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	Α		
			I prefer not to respond			
EDO08692	Α	Other location			Text field, <100 char	

Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Source
Υ	OPS Group	Other source Role
	G. G. G. G.	
N Y		Other role
Y	OPS Group	Area Visited
N Y		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason

Danning	Conside	
Required Y/N	Special Instructions	CQ Label
Y	mstructions	Resource
·		resource
Y	Skip Logic Group	Method
N		Other method
IN		Search Terms
		300.011 1011110
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational
		Difficulty
		- I
N N	Chia Lasia Casus	Other nav diff Links Difficulty
IN	Skip Logic Group	Links Difficulty
N		Other link diff
N Y	Skip Logic Group	Find info
	, ,	
N		Info not found

Required Y/N Special Instructions CQ Label  N Improvement  Y OPS Group State			
N Improvement			
N Improvement	Required Y/N	Special Instructions	CQ Label
			Improvement
Y OPS Group State			
	Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
		•
N		Other location

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# Citizenship Resource Center CUSTOM QUESTION LIST

			Citizenship Resource Center Costom QOES	HOIVEIDI				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08676		How <b>often</b> do you visit the Citizenship Resource	First time		Drop down, select one	S	Y	
		Center?	More than once a day					
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less					
EDO08677		How did you hear about us?	USCIS website		Checkbox, one-up vertical	М	Y	OPS Group
			Online ad/media					
			Offline ad (print, radio, television)					
			Email					
			Brochure/publication					
			Public event					
			USCIS Official					
			Word-of-mouth					
			Family/Friends					
			Community Organization					
			Citizenship class	_				
			Other, please specify:	Α				
EDO08678	Α	Other source	Other, please specify.	A	Text field, <100 char			
ED008679	A	What <b>best describes your role</b> when coming to	Naturalization applicant/permanent resident		Radio button, one-up vertical	S	Υ	OPS Group
ED000019		the Citizenship Resource Center?		_	Radio bullon, one-up vertical	3	T	OPS Gloup
		the Chizenship Resource Center:	Family or friend of a naturalization applicant/permanent resident					
			Adult educator/teacher					
			Volunteer					
			Immigrant-serving organization staff					
			State or local government employee					
			Attorney					
			USCIS employee					
			Other, please specify:	Α				
EDO08680	Α	Other role			Text field, <100 char		N	
EDO08681		What <b>area</b> of the Citizenship Resource Center	Learners		Radio button, one-up vertical	S	Υ	OPS Group
		are you primarily visiting today?	Teachers		•			·
			Organizations					
			Other Resources					
			Other, please specify:	Α				
EDO08682	Α	Other area visited	Carlot, produce opening.		Text field, <100 char		N	
EDO08683	- '	What is your <b>primary reason</b> for visiting the	Just browsing		Radio button, one-up vertical	S	Y	Skip Logic Group
LDOOOOO		Citizenship Resource Center today?	Learn about the Citizenship Resource Center	_	radio battori, one up vertical			Okip Logic Oroup
		Chazeriship resource center today.	Learn about the Chizenship Resource Center  Learn about naturalization	_				
			Apply for citizenship	_				
			Study for the test	_				
			•	_				
			Find free information events					
			Learn about citizenship rights and responsibilities					
			Find classroom tools (for professionals)					
			Learn about current USCIS grant opportunities					
			Find links to program administration, professional development, and training resources					
			Find a citizenship class					
			i iliu a citizerisiip ciass					

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## **Citizenship Resource Center CUSTOM QUESTION LIST**

			Citizenship Resource Center CUSTOM QUESTI	ON LIST				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08684	Α	Other primary reason			Text area, no char limit		N	
EDO08685		If you were <b>looking for</b> a specific <b>resource</b> , please tell us which resource(s) were you trying to locate?			Text area, no char limit		Y	
EDO08686		What <b>method</b> do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G	Drop down, select one	S	Y	Skip Logic Group
EDO08687	Α	Other method			Text field, <100 char		N	
ACQDom0006690	В	What <b>search terms</b> did you use today to find what you were looking for?						
ACQDom0006691	С	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:	D	Checkbox, one-up vertical	М	N	Skip Logic Group
ACQDom0006694	D	Other search difficulty			Text area, no char limit		N	
ACQDom0006692	E	If you used the <b>top navigational bar</b> today, did you <b>have any difficulties</b> with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages		Checkbox, one-up vertical	М	N	Skip Logic Group
			Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	F				
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit		N	
ACQDom0006693	G	If you used <b>links</b> today, did you <b>have any difficulties</b> with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site		Checkbox, one-up vertical	М	N	Skip Logic Group

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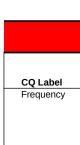
Could not navigate back to previous information   Could not navigate back to previous informat				Citizenship Resource Center CUSTOM QUESTI	ON LIST				
### Committee of the co		Skip Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
ED008898   Did you find what you were looking for today?  ED008899   A   Eyou were unable to find what you were booking for today?  ED008899   A   Eyou were unable to find what you were booking for places peech the information you were from the Citizenship Resource Center, what would it be?  ED008891   In which state do you reside?  ED008892   In which state do you reside?  Displaces   ED008893   In which state do you reside?  Displaces   ED008891   In which state do you reside?  Displaces   ED00891   In which state do you resid				error messages, etc.)	-				
EDC08688   Did you find what you were looking for today?   Yes   Drop down, select one   S   Y   Skip Logic   Skill looking   A   A   If you were unable to find what you were looking for, please specify the information you were looking for please specify the information you were looking for, please specify the information you were looking for looking for please specify the information you were looking for looking for please specify the information you were looking for p				Other please specify:	- H				
Paralaly   Sall looking	ACODom0006696	н	Other difficulty with links	other, picture specify.		Text area no char limit		N	
Paralaly   Sall looking	EDO08688	-	Did you <b>find</b> what you were looking for today?	Yes		Drop down, select one	S	Y	Skip Logic Group
Soil tooking   A   No						, , , , , , , , , , , , , , , , , , , ,			
EDC08899 A If you were unable to find what you were looking for, please specify the information you were trying to find.  EDC08890 If you could make one improvement to the Citizenship Resource Center, what would it be?  EDC08891 If which state do you reside?  Outside of US Alabama Alabama Alabama Alabama Alabama Colorado Connecticut Delaware Disnits of Columbia Florida Georgia Hawaii Icidaho Illinois Illi				Still looking	Α				
Booking for, please specify the information you were trying to find.					Α				
EDO8691.  In which state do you reside?  Outside of US Alabama Alaska Alizona Alvansas California Colorado Cornecticut Delevare District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Minnesota Minssouri Minnesota Missispipi Missouri Montana Nebraska Nevada New Hampshire New Jersey	EDO08689	А	looking for, please specify the information you			Text area, no char limit		N	
Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Karisas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesotta Mississippi Missosuri Montana Neoraska Nevada New Hampshire New Jersey New Jersey	EDO08690		If you could make <b>one improvement</b> to the Citizenship Resource Center, what would it be?			Text area, no char limit		N	
Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Karisas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesotta Mississippi Missosuri Montana Neoraska Nevada New Hampshire New Jersey New Jersey	EDO08691		In which state do you reside?	Outside of US		Drop down, select one	S	Υ	OPS Group
Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Misssuri Minnesota Misssuri Missouri Montana Nebraska Nevada New Hampshire New Jersey				Alabama					
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