

Figure : Sender for all emails

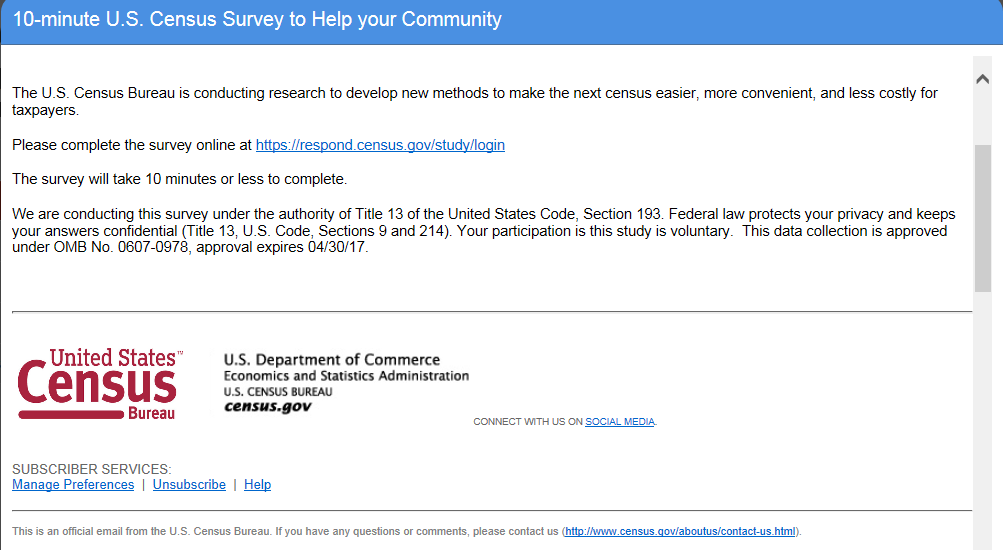


Figure : Panel 1: Text format/Short content

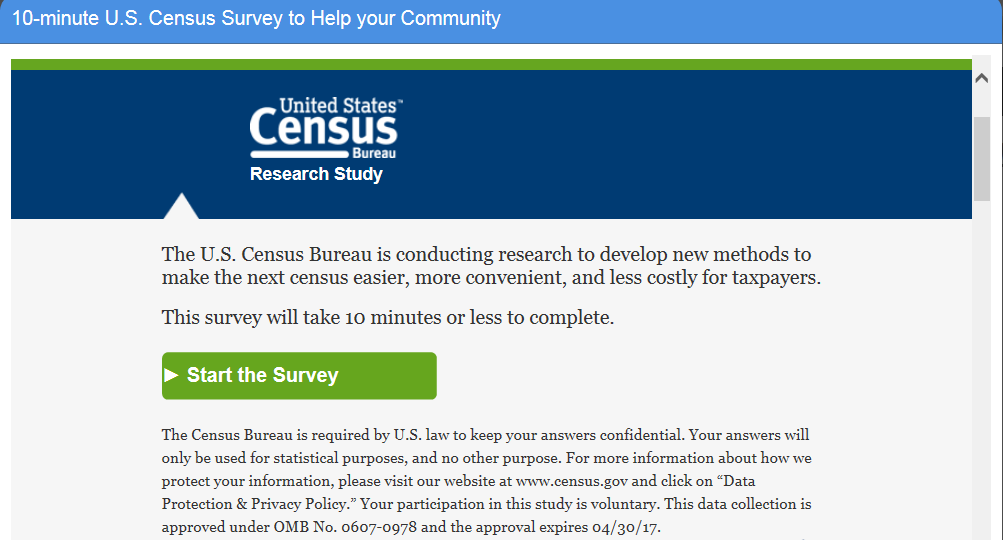


Figure : Panel 2: Graphical content/Short text

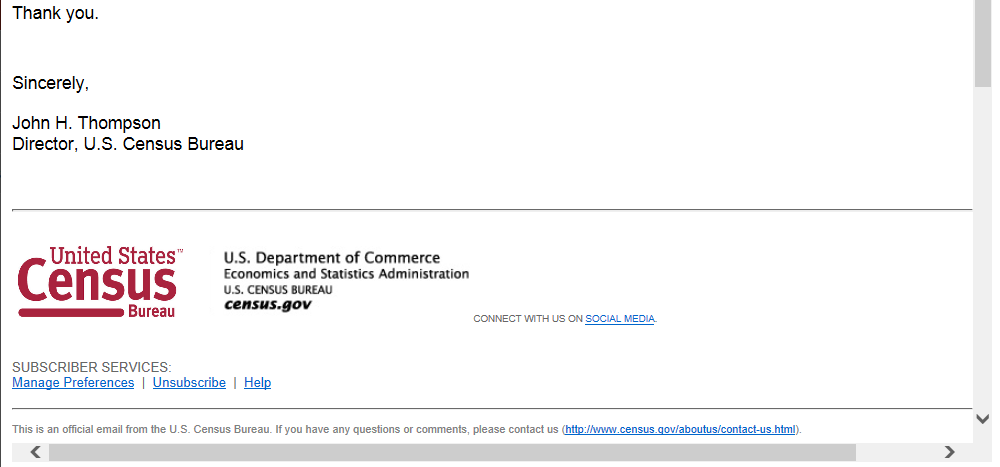
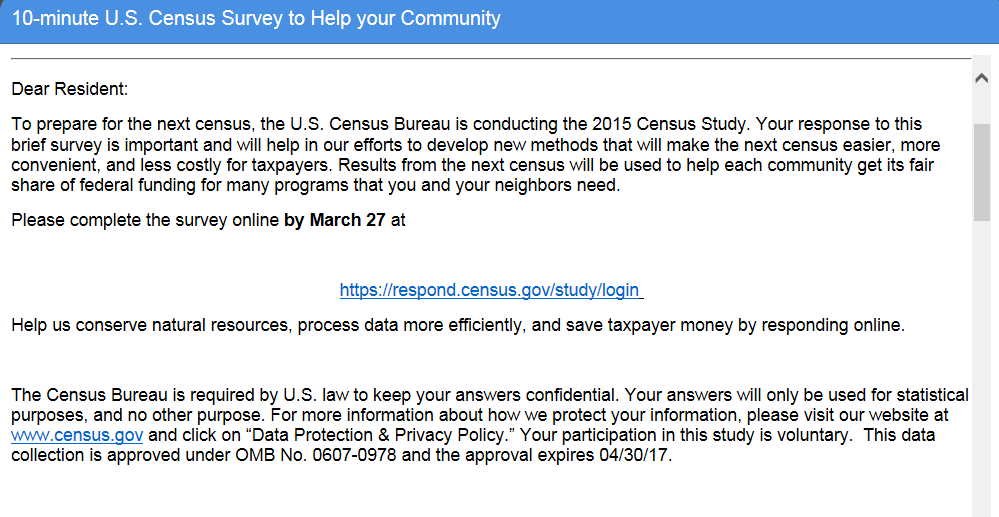


Figure : Panel 3: Text format/Long content (due date will change)

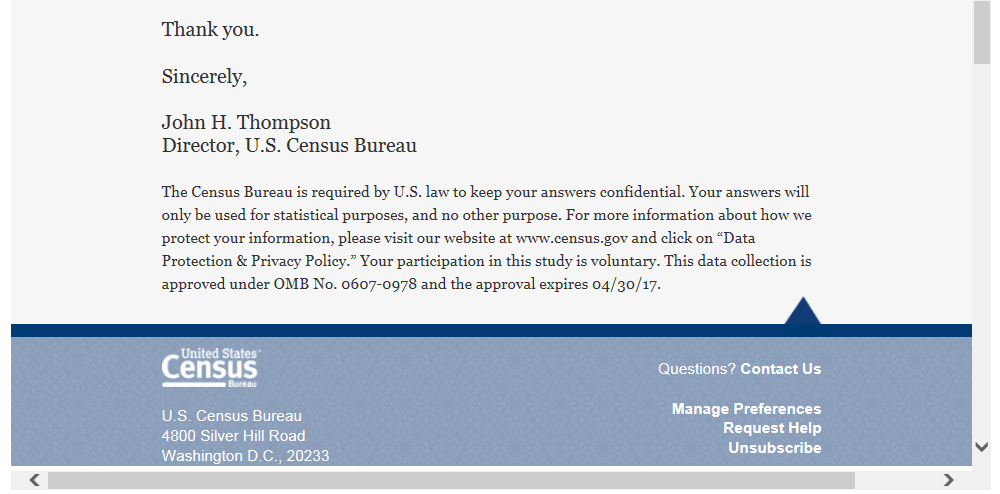
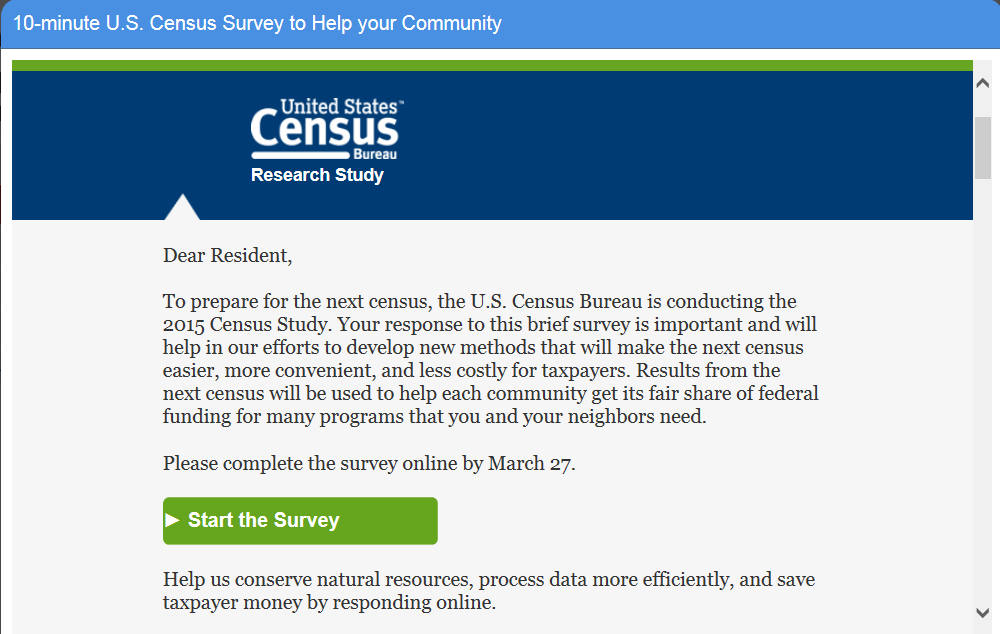


Figure : Panel 4 Graphical format/Long text (due date will change)

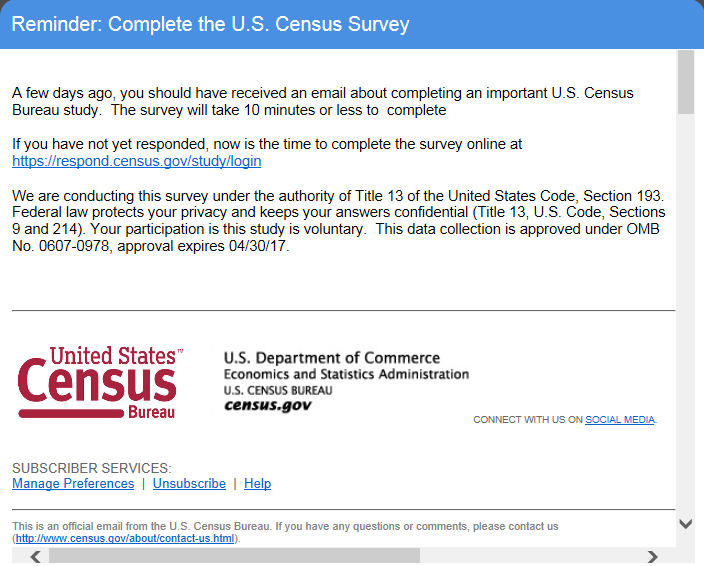


Figure : Panel 1: First reminder

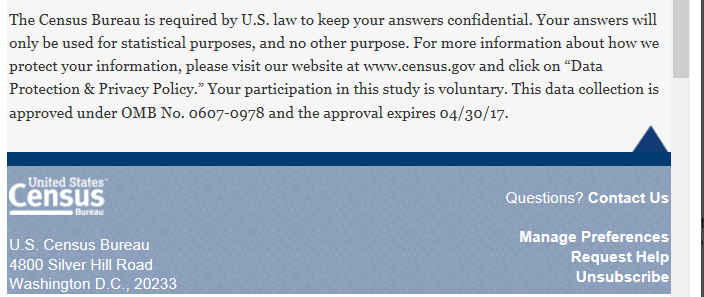
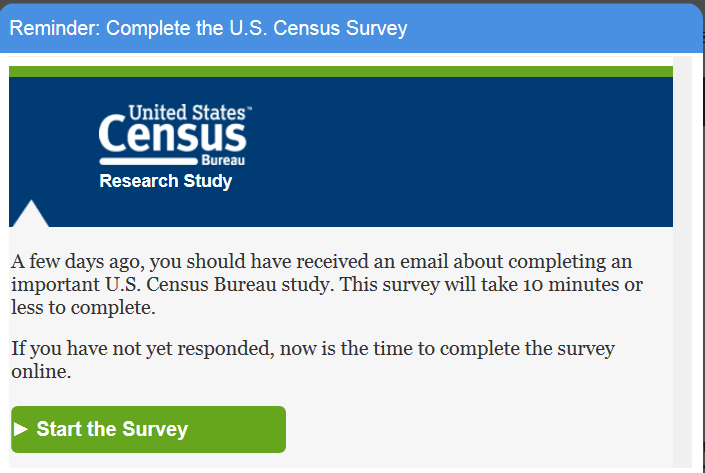


Figure : Panel 2 First reminder

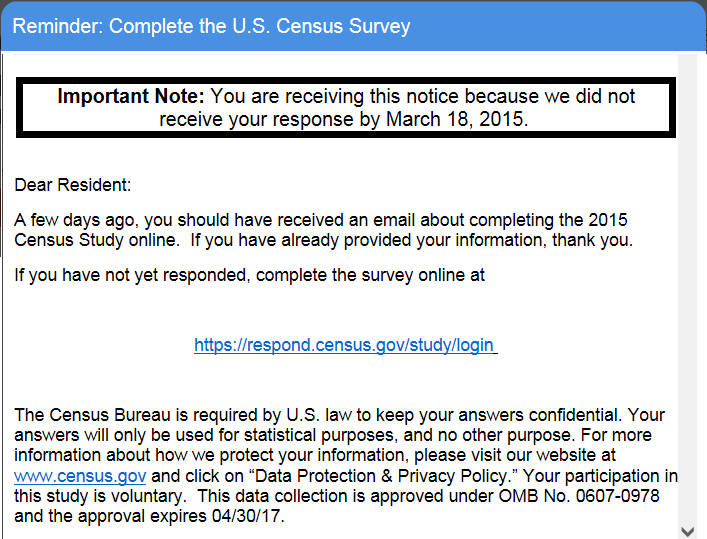


Figure : Panel 3: First reminder(due date will change)

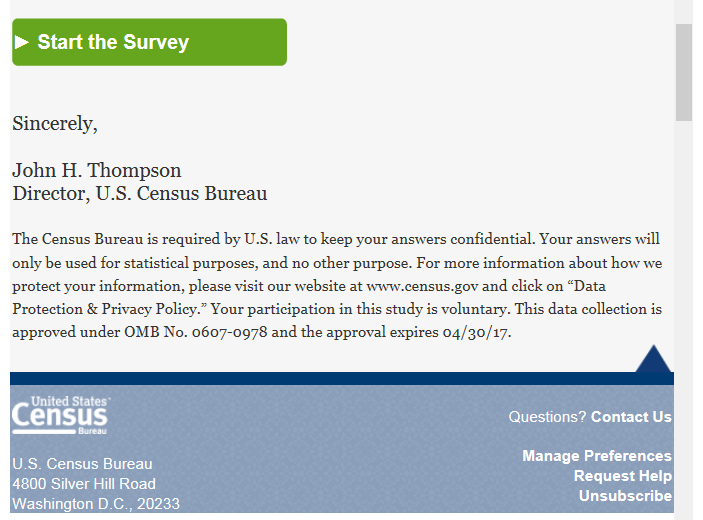
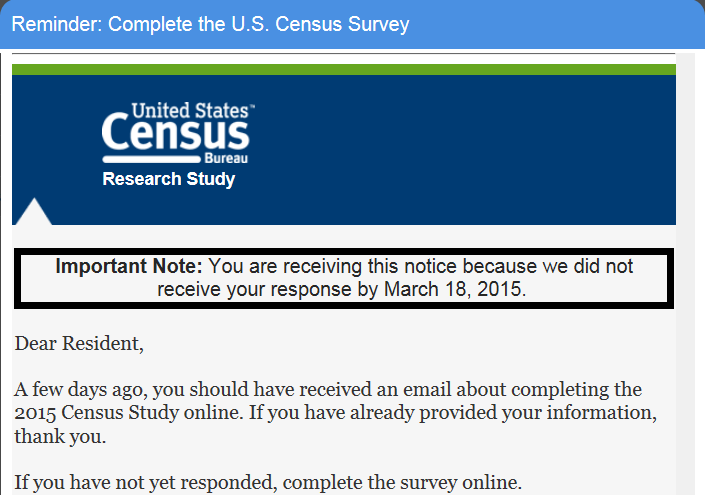


Figure : Panel 4 First reminder(due date will change)

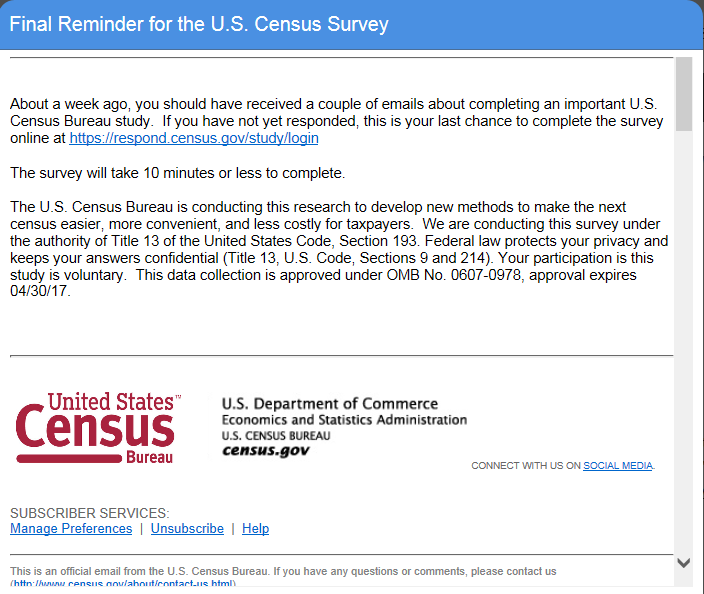


Figure : Panel 1 Final reminder

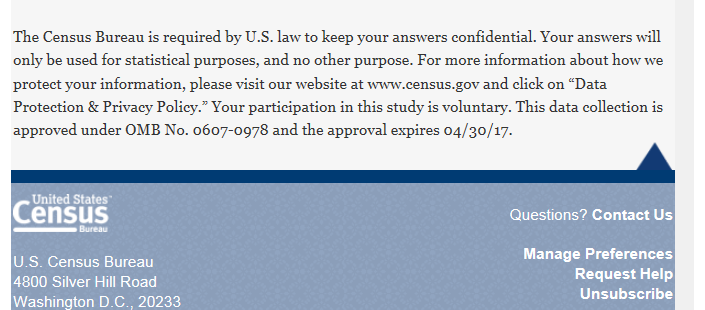
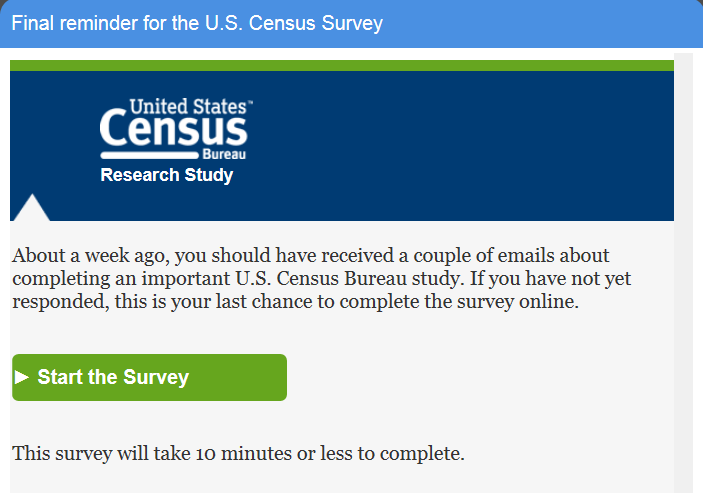


Figure : Panel 2 Final Reminder

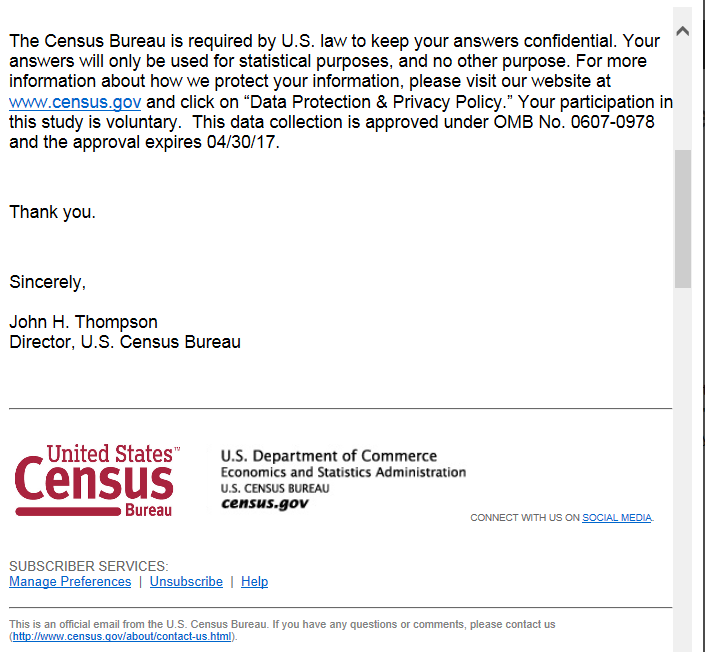
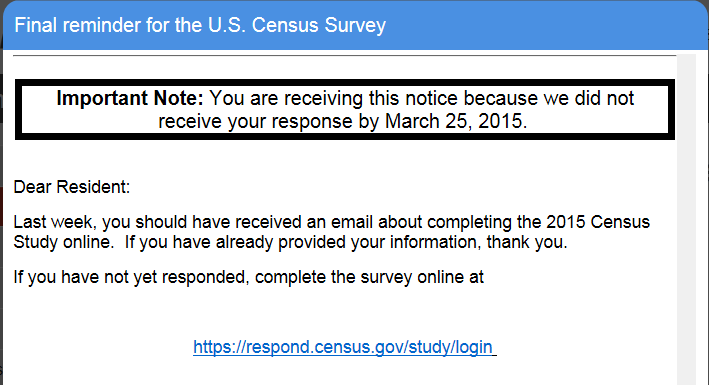


Figure : Panel 3 Final reminder(due date will change)

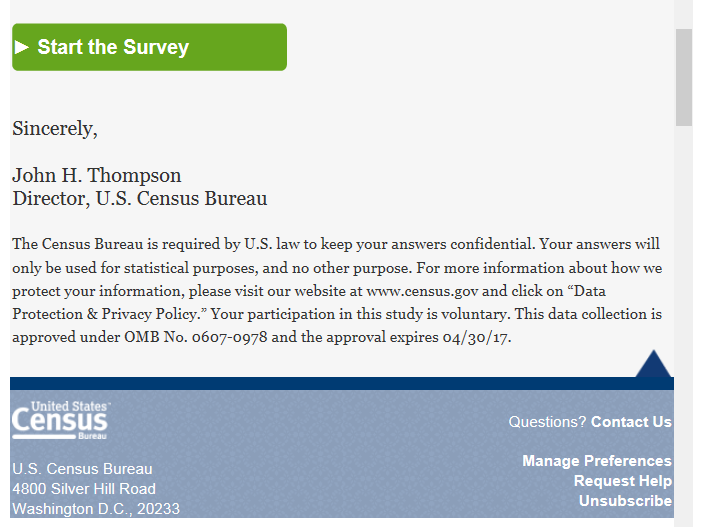
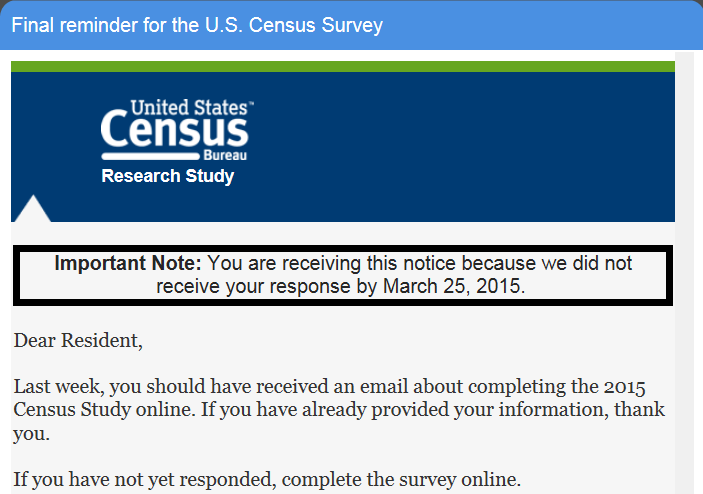


Figure : Panel 4 Final reminder(due date will change)

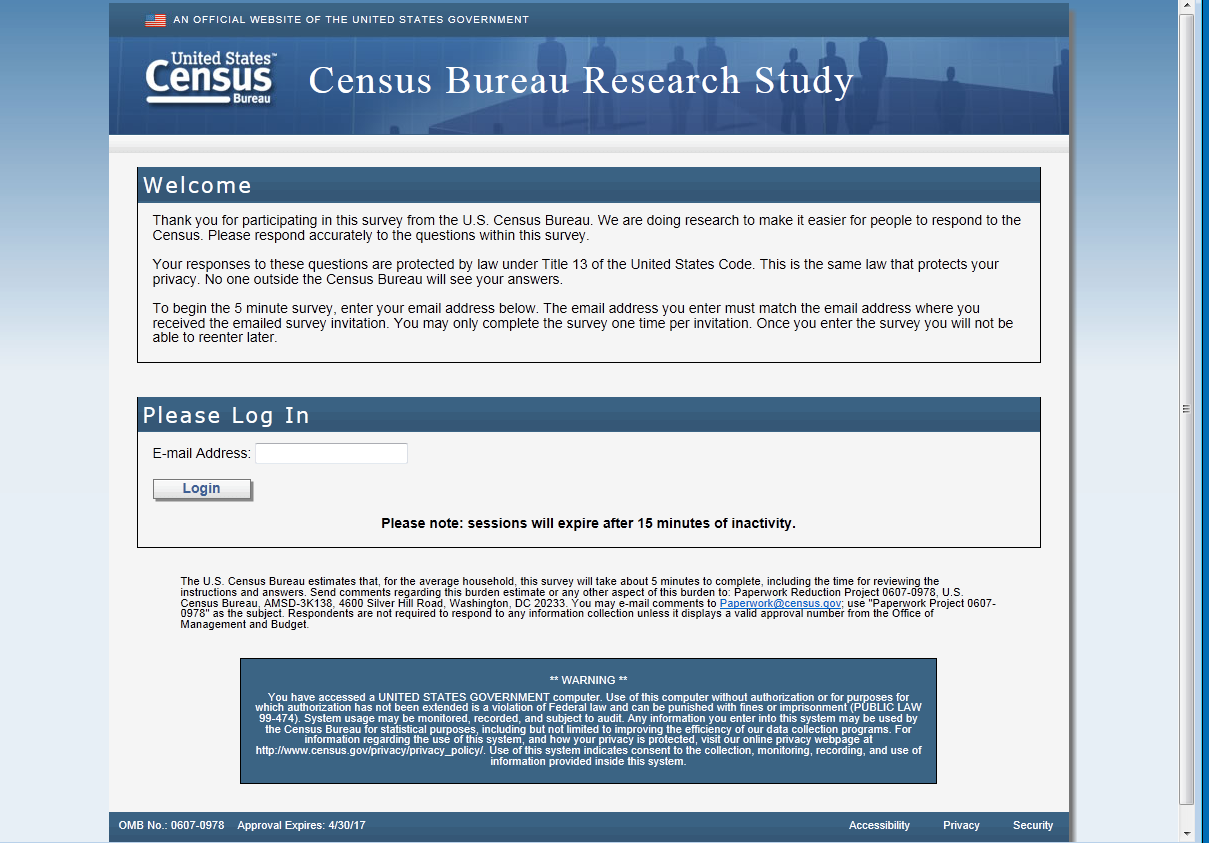


Figure 14: Login screen

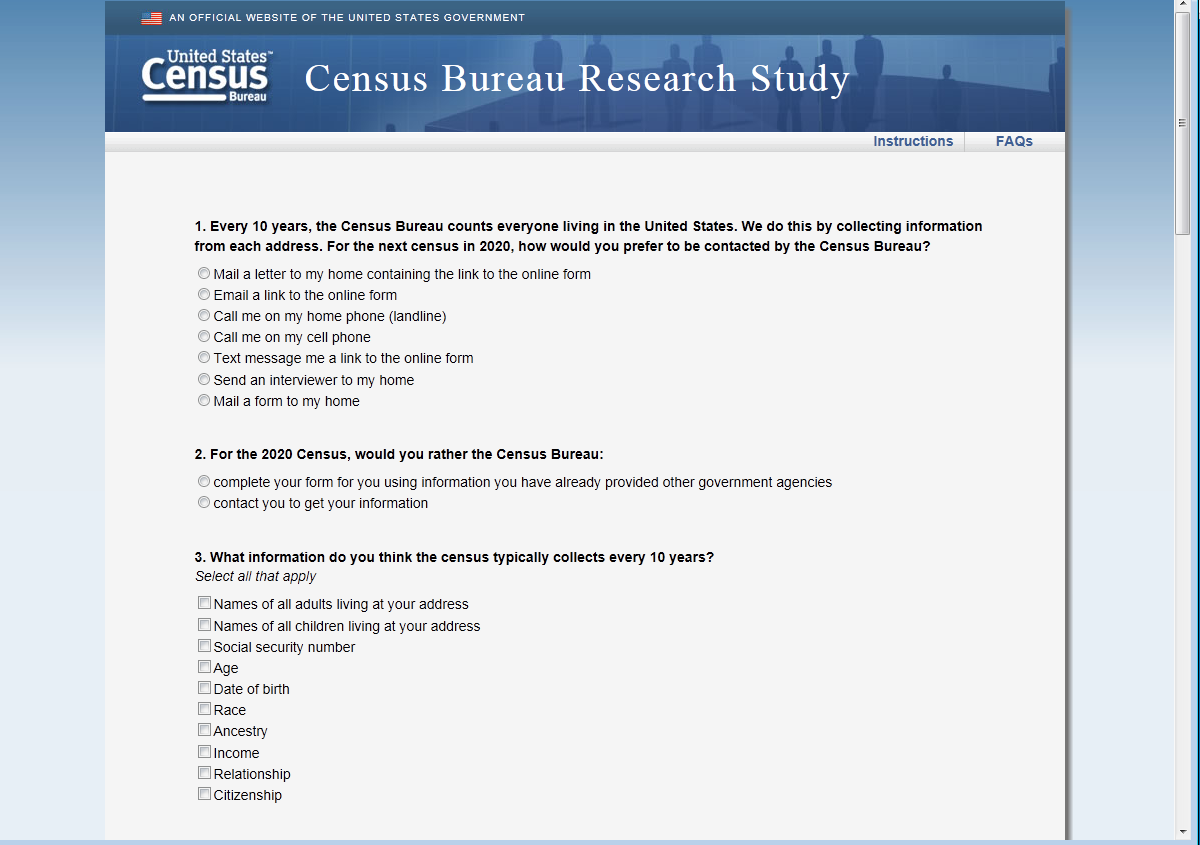


Figure 15: First set of questions, one long scroll design

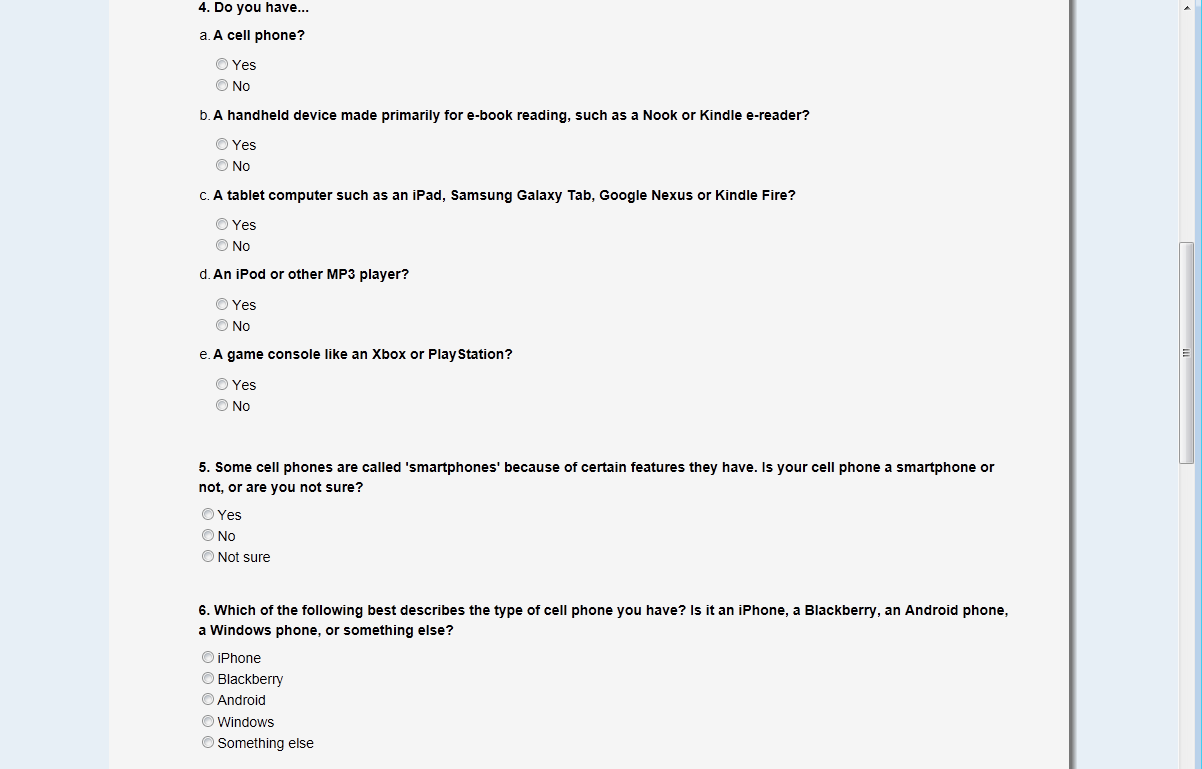


Figure 16: Continuation of first screen

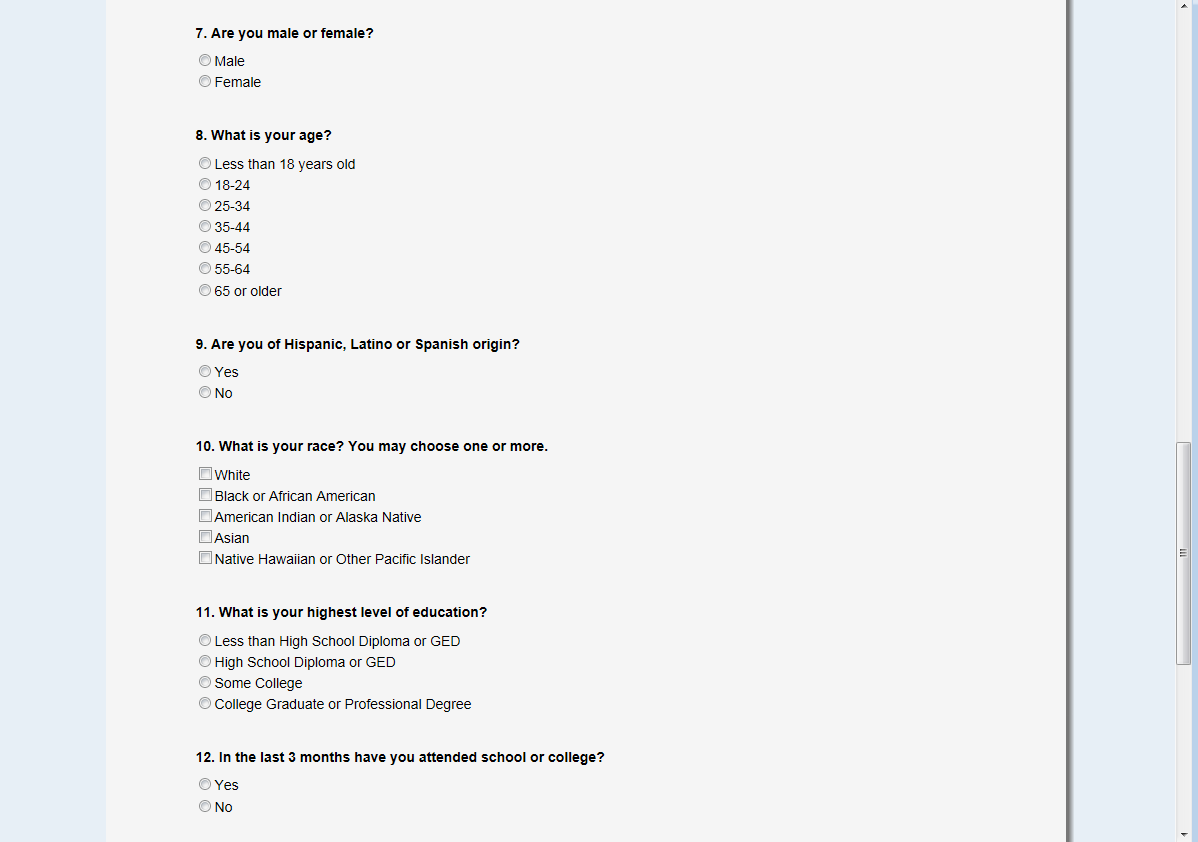


Figure 17: Continuation of first screen

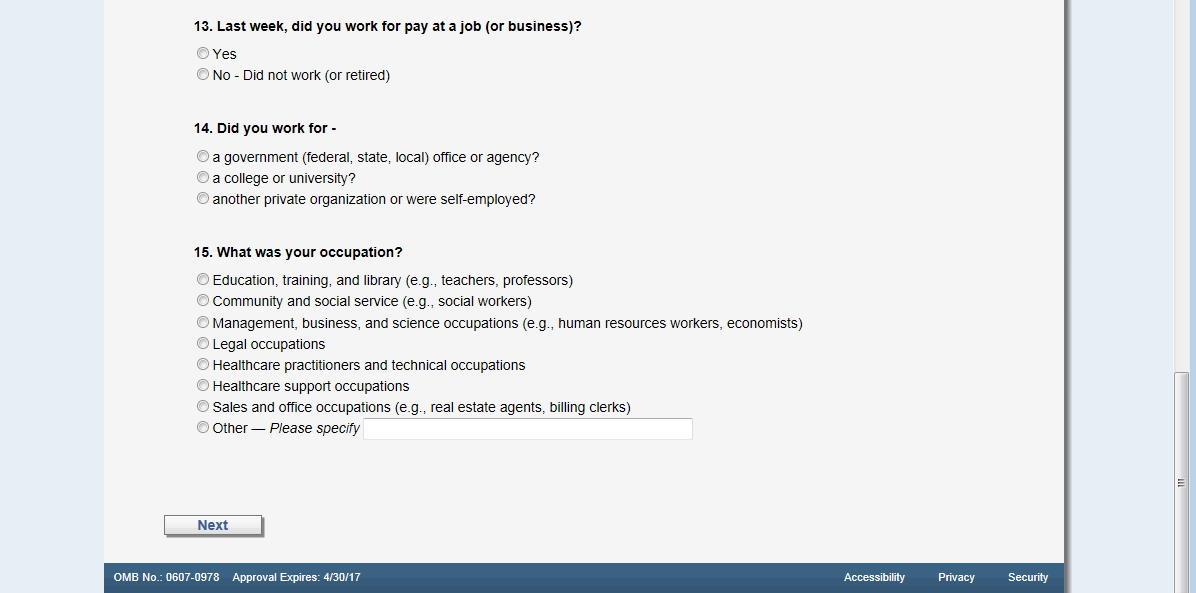


Figure 18: End of first screen

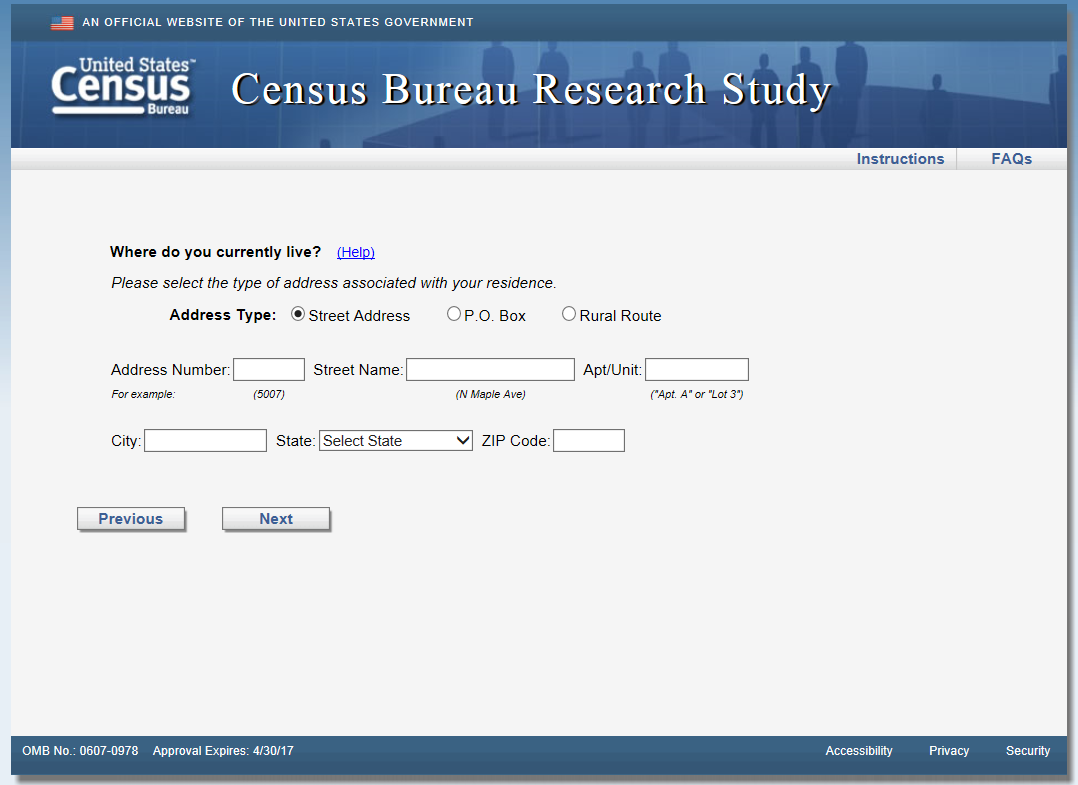


Figure 19: Default address screen

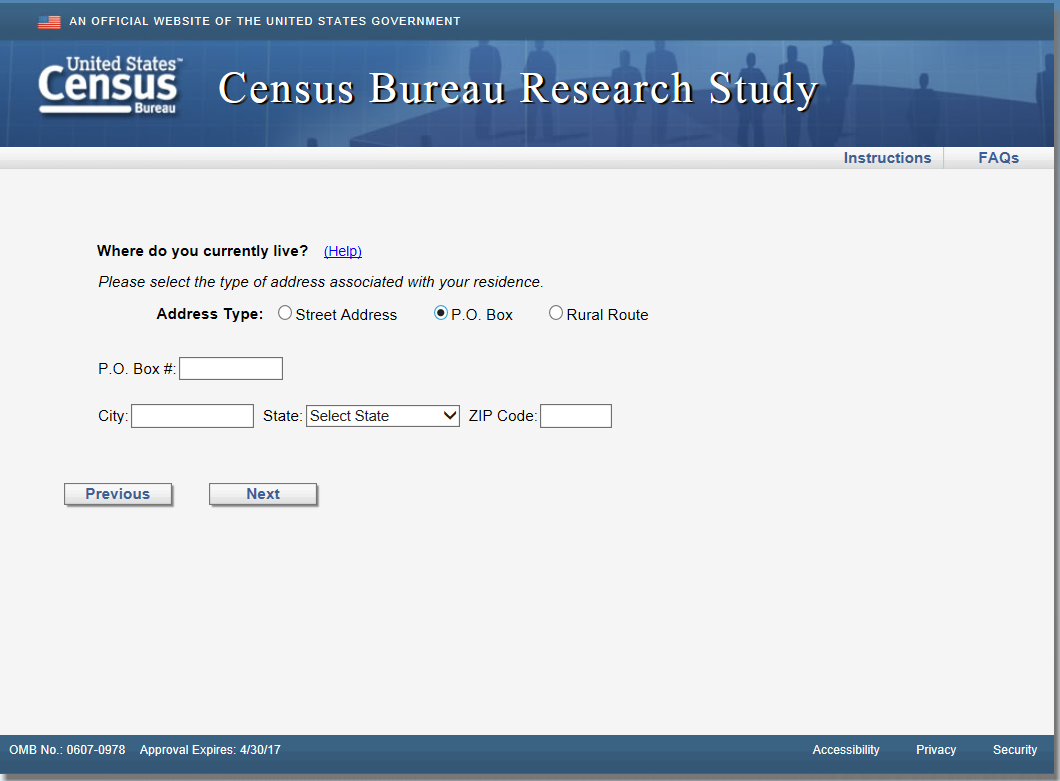


Figure 20: If respondent selects the P.O. Box radio button

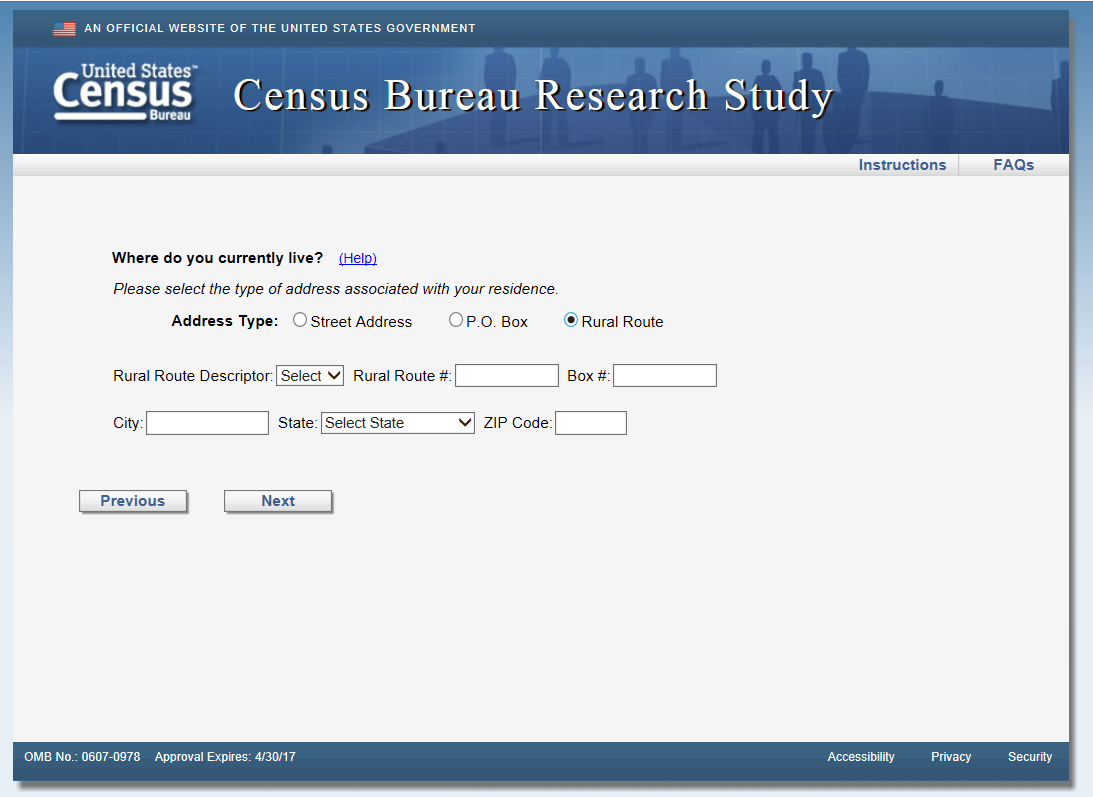


Figure 21: If respondent selects the Rural Route radio button

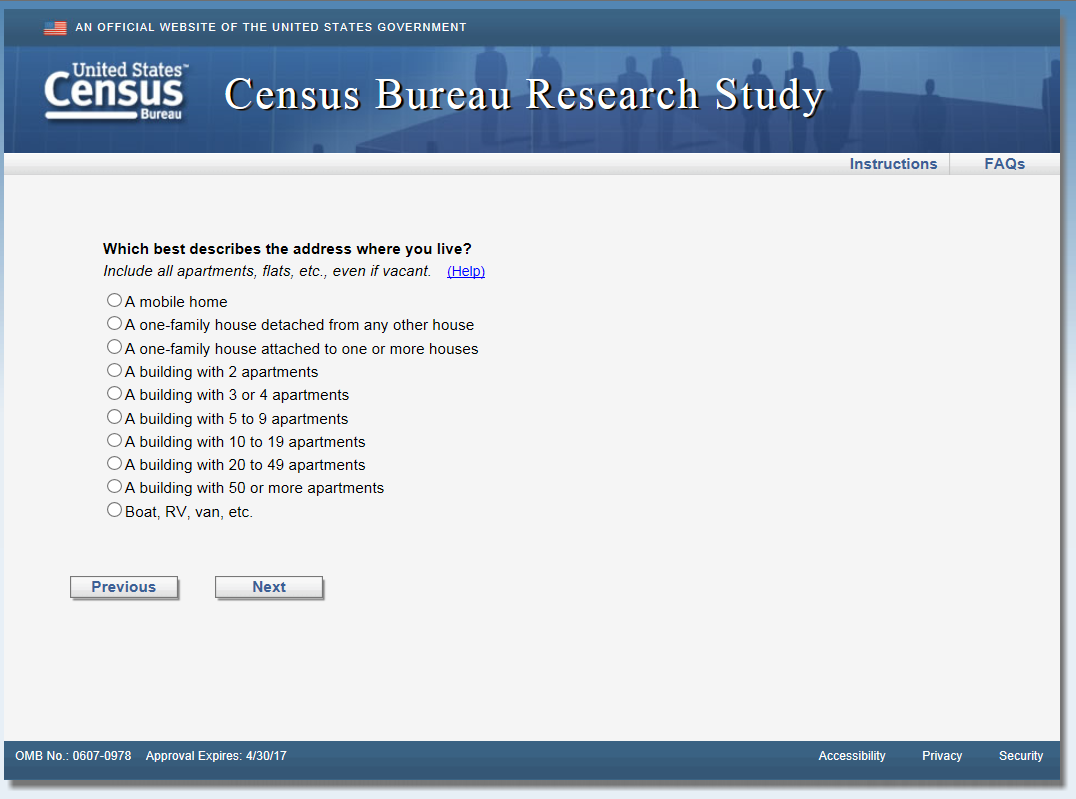


Figure 22: Type of unit screen, data are used for house/apartment/mobile home or unit fill in the question on the next screen

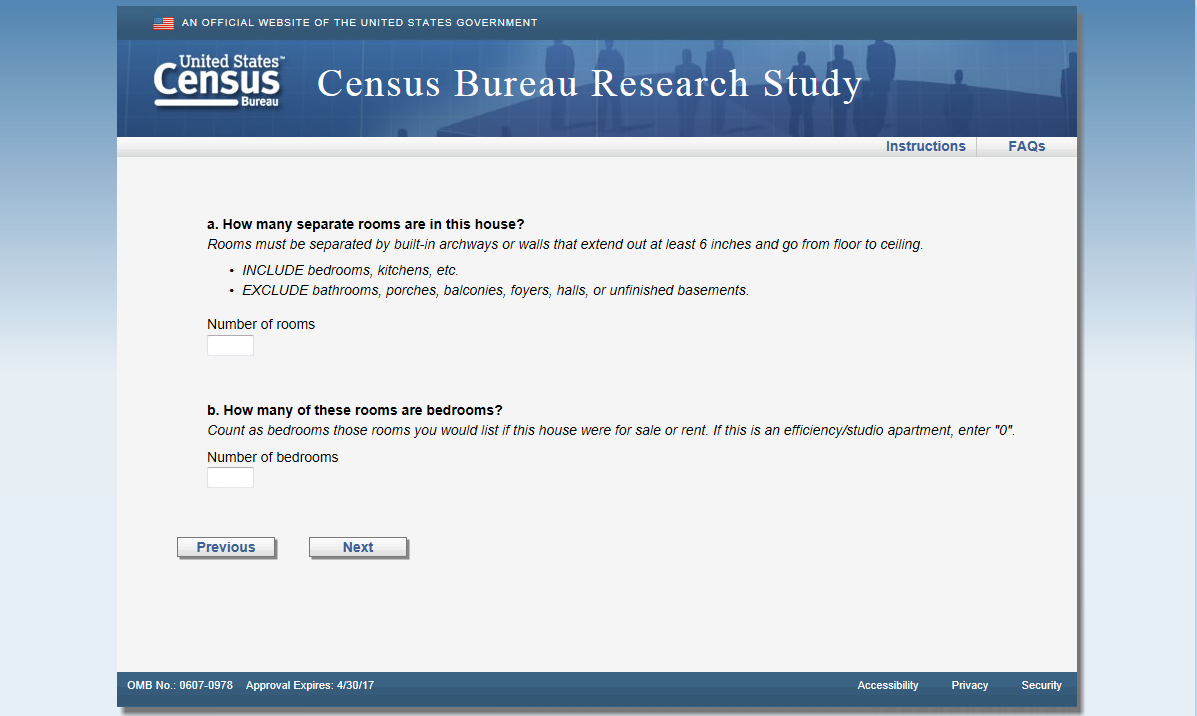


Figure 23: Number of rooms question: ACS design

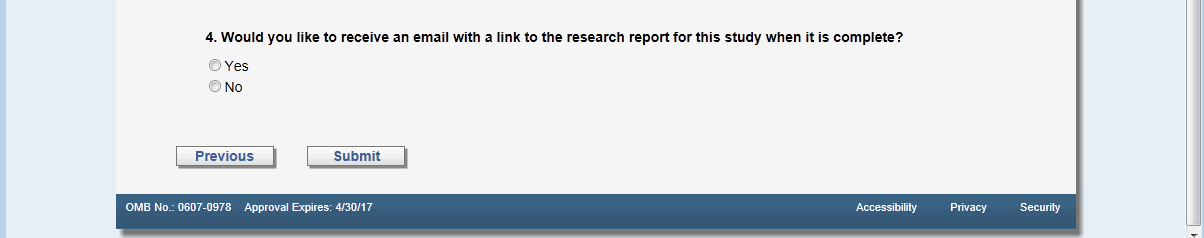
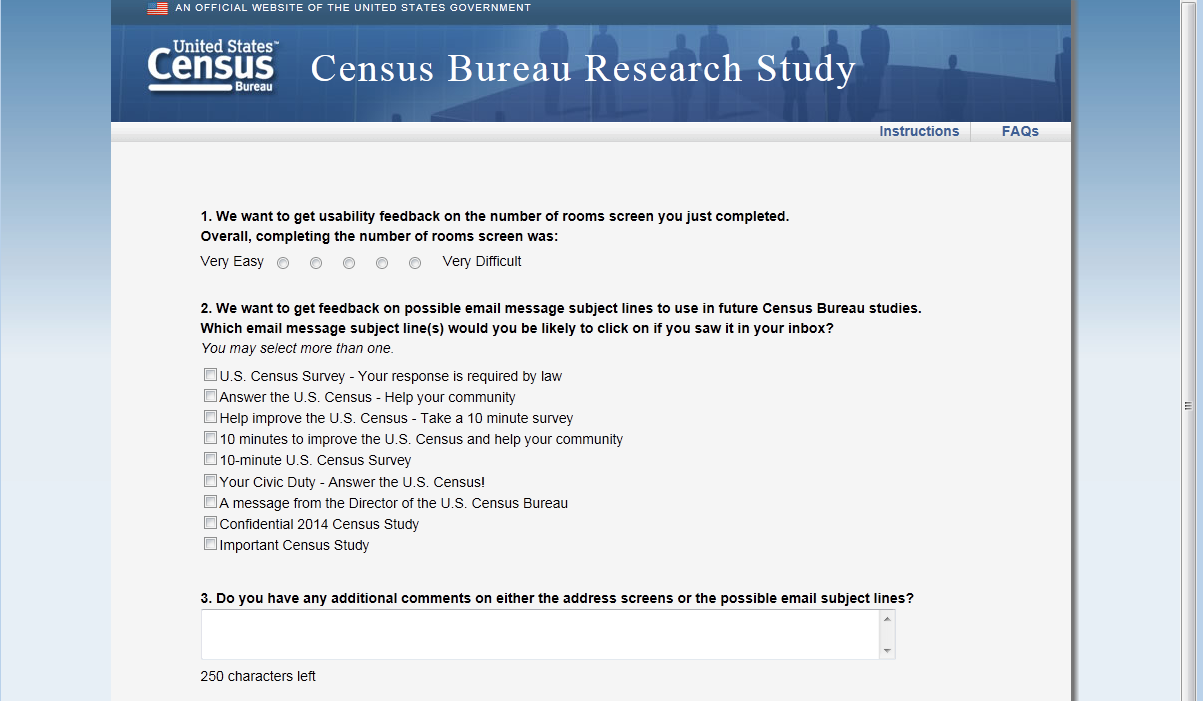


Figure 24: Usability page

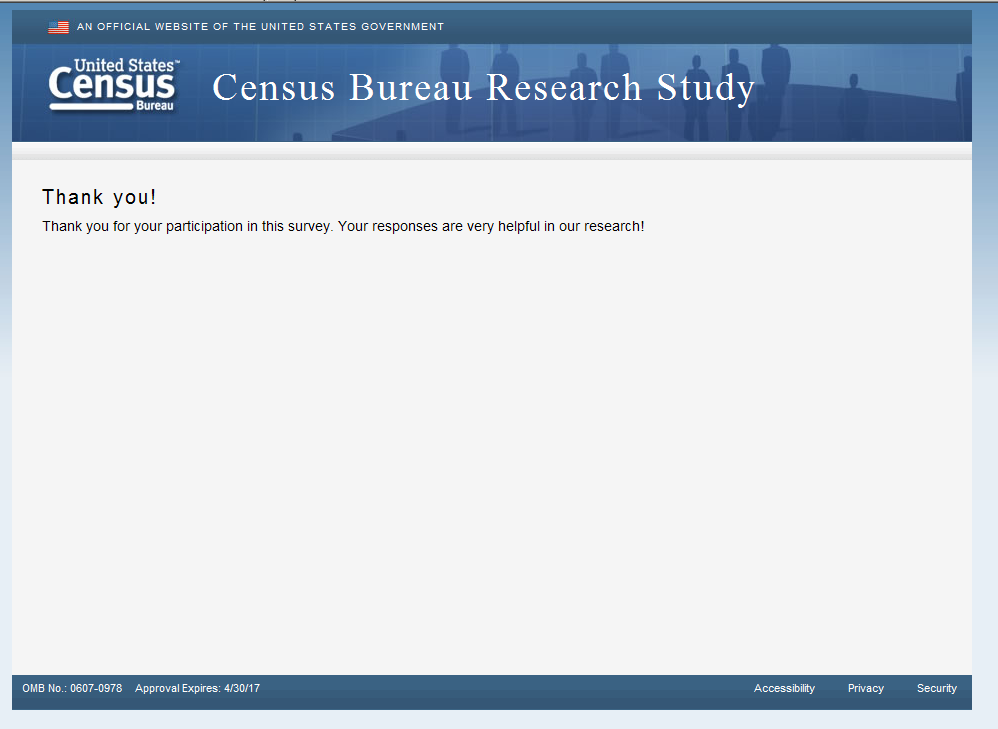


Figure 25: Thank you screen after submitting

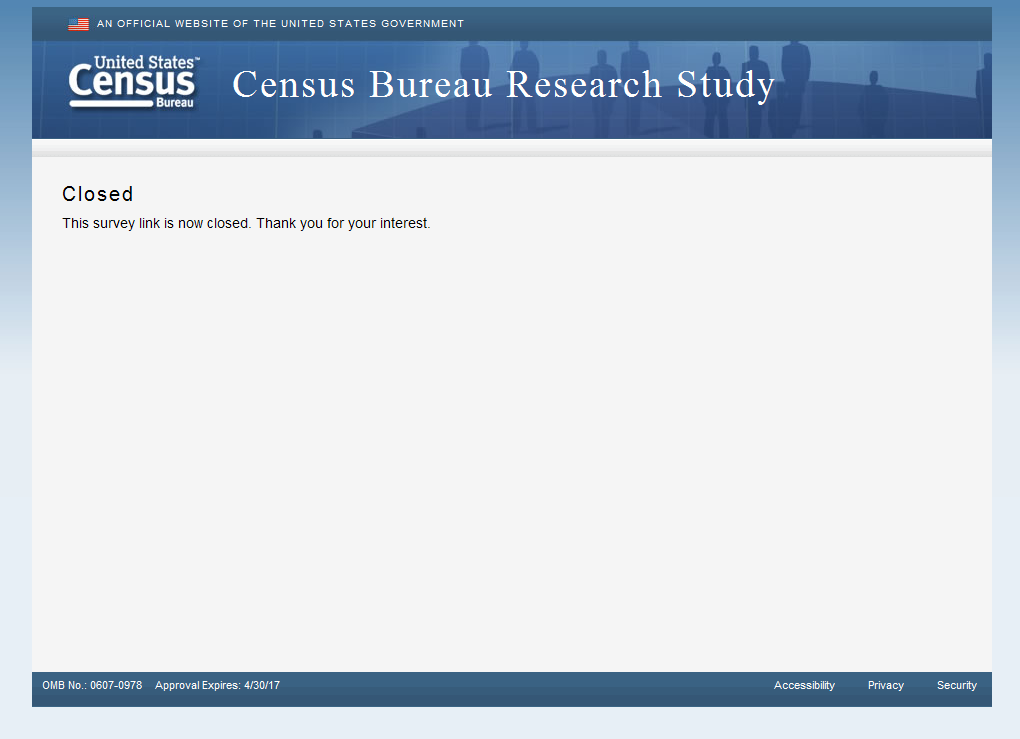


Figure 26: Screen when survey is closed out or when have previously entered survey