

Outbound

Start Code:	Group ID:	Description:
h358	dol69358	
h560	dol69560	
h471	dol69471	US DEPARTMENT OF LABOR-EBSA 2013

FIELD FINAL

Export Date: 6/28/2013 12:44:48 PM	QBank Id: 6607
PROJECT REGISTRATION # 160506	
US Department of Labor	Translations: NO
	Verbatims: YES
City Center:	
US Department of Labor - EBSA CE11 1210	_X_ SURVEY DESIGN: TERI FISHER
TODD JENSEN/	
MARK PETERSON, Programmer	
October, 2012	Quota: 6,200

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CASEID

QID:36526

I.D.#

CASEID(1-6)

FVALIFON

QID:1528



**AREA CODE AND TELEPHONE NUMBER:

FVALIFON(1161-1179)

CINTTIME

QID:963



**INTERVIEW TIME:

CINTTIME(1716-1721)

(Programmer: All interviews are recorded. The recording begins when the respondent answers the phone. This statement is read after the "Continue" response is entered after the Introduction and before the first question.)

FRECCONS

QID:98881

This interview will be recorded for internal quality assurance.

- 1 (Continue)
- 2 (Refused) - **(Thank and Terminate)**

SA
 QID:134507 DATE OF INTERVIEW:
 SA(1931-1938)

SB
 QID:134508 INQUIRY RECORD NUMBER (CONTROL_ID):
 (Programmer: Code from fone file)
 SB(60-74)

SC
 QID:134509 BENEFIT ADVISOR NUMBER/ID (STAFF):
 (Programmer: Code from fone file)
 SC(195-204)

SD
 QID:134510 DATE CLOSED (CLOSING_DATE):
 (Programmer: Code from fone file)
 SD(245-264)

SE
 QID:45204 INQUIRER FIRST NAME (FIRST_NAME):
 (Programmer: Code from fone file)
 SE(75-109)

SF
 QID:3213 INQUIRER LAST NAME (LAST_NAME):
 (Programmer: Code from fone file)
 SF(110-154)

SK
 QID:47255 INQUIRER ZIP CODE (ZIP_CODE):
 (Programmer: Code from fone file)
 SK(175-184)

SL
 QID:134511 CLOSURE ANALYSIS (CLOSURE_ANALYSIS):
 (Programmer: Code from fone file)
 (Programmer: Allow 5 entries)

- 01 Benefit Claim – Assistance (BCA)
- 02 Recovery (BVR)
- 03 Referral for Enforcement (BVE)
- 04 Secondary Lead (BVESL)
- 05 Referral as Abandoned Plan (BVADV)
- 06 Not Valid (BN)

of Responses: 5

SL(401-402)
SL_1(516-517)
SL_2(518-519)
SL_3(520-521)
SL_4(522-523)
SL_5(524-525)

SM

QID:134512

SUBJECT ENTRY CODE (SUBJECT):
(Programmer: Code from fone file)
(Programmer: Allow 5 entries)

001 NBI: Not Benefits Issue
002 NCP: Not Covered Pension
003 NCW: Not Covered Welfare
004 NTI: Not Title I Issue
005 PRE: Pre-ERISA
006 UNK: Unknown
007 GER: General EBSA Request
008 RD: Reporting & Disclosure
009 PDD: Disclosure Requirements
010 PDR: Reporting Requirements
011 JSQDRO: Joint & Survivor, QDRO
012 PJS: Joint and Survivor
013 PQD: Qualified Domestic Relations
Order
014 PF: Fiduciary
015 PFB: Bankruptcy
016 PFC: Participant Contributions
017 PFE: Employer Contributions
018 PFN: Abandoned Plan
019 PFA: Administrative Fees
020 PFF: Fund Investment Fees
021 PFI: Investment of Funds
022 PFD: Default Investments
023 PFT: Prohibited Transaction
024 PGA: Plan General Administration
025 PB: Pension Benefits
026 PBE: Benefit Eligibility
027 PBD: Benefit Distributions
028 PBC: Pension Benefits, Can't Locate
Plan
029 PBS: Pension Benefits, Social Security
Notice
030 WRD: Reporting & Disclosure
031 WDD: Disclosure Requirements
032 WDR: Reporting Requirements

033 WF: Fiduciary
034 WFA: Administrative Fees
035 WFB: Bankruptcy
036 WFI: Paid Premiums/Insurance
Cancelled
037 WFS: Self-Insured, No Funds
038 WGA: Plan General Administration
039 WWB: Welfare Benefits
040 WBE: Benefit Eligibility/Participating
041 WBP: Benefit Payments
042 WRC: Retiree Health
043 WCOBRA: COBRA
044 WCE: COBRA Eligibility
045 WCU: COBRA Under 20 Employees
046 WCN: COBRA Notices
047 WCD: COBRA Duration Coverage
048 WCP: COBRA Premiums
049 WCS: COBRA Successor
Plans/Employer
050 WCI: COBRA Conversion to Individual
Coverage
051 COBRA_CPA: COBRA Premium
Assistance
052 WCX: General ARRA Assistance
053 WCC: COBRA Subsidy Denial
054 WHIPAA: HIPAA
055 WHP: HIPAA Pre-Existing Conditions
056 WHC: HIPAA Certificates of Creditable
Coverage
057 WHS: HIPAA Special Enrollment Rights
058 WHD: HIPAA Discrimination/Health
Status
059 WHG: HIPAA Group to Individual Policy
060 WHM: Mental Health Parity
061 WHN: Newborns' & Mothers' Act
062 WHW: Women's Health & Cancer
Rights Act
063 WRA: Health Reform Assistance
064 OTH: Other

of Responses: 5

SM_1(501-503)
SM_2(504-506)
SM_3(507-509)
SM_4(510-512)
SM_5(513-515)

SN

QID:134513

REGION (OFFICE):

(Programmer: Code from fone file)

- 01 Atlanta and Miami (40 and 42)
- 02 Boston (31)
- 03 Chicago (50)
- 04 Cincinnati (43)
- 05 Dallas (63)
- 06 Kansas City (60)
- 07 Los Angeles (72)
- 08 New York (30)
- 09 Philadelphia and Washington DC (20
and 22)
- 10 San Francisco and Seattle (70 and 71)
- 11 National Office/OPA/DTAI (88)

SO

QID:134979

METHOD OF INQUIRY (CORRESPONDENCE_TYPE):

(Programmer: Code from fone file)

- 01 Telephone (T)
- 02 Routine Mail (M)
- 03 Web site (W)

SP

QID:153217 INITIAL DATE OF INQUIRY (INQUIRY START DATE):
(Programmer: Code from fone file)

SP(300-309)

(Interviewer: ASK TO SPEAK TO INQUIRER NAME FROM FONE FILE:)

INTRO1

QID:120821 Hello, this is _____, from The Gallup Poll. We are calling on behalf of the Employee Benefits Security Administration or EBSA (**say: E-B-S-A**) of the U.S. Department of Labor. Our records indicate that you recently contacted EBSA concerning a pension or health benefits issue. We are conducting a very short poll about your interaction with this agency. It should take less than eight minutes.

QID:228828 By law, I must inform you that the Paperwork Reduction Act requires Federal agencies to obtain Office of Management and Budget authorization before conducting any information collection, and persons are not required to respond to an information collection that is not currently approved. The Office of Management and Budget has authorized this survey for use through January 2016 under control number 1225-0059.

I want to assure you that Gallup and EBSA will protect your confidentiality and privacy. Your voluntary cooperation is requested to make the results of this study complete and accurate. Gallup will not share your individual responses with EBSA and your data will only be used in aggregate with responses of others like you.

- 1 Respondent available - **(Continue)**
- 4 No such person - **(Thank and Terminate)**
- 7 Respondent not available - **(Set time to call back)**
- 8 (Soft Refusal)
- 9 (Hard Refusal) - **(Thank and Terminate)**

S1

QID:134516

Do you recall **[(If code 11 in SN, read:)]** sending a note to/**[(If code 01-10 in SN, read:)]** contacting] the Employee Benefits Security Administration or EBSA? This probably would have occurred within the past few weeks. **[(If necessary, read:)]** Again, this agency is part of the Department of Labor and provides assistance to employees and beneficiaries regarding employee retirement, pension or 401k benefits, and health benefits such as COBRA **(say: CO-bruh)** and HIPAA **(say: HIP-uh)**.

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)

QID:135095 **Skip: (If code 1 in S1, Continue; Otherwise, Thank and Terminate)**


(Interviewer: READ:)

QID:135096 Throughout the remainder of the survey, we will refer to the Employee Benefits Security Administration as EBSA.


CE1 ★ *HC - DB, CE - DB*

QID:21495 Taking into account all the information, products, and services you receive from them, how satisfied are you with EBSA overall? Please use a five-point scale, where 5 means you are extremely satisfied and 1 means you are not at all satisfied. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating.

- 1 Not at all satisfied
- 2
- 3
- 4
- 5 Extremely satisfied
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE2  *HC - DB, CE - DB*
QID:21496 If you had a similar need for information or assistance in the future, how likely would you be to contact EBSA again? Please use a five-point scale, where 5 means extremely likely and 1 means not at all likely. You may use any of the numbers 1, 2, 3, 4, or 5.

- 1 Not at all likely
- 2
- 3
- 4
- 5 Extremely likely
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE3  *HC - DB, CE - DB*
QID:21497 If a friend or a colleague had a similar need for information or assistance, how likely would you be to recommend EBSA? Please use a five-point scale, where 5 means extremely likely and 1 means not at all likely. You may use any of the numbers 1, 2, 3, 4, or 5.

- 1 Not at all likely
- 2
- 3
- 4
- 5 Extremely likely
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

(Interviewer: READ:)

QID:143535

Now, I am going to read a number of statements. Using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, please tell me how much you agree or disagree with each statement as it applies to EBSA. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating. How about **(read CE4-CE9A)**:

CE4

HC - DB, CE - DB

QID:21499

EBSA is a name I can always trust.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE5
QID:21500




HC - DB, CE - DB

EBSA always delivers on what they promise.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE6A
QID:21501

 *HC - DB, CE - DB*
EBSA always treats me fairly.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE7A
QID:21502

★ *HC - DB, CE - DB*

If a problem arises, I can always count on EBSA to reach a fair and satisfactory resolution.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

CE9A
QID:21504

★ *HC - DB, CE - DB*

EBSA always treats me with respect.

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q1

QID:134520

Again using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree, please tell me how much you agree or disagree with each statement as it applies to EBSA. How about **(read and rotate A-H)**:

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q1A	<i>QID:134521</i>	EBSA treats me like a valued customer.	Q1A(2121)
Q1B	<i>QID:134522</i>	EBSA is willing to work with me to make sure my needs are met.	Q1B(2122)
Q1C	<i>QID:134523</i>	EBSA acts in a timely fashion.	Q1C(2123)
Q1D	<i>QID:134524</i>	EBSA does what it says it will do.	Q1D(2124)
Q1E	<i>QID:134525</i>	EBSA services are available when I need them.	Q1E(2125)
Q1F	<i>QID:134526</i>	EBSA is easy to reach.	Q1F(2126)
Q1G	<i>QID:134527</i>	The information I receive from EBSA is clear and easy to understand.	Q1G(2127)
Q1H	<i>QID:134528</i>	EBSA does its best to help me out.	Q1H(2128)

Q2

QID:135100

After your interaction with EBSA, did you feel **(read 3-1)**?

- 3 Much more knowledgeable about your benefits rights
- 2 Somewhat more knowledgeable about your benefits rights, or
- 1 Not any more knowledgeable about your benefits rights
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q3

QID:134530

Please rate your level of agreement with each of the following statements using a five-point scale, where 5 means you strongly agree and 1 means you strongly disagree. You may use any of the numbers 1, 2, 3, 4, or 5 for your rating. How about **(read A-B)**:

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q3A

QID:134531

As a result of the interaction I had with EBSA, I feel better informed to protect my benefits in the future.

Q3A(2151)

Q3B

QID:134532

As a result of the interaction I had with EBSA, I feel my benefits are more secure.

Q3B(2152)

Q4

QID:134552

Compared to interactions you may have had with other government agencies, would you say your interaction with EBSA was better, worse, or about the same as what you've experienced elsewhere?

- 3 Better
- 2 About the same
- 1 Worse
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q4(2161)

Q5

QID:134557

Compared to interactions you may have had with businesses and non-governmental agencies, would you say your interaction with EBSA was better, worse, or about the same as what you've experienced elsewhere?

- 3 Better
- 2 About the same
- 1 Worse
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q6
QID:134559 Did you share any of the information you obtained from EBSA with anyone else?

- 1 Yes
- 2 No
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

QID:134560 **Skip: (If code 1 in Q6, Continue; Otherwise, Skip to Q7)**

Q6A
QID:134562 Please tell me whether you shared this information with any of the following. **(Read and rotate A-C)**

- 1 Yes
- 2 No
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

Q6AA
Q6AB
Q6AC

QID:134563
QID:134564
QID:134565

Coworkers
Family or friends
Your employer

Q6AA(2171)
Q6AB(2172)
Q6AC(2173)

Q7

QID:134580

Can you briefly tell me how you first found out about EBSA?
(Interviewer: Open ended and code)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD
- 06 Referred by another agency (IRS, Social Security Administration, Health and Human Services, State Department of Insurance, etc.)
- 07 Referred by a colleague
- 08 Referred by a lawyer or other professional
- 09 Found them on the Internet
- 10 Referred by employer or HR Department
- 11 Phone book
- 12 Congressperson
- 13 Received a publication
- 14 Media (newspaper article, press release, public service announcement, etc.)
- 15 Insurance company

List Other:Y

Q7(2181-2182)
Q7_T(8001)

QID:213175 **Skip: (If code 02 OR 03 in SO, Skip to Q8A; Otherwise, Continue)**

Q8

QID:134983 When you first contacted EBSA, did you speak with a benefits advisor right away, or did you leave a message to have someone return your call?

- 1 Spoke with a benefits advisor right away
- 2 Left a message
- 3 (Left a message and no one called me back—I called again)
- 8 (DK)
- 9 (Refused)

(Skip: All in Q8, Skip to Q9)

Q8(2185)

Q8A

QID:134988

When you first sent a note to EBSA, how long did it take them to respond?

(Interviewer: Open ended and code)

- 1 Responded the same day
- 2 Responded within one day
- 3 Responded within two days
- 4 Responded within three or more days
- 7 (Have not yet responded)
- 8 (DK)
- 9 (Refused)

Q9

QID:134594

In the future, would you prefer to contact EBSA (**read and rotate 1-5**)?

- 1 By phone
- 2 By e-mail
- 3 By submitting an online form
- 4 Through live chat on the Internet
- 5 Through the mail
- 6 Other
- 7 (No preference)
- 8 (DK)
- 9 (Refused)

Q10
QID:134989 Was EBSA able to assist you with your questions, problem, or recovering the benefit?

- 1 Yes
- 2 No
- 3 (Still working on it/Not yet resolved)
- 4 (DK)
- 5 (Refused)

QID:134990 **Skip: (If code 2 in Q10, Continue; Otherwise, Skip to Q12)**

Q11

QID:134605 Why was EBSA not able to assist you with your question or problem?
(Interviewer: Read 06-10, then read 01)

- 01 Or some other reason (list)
- 02 (DK)
- 03 (Refused)
- 04 (No reason given)
- 05 HOLD
- 06 There were limitations because of the law
- 07 There were limitations because of the plan rules
- 08 The company has terminated the plan
- 09 The company went bankrupt
- 10 The EBSA representative did not understand your question or problem

List Other:Y

Q11(2193-2194)
Q11_T(8002)

Q12

QID:134608

What ONE thing could EBSA do to better improve the service it provides?
(Interviewer: Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 Nothing
- 05 Everything

List Other:Y

Q12(2197-2198)
Q12_T(8003)

QID:68754

DEMOGRAPHICS BEGIN HERE:

D1

QID:30962

 GENDER:
(Interviewer: Code only; Do NOT ask)

- 1 Male
- 2 Female

D1(2301)
D3(2547)

(Interviewer: VALIDATE PHONE NUMBER AND THANK RESPONDENT BY SAYING:)

Again, this is _____, with Gallup. I would like to thank you on behalf of EBSA and Gallup for your time. Our mission is to "help people be heard" and your opinions are important to Gallup in accomplishing this.

FINTVID

QID:98976

INTERVIEWER I.D. #:

FINTVID(1571-1574)

Questionnaire Workflow

Date	User	Status	Comments
9/27/2012 9:42:36 AM	MEGHAN ORR	Survey Specialist - Questionnaire Creation	Copied from survey US Department of Labor - EBSA CE11 1109 (QID: 5574) by MEGHAN MCKERNAN.
10/9/2012 8:58:21 PM	MARK PETERSON	Survey Specialist - Questionnaire	Please find exported to Eldorado.

		Creation	
10/10/2012 8:53:01 AM	MEGHAN ORR	Field Final	Field Final
11/19/2012 9:19:44 AM	MEGHAN ORR	Survey Specialist - Edits	Unlocking for edits
11/19/2012 9:50:54 AM	TERI FISHER	Programming	Ready for programming.
1/1/2013 11:15:36 PM	MARK PETERSON	Survey Specialist - Edits	2013 Startup fielded.
1/7/2013 9:08:44 AM	MEGHAN ORR	Field Final	FF
4/8/2013 3:07:34 PM	MARK PETERSON	Programming	Unlocking.
4/8/2013 3:09:17 PM	MARK PETERSON	Field Final	Back to FF.
6/28/2013 12:42:03 PM	JEANNE WEISBROOK	Survey Specialist - Edits	Unlocking to revise wording in Validate and Thank message as per interviewing request to match programming.
6/28/2013 12:43:28 PM	JEANNE WEISBROOK	Field Final	Locking back as FF.