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 Model and Custom Question Checks Team LeadManager
- 6 Model and Custom Question Checks_ DOT
- 7 Foreign Language Survey Instructions

Client Name:	
Measure Name:	
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select

Custom Welcome/

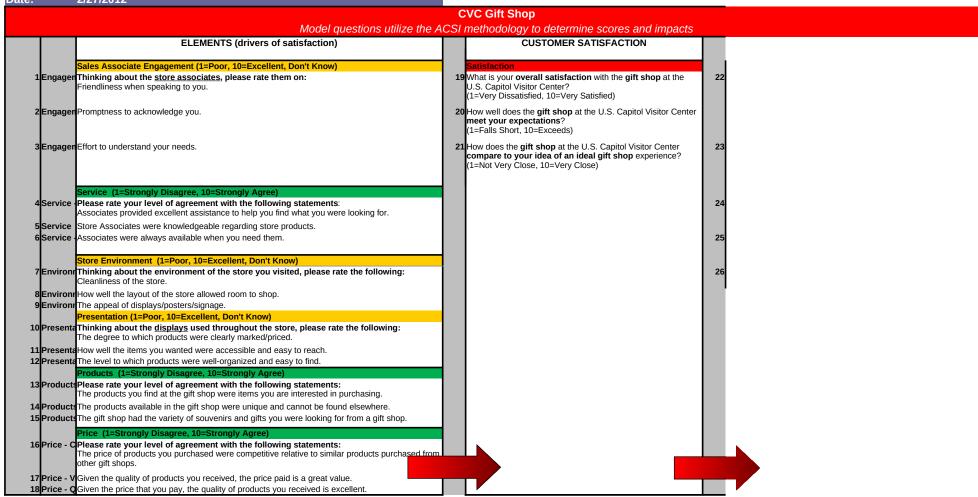
Thank You Text?

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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Model Instance Name: CVC Gift Shop

MID: ZE5s49IF8AJMsJZwIhpQxw==





FUTURE BEHAVIORS

Return (1=Very Unlikely, 10=Very Likely)

How likely are you to return to the U.S. Capitol Visitor Center?

Recommend (1=Very Unlikely, 10=Very Likely)

How likely are you to recommend the gift shop to someone else?

Perception (1=Very Unlikely, 10=Very Likely)

How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop?

Future Participation (1=Very Unlikely, 10=Very Likely)

How likely are you to **express your thoughts about the U.S. Capitol** Visitor Center in the next 90 days?

Community Service (1=Very Unlikely, 10=Very Likely)
How likely are you to donate time and effort to community service in your local area?

Model Instance Name: CVC Gift Shop

MID: VAtBJcBcokpwRlhEVUwJxQ4C



	CVC Gift Shop V1	
Model questions utilize th	ne ACSI methodology to determine scores and impac	rts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Thinking about the <u>store associates</u> , please rate them on: Friendliness when speaking to you.	1 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied)	4 How likely are you to return to the U.S. Capitol Visitor Center?
2 Promptness to acknowledge you.	2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Service (1=Strongly Disagree, 10=Strongly Agree)	3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close)	5 How likely are you to recommend the gift shop to someone else?
Please rate your level of agreement with the following statements: Associates provided excellent assistance to help you find what you were looking for.		Perception (1=Very Unlikely, 10=Very Likely)
Store Associates were knowledgeable regarding store products.		24 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop?
Store Environment (1=Poor, 10=Excellent, Don't Know)		Future Participation (1=Very Unlikely, 10=Very Likely)
Thinking about the environment of the store you visited, please rate the following: Cleanliness of the store.		25 How likely are you to express your thoughts about the U.S. Capit Visitor Center in the next 90 days?
How well the layout of the store allowed room to shop.		Community Service (1=Very Unlikely, 10=Very Likely)
Presentation (1=Poor, 10=Excellent, Don't Know)		26 How likely are you to donate time and effort to community servic in your local area?
Thinking about the <u>displays</u> used throughout the store, please rate the following: The degree to which products were clearly marked/priced.		
How well the items you wanted were accessible and easy to reach.		
Products (1=Strongly Disagree, 10=Strongly Agree) Please rate your level of agreement with the following statements:		
The products you find at the gift shop were items you are interested in purchasing.		
The products available in the gift shop were unique and cannot be found elsewhere.		
Price (1=Strongly Disagree, 10=Strongly Agree)		
Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops.		
Given the quality of products you received, the price paid is a great value.		

Model Instance Name: CVC Gift Shop

MID: N1kMQY0kllsklFJt8R459w4C



Model guestions utilize th	CVC Gift Shop V2	to
<u> </u>	e ACSI methodology to determine scores and impact	
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Thinking about the <u>store associates</u> , please rate them on: Friendliness when speaking to you.	1 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied)	4 How likely are you to return to the U.S. Capitol Visitor Center
3 Effort to understand your needs.	2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Service (1=Strongly Disagree, 10=Strongly Agree)	3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close)	5 How likely are you to recommend the gift shop to someone e
4 Please rate your level of agreement with the following statements: Associates provided excellent assistance to help you find what you were looking for.		Perception (1=Very Unlikely, 10=Very Likely)
6 Associates were always available when you need them.		24 How likely are you to improve your perception of the U.S. Ca Visitor Center as a result of visiting the gift shop?
Store Environment (1=Poor, 10=Excellent, Don't Know)		Future Participation (1=Very Unlikely, 10=Very Likely)
7 Thinking about the environment of the store you visited, please rate the following: Cleanliness of the store.		25 How likely are you to express your thoughts about the U.S. (Visitor Center in the next 90 days?
9 The appeal of displays/posters/signage.		Community Service (1=Very Unlikely, 10=Very Likely)
Presentation (1=Poor, 10=Excellent, Don't Know)		26 How likely are you to donate time and effort to community so in your local area?
O Thinking about the <u>displays</u> used throughout the store, please rate the following: The degree to which products were clearly marked/priced.		
The level to which products were well-organized and easy to find.		
Products (1=Strongly Disagree, 10=Strongly Agree)		
3 Please rate your level of agreement with the following statements: The products you find at the gift shop were items you are interested in purchasing.		
5 The gift shop had the variety of souvenirs and gifts you were looking for from a gift shop.		
Price (1=Strongly Disagree, 10=Strongly Agree)		
Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops.		
8 Given the price that you pay, the quality of products you received is excellent.		

Model Instance Name: CVC Gift Shop

MID: kt558MVUMUMg9Usph8Rl0g4C



	CVC Gift Shop V3	
Model questions utilize	e the ACSI methodology to determine scores and impac	ts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
2 Thinking about the store associates, please rate them on: Promptness to acknowledge you.	1 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied)	4 How likely are you to return to the U.S. Capitol Visitor Center?
3 Effort to understand your needs.	2 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Service (1=Strongly Disagree, 10=Strongly Agree)	3 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close)	5 How likely are you to recommend the gift shop to someone else?
5 Please rate your level of agreement with the following statements: Store Associates were knowledgeable regarding store products.		Perception (1=Very Unlikely, 10=Very Likely)
6 Associates were always available when you need them.		24 How likely are you to improve your perception of the U.S. Capitol Visitor Center as a result of visiting the gift shop?
Store Environment (1=Poor, 10=Excellent, Don't Know)		Future Participation (1=Very Unlikely, 10=Very Likely)
8 Thinking about the environment of the store you visited, please rate the following: How well the layout of the store allowed room to shop.		25 How likely are you to express your thoughts about the U.S. Capitol Visitor Center in the next 90 days?
9 The appeal of displays/posters/signage.		Community Service (1=Very Unlikely, 10=Very Likely)
Presentation (1=Poor, 10=Excellent, Don't Know)		How likely are you to donate time and effort to community service in your local area?
11 Thinking about the displays used throughout the store, please rate the following: How well the items you wanted were accessible and easy to reach.		
12 The level to which products were well-organized and easy to find.		
Products (1=Strongly Disagree, 10=Strongly Agree)		
14 Please rate your level of agreement with the following statements: The products available in the gift shop were unique and cannot be found elsewhere.		
15 The gift shop had the variety of souvenirs and gifts you were looking for from a gift shop.		
Price (1=Strongly Disagree, 10=Strongly Agree)		
17 Please rate your level of agreement with the following statements: Given the quality of products you received, the price paid is a great value.		
18 Given the price that you pay, the quality of products you received is excellent.		
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CVC Gift Shop

MID: New Measure - DOT will fill in

Date: 12/21/2011

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	CVC Gift Shop	
Model questions utilize the	he ACSI methodology to determine scores and impac	ots and the second seco
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Sales Associate Engagement (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Thinking about the <u>store associates</u> , please rate them on: 1 Friendliness when speaking to you.	19 What is your overall satisfaction with the gift shop at the U.S. Capitol Visitor Center? (1=Very Dissatisfied, 10=Very Satisfied)	22 How likely are you to return to the U.S. Capitol Visitor Center?
2 Promptness to acknowledge you.	20 How well does the gift shop at the U.S. Capitol Visitor Center meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Effort to understand your needs.	21 How does the gift shop at the U.S. Capitol Visitor Center compare to your idea of an ideal gift shop experience? (1=Not Very Close, 10=Very Close)	23 How likely are you to recommend the gift shop to someone else?
Service (1=Strongly Disagree, 10=Strongly Agree)		Perception (1=Very Unlikely, 10=Very Likely)
Please rate your level of agreement with the following statements:		21 How likely are you to improve your perception of the U.S. Capitol
4 Associates provided excellent assistance to help you find what you were looking for.		Visitor Center as a result of visiting the gift shop today?
5 Store Associates awere knowledgeable regarding store products.		Future Participation (1=Very Unlikely, 10=Very Likely)
6 Associates awere always available when you need them.		How likely are you to express your thoughts about the U.S. Capit Visitor Center in the next 90 days?
Store Environment (1=Poor, 10=Excellent, Don't Know)		Community Service (1=Very Unlikely, 10=Very Likely)
Thinking about the environment of the store you visited, please rate the following: 7 Cleanliness of the store.		23 How likely are you to donate time and effort to community service in your local area?
8 How well the layout of the store allowed room to shop.		
9 The appeal of displays/posters/signage.		
Presentation (1=Poor, 10=Excellent, Don't Know)		
Thinking about the <u>displays</u> used throughout the store, please rate the following: 10 The degree to which products were clearly marked/priced.		
11 How well the items you wanted were accessible and easy to reach.		
The level to which products were well-organized and easy to find.		
Products (1=Strongly Disagree, 10=Strongly Agree)		
Please rate your level of agreement with the following statements:		
The products you find at the gift shop awere items you are interested in purchasing.		
14 The products available in the gift shop awere unique and cannot be found elsewhere.		
15 The gift shop hads the variety of souvenirs and gifts you awere looking for from a gift shop.		
Price (1=Strongly Disagree, 10=Strongly Agree)		
Please rate your level of agreement with the following statements: The price of products you purchased were competitive relative to similar products purchased from other gift shops.		
17 Given the quality of products you received, the price paid is a great value.		
18 Given the price that you pay, the quality of products you received is excellent.		

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID	Skip Logic		Answer Choices			Single or	Required	Special		cq
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label	Туре
		Were you greeted when you entered the gift shop?	Yes No		Radio button, one-up vertical	Single	Y		Greeting	Gift Shop
		Did the sales staff make you feel welcome in the gift shop?	Yes		Radio button, one-up vertical	Single	Y		Welcome	Gift Shop
		Was the gift shop well lit?	No Yes		Radio button, one-up vertical	Single	Y		Lighting	Gift Shop
		Did the unique displays draw you into the gift shop?	No Yes		Radio button, one-up vertical	Single	Y		Displays	Gift Shop
		Approximately how much time did you spend in the gift shop ?	No Less than 5 minutes		Drop down, select one	Single	Y		Time Gift Shop	Gift Shop
			5-15 minutes 15-30 minutes More than 30 minutes							Спор
		What were the reason(s) you decided to browse the gift shop? (Please select all that apply.)	To find a souvenir to remember my visit. To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). To find materials that will further my knowledge about saw something I saw during my visit. To find a replica of a something I saw during my visit. I wanted to see what items were available in the gift shop. Other (please specify)	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason	Gift Shop
	В	What was an other reason(s) did you browsed the gift shop?			Text area, no char limit			Skip Logic Group	Other_Primary Reason	Gift Shop
		Did you make a purchase at the Capitol Visitor Center gift shop?	Yes No	C, E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Purchase	Gift Shop
	С	What product(s) did your purchase? (Please select all that apply.)	Souvenir apparel (T-shirt, sweatshirt, etc.) Souvenir item (pencil, mug, etc.) Reproduction document Home good Collectable Jewelry Stationary Book Other (please specify)	D	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Item	Gift Shop
	D	What other product(s) did you purchase at the gift shop?			Text area, no char limit			Skip Logic Group	Other_Item	Gift Shop
	Е	Did the purchase process go well at checkout?	Yes No I don't recall	F	Radio button, one-up v	Single	Y	Skip Logic Group	Checkout Process	Gift Shop

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID (Group ID)	Skip Logic Label	Question Text Why?	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char	Single or Multi		Special Instructions Skip Logic	CQ Label Checkout Process No	CQ Type Gift
		What age group were you looking for items for? (Please select all that apply.)	Infant Baby Children Teen Adult	-	limit Checkbox, one-up vertical	Multi	Y	Group	Product Age Groups	Shop Gift Shop
		Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop?	Yes No		Radio button, one-up vertical	Single	Y		Unique Merch.	Gift Shop
		If the Capitol Visitor Center gift shop had an online store, would you make a purchase(s) from it?	Yes No		Radio button, one-up vertical	Single	Y		Online Store	Gift Shop
		What additional types of items would you like to see available in the Capitol Visitor Center gift shop?			Text area, no char limit		N		Additional Merch.	Gift Shop
		How can we improve our customer service the training for our gift shop employees? If you could make one suggestion to improve the gift shop experience, what would it be?			Text area, no char limit Text area, no char limit		N N		Employee Improv. OE_Improvement	Gift Shop Gift Shop
		Where do you currently live ?	I live outside of the United States (50 States, District of Columbia, and U.S. Territories and Associated States). Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland	A	Drop down, select one	Single	Y	Skip Logic Group	CVC State	cvc

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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CVC Gift Shop CUSTOM QUESTION LIST Skip Logic Label Single or Multi Required Y/N CQ Type QID **Answer Choices** Special (Group ID) Skip to Type (select from list) CQ Label **Question Text** (limited to 50 characters) Instructions Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Federated States of Micronesia Guam Midway Islands Northern Mariana Islands Puerto Rico Republic of Palau Republic of the Marshall Islands U.S. Virgin Islands Prefer not to answer What **country** do you live in? Afghanistan Drop down, select one Single Υ Skip Logic CVC Country CVC Group Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Austria

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N Special Instructions CQ Type Skip to Type (select from list) CQ Label **Question Text** Azerbaijan Bahamas, The Bahrain Bangladesh Barbados Belarus Belgium Belize Benin Bhutan Bolivia Bosnia and Herzegovina Botswana Brazil Brunei Bulgaria Burkina Faso Burma Burundi Cambodia Cameroon Canada Cape Verde Central African Republic Chad Chile China Colombia Comoros Congo (Brazzaville) Congo (Kinshasa) Costa Rica Cote d'Ivoire Croatia Cuba Cyprus Czech Republic Denmark Djibouti Dominica Dominican Republic East Timor Ecuador Egypt El Salvador Equatorial Guinea Eritrea Estonia Ethiopia Fiji Finland

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N CQ Type Special Skip to Type (select from list) CQ Label **Question Text** Instructions France Gabon Gambia, The Georgia Germany Ghana Greece Grenada Guatemala Guinea Guinea-Bissau Guyana Haiti Holy See Honduras Hong Kong Hungary Iceland India Indonesia Iran Iraq Ireland Israel Italy Jamaica Japan Jordan Kazakhstan Kenya Kiribati Korea, North Korea, South Kosovo Kuwait Kyrgyzstan Laos Latvia Lebanon Lesotho Liberia Libya Liechtenstein Lithuania Luxembourg Macau Macedonia Madagascar Malawi Malaysia Maldives

CVC Gift Shop
MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Answer Choices (limited to 50 characters) Single or Multi Required Y/N CQ Type Special Skip to Type (select from list) CQ Label **Question Text** Instructions Mali Malta Marshall Islands Mauritania Mauritius Mexico Micronesia Moldova Monaco Mongolia Montenegro Morocco Mozambique Namibia Nauru Nepal Netherlands Netherlands Antilles New Zealand Nicaragua Niger Nigeria North Korea Norway Oman Pakistan Palau Palestinian Territories Panama Papua New Guinea Paraguay Peru Philippines Poland Portugal Qatar Romania Russia Rwanda Saint Kitts and Nevis Saint Lucia Saint Vincent and the Grenadines Samoa San Marino Sao Tome and Principe Saudi Arabia Senegal Serbia Seychelles Sierra Leone Singapore

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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			CVC Gift Shop CUSTOM QUESTION LIST							
OID	Skip		Answer Choices			Cinale or	Dogwinad	Special		60
QID (Group ID)	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Instructions	CQ Label	CQ Type
			Slovakia							
			Slovenia							
			Solomon Islands							
			Somalia							
			South Africa							
			South Korea South Sudan							
			Spain							
			Sri Lanka							
			Sudan							
			Suriname							
			Swaziland							
			Sweden							
			Switzerland							
			Syria							
			Taiwan							
			Tajikistan							
			Tanzania Thailand							
			Timor-Leste							
			Togo							
			Tonga							
			Trinidad and Tobago							
			Tunisia							
			Turkey							
			Turkmenistan							
			Tuvalu							
			Uganda Ukraine							
			United Arab Emirates							
			United Kingdom							
			Uruguay							
			Uzbekistan							
			Vanuatu							
			Venezuela							
			Vietnam							
			Yemen							
			Zambia							
			Zimbabwe Other (Please specify)	В						
			Prefer not to answer	В						
	В	Where do you live?	Total factor different		Text field, <100 char		N	Skip Logic	CVC Other_Country	CVC
		Which of the following best describes your race	African American or Black		Checkbox, two-up	Multi	Y	Group Skip Logic	CVC Race	CVC
		or ethnic background? (Please select all that	AIIICAII AIIICIICAII UI DIACK		vertical	IVIUIU	ľ	Group	CVC Race	CVC
		apply.)	American Indian or Alcelo Notice							
			American Indian or Alaska Native Asian							
			Asian Hispanic or Latino							
			Native Hawaiian or Other Pacific Islander							
			White or Caucasian (Not Hispanic or Latino)							
			[The substitution of Education							

Model Instance Name: CVC Gift Shop

MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ Instructions CQ Label Type Other (Please specify) Prefer not to answer CVC Other Race CVC What is your race or ethnic background? Text field, <100 char Ν Skip Logic Group What is your gender? Male Radio button, one-up Single CVC Gender CVC vertical Female Prefer not to answer CVC What is your age? Under 18 Radio button, one-up Single Υ CVC Age vertical 18-24 25-34 35-44 45-54 55-64 65 or older Prefer not to answer Which of the following best describes the highest I have not graduated from high school Υ CVC Education CVC Radio button, one-up Single level of education you have attained? vertical High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree Prefer not to answer Which of the following roles best describes you at Teacher / Professor Radio button, one-up Single Skip Logic CVC Role CVC the time of your visit? Group vertical Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other (please specify) What level of students do you teach? Elementary School Radio button, one-up Single Skip Logic CVC Teacher CVC vertical Group Middle School High School College - Undergraduate College - Post graduate Prefer not to answer What do you consider your role? Radio button, one-up Single Υ Skip Logic CVC Other Role CVC Group vertical Did you arrive at the U.S. Capitol as a part of a Yes, I was a part of a group (school, family, tourist group, Skip Logic CVC 0, P Radio button, one-up Single Υ **CVC Tour Group** group? vertical Group No, I arrived alone (as an individual). What was the **approximate size** of the entire Under 10 Single Skip Logic CVC Group - Size CVC Radio button, one-up group that you arrived to the Capitol with? vertical Group 10-20

Model Instance Name: CVC Gift Shop

MID: New Measure - DOT will fill in

Date: 11/8/2011

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pink: ADDITION blue + -->: REWORDING



CVC Gift Shop CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi Instructions CQ Label Type 20-30 30-40 40-50 More than 50 Which of the following best describes the type of School group CVC Radio button, one-up Single Skip Logic Tour Group - Type group you arrived at the Capitol with? vertical Group Family Senior citizen group International visitor group Other (please specify) What were the age(s) of the children/student CVC Children's Ages Under 5 years old Checkbox, two-up Multi Υ Skip Logic CVC in your group? (Please select all that apply.) Group vertical 5-7 years old 8-10 years old 11-13 years old 14-17 years old Prefer not to answer What other type of tour group were you a part of? Text area, no char Ν Skip Logic CVC Other Tour Group CVC Group What was the reason(s) you decided to visit To learn about the history of the U.S. Capitol. CVC Primary Reason Checkbox, one-up Multi Skip Logic CVC the U.S. Capitol? (Please select all that apply.) vertical Group To view the art and architecture of the U.S. Capitol building. To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) В CVC Other_Reason What was the other reason you decided to visit Text area. no char Ν Skip Logic CVC the Capitol? limit Group Did you accomplish your goal while at the U.S. Skip Logic CVC Accomplish Goal CVC F Radio button, one-up Single Υ Capitol Visitor Center? vertical Group No Not applicable CVC OE No Goal What was the goal that you wanted to Skip Logic CVC Text area, no char Ν accomplish? Group limit Approximately **how much time** did you spend Less than 1 hour Radio button, one-up CVC Time CVC Single Υ overall at the U.S. Capitol Visitor Center? vertical 1 - 1 1/2 hours 1 1/2 - 2 hours 2 - 3 hours More than 3 hours How often do you visit the U.S. Capitol? This is my first time Radio button, one-up Sinale **CVC Frequency** CVC **Skip Logic** vertical

Model Instance Name: CVC Gift Shop MID: New Measure Date: 11/8/2011

New Measure - DOT will fill in

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			CVC Gift Shop 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	Required Y/N	Special Instructions	CQ Label	CQ Type
			Less than once a year Once a year Multiple times a year	G, H G, H G, H						
		At what time of day did you visit the U.S. Capitol? (Please select all that apply.)		0,11	Checkbox, one-up vertical	Multi	Y		CVC Time of day	CVC
			Late morning Early Afternoon Mid- Late Afternoon							
		Which day of the week did you visit the U.S. Capitol?	Monday		Radio button, one-up vertical	Single	Y		CVC Day	CV
			Tuesday Wednesday Thursday Friday]]]						
		How recently did you visit the U.S. Capitol?	Saturday Sunday Within a week		Radio button, one-up	Single	Y		CVC Timeframe	C)
			Within a month Within the past 6 months Within the past year		vertical					
		Questions up until now have been specifically about your the gift shop and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceeded your expectations?	Yes, the cleanliness level met or exceeded my		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Cleanliness	C/
	К	Visitor Center fell below your expectations ? (Please select all that apply.)	No, the cleanliness level did not meet my expectations Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant	К	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Cleanliness - Short	C
			Restrooms Other (Please specify)	L						
	L	What other area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanliness	C
		Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center building ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Cleanliness	C
		Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?	Yes, the staff met or exceeded my expectations		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants	С
			No, the staff did not meet my expectations	М						

Model Instance Name: CVC Gift Shop

Date:

MID: New Measure - DOT will fill in

11/8/2011

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CVC Gift Shop CUSTOM QUESTION LIST Skip QID (Group ID) Logic Label Single or Multi Required Y/N **Answer Choices** Special CQ Type Skip to Type (select from list) CQ Label **Question Text** (limited to 50 characters) Instructions Which of the following staff members at the Coat Check Checkbox, two-up Multi Skip Logic CVC Assistants - Short CVC U.S. Capitol Visitor Center fell below your vertical Group expectations? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify) What other area fell below your expectations? Text area, no char N Skip Logic CVC Other_Assistants CVC Group Would you like to provide additional comments Text area, no char N CVC OE_Assistants CVC about an interaction with a Visitor Services staff limit member? If so, please provide as much detail as possible here. What is your **overall satisfaction** with the **entire** 1=Very Dissatisfied Radio button, scale, Single Υ CVC Overall Satisfaction CVC U.S. Capitol Visitor Center experience? no don't know L0=Very Satisfied How well did this visit to the U.S. Capitol Visitor 1=Very Dissatisfied Radio button, scale, Single Υ CVC Overall Satisfaction CVC Center meet your expectations? no don't know 10=Very Satisfied CVC OE_Improvement If you could make one suggestion to improve Text area, no char Ν CVC the entire U.S. Capitol Visitor Center limit experience, what would it be?

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID	Skip Logic		Answer Choices			Single or	Required	Special		Deni This assis clien
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label	Туре
SAC7854		Were you greeted when you entered the gift shop?	Yes		Radio button, one-up vertical	Single	Y		Greeting	Gift Shop
SAC7858		Approximately how much time did you spend in the gift shop ?	No Less than 5 minutes		Drop down, select one	Single	Y		Time Gift Shop	Gift Shop
		5-15 minutes 15-30 minutes More than 30 minutes								
SAC7859		What were the reason(s) you decided to browse the gift shop? (Please select all that apply.)	To find a souvenir to remember my visit.		Checkbox, one-up vertical	Multi	Y		Primary Reason	Gift Shop
			To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor).							
			To find materials that will further my knowledge about something I saw during my visit.							
			I wanted to see what items were available in the gift shop.							
0.4.07004		Did and the Control of the Control o	Other	0.5	Deall's house and an	0:1-	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Older Levels	Domition	
SAC7861		Did you make a purchase at the Capitol Visitor Center gift shop?	Yes	C, E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Purchase	Gift Shop
			No		0					
SAC7862	С	What product(s) did your purchase? (Please select all that apply.)	Souvenir apparel (T-shirt, sweatshirt, etc.) Souvenir item (pencil, mug, etc.)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Item	Gift Shop
			Reproduction document Home good							
			Collectable Jewelry							
			Stationery Book Other							
SAC7864	Е		Yes		Radio button, one-up v	Single	Y	Skip Logic Group	Checkout Process	Gift Shop
			No	F				i i		J. O. O.
			I don't recall							
SAC7865	F	Why?			Text area, no char limit		N	Skip Logic Group	Checkout Process No	Gift Shop

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			CVC Gift Shop 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	Required Y/N	Special Instructions	CO Label	Denis This i assis client CQ Type
(2104915) SAC7866	Laser	What age group were you looking for items for? (Please select all that apply.)	Infant Child Teen Adult		Checkbox, one-up vertical	Multi	Y	instructions	Product Age Groups	Gift Shop
SAC7867		Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop?			Radio button, one-up vertical	Single	Y		Unique Merch.	Gift Shop
SAC7869		What additional types of items would you like to see available in the Capitol Visitor Center gift shop?			Text area, no char limit		N		Additional Merch.	Gift Shop
SAC7871		If you could make one suggestion to improve the gift shop experience, what would it be?			Text area, no char limit		N		OE_Improvement	Gift Shop
SAC7880		Which of the following roles best describes you at the time of your visit?	Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other		Radio button, one-up vertical	Single	Y		CVC Role	cvc
SAC7883		Did you arrive at the U.S. Capitol as part of a group ?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	CVC
SAC7884	0	What was the approximate size of the entire group that you arrived to the Capitol with?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	CVC
SAC7885	P	Which of the following best describes the type of group you arrived at the Capitol with?	School group Family Senior citizen group International visitor group Other (please specify)	т _ т _ к	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	cvc
SAC7886	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	CVC

Date:

CVC Gift Shop
MID: ZE5s49IF8AJMsJZwlhpQxw==

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CVC Gift Shop CUSTOM QUESTION LIST Denise. This is i assist n clients. Logic Label **Answer Choices** Single or Required Special CQ Type (select from list) (Group ID) **Question Text** (limited to 50 characters) Multi ÝΝ Instructions CQ Label Type Over 17 years old Prefer not to answer SAC7887 CVC Ν CVC Other_Tour Group What other type of tour group were you part of? Text area, no char Skip Logic Group SAC7888 What was the reason(s) you decided to visit To learn about the history of the U.S. Capitol. Multi CVC Primary Reason cvc Checkbox, one-up Skip Logic the U.S. Capitol? (Please select all that apply.) vertical Group To view the art and architecture of the U.S. Capitol To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) В SAC7889 What was the other reason you decided to visit Text area, no char Ν Skip Logic CVC Other Reason CVC the Capitol? limit Group SAC7893 How often do you visit the U.S. Capitol? This is my first time Radio button, one-up Single CVC Frequency CVC vertical Less than once a year Once a year Multiple times a year SAC7894 At what time of day did you visit the **U.S. Capitol**? Early morning Checkbox, one-up Multi CVC Time of day CVC (Please select all that apply.) vertical Late morning Early Afternoon Late Afternoon SAC7895 Single cvc Which day of the week did you visit the U.S. CVC Day Monday Radio button, one-up Capitol? Tuesday Wednesday Thursday Friday Saturday SAC7896 **How recently** did you visit the U.S. Capitol? Within a week Radio button, one-up Single **CVC** Timeframe CVC vertical Within a month Within the past 6 months Within the past year SAC7901 Did the U.S. Capitol Visitor Center staff Yes, the staff met or exceeded my expectations. Radio button, one-up Skip Logic CVC Assistants CVC Single Group (excluding tour guides - ex: workers at the coat vertica check, entrance, etc.) meet or exceed your expectations? М No, the staff did not meet my expectations SAC7902 Which of the following staff members at the Multi Skip Logic CVC Assistants - Short CVC Coat Check Checkbox, two-up U.S. Capitol Visitor Center fell below your Group vertical **expectations**? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID (Group ID) SAC7903	Skip Logic Label	Question Text What other staff members fell below your	Answer Choices (limited to 50 characters) Other (Please specify)	Skip to	Type (select from list) Text area, no char	Single or Multi	Required Y/N N	Special Instructions Skip Logic	CQ Label CVC Other Assistants	Denise. This is i assist m clients. CQ Type
		expectations?			limit			Group		
SAC7904		Would you like to provide additional comments about an interaction with a staff member? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	cvc
SAC7907			1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
SAC7909		If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?			Text area, no char limit		N		CVC OE_Improvement	cvc

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label	Den This assi clie CQ Type
SAC7854	Label	Were you greeted when you entered the gift	Yes	Skip to	Radio button, one-up	Single	Y	instructions	Greeting	Gift
		shop?			vertical	3			3	Sho
			No							
AC7858		Approximately how much time did you spend in the gift shop ?	Less than 5 minutes		Drop down, select one	Single	Y		Time Gift Shop	Gift Sho
			5-15 minutes							
			15-30 minutes							
			More than 30 minutes							
SAC7859		What were the reason(s) you decided to browse the gift shop? (Please select all that apply.)	To find a souvenir to remember my visit.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason	Gift Sho
			To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor).							
			To find materials that will further my knowledge about something I saw during my visit.							
			I wanted to see what items were available in the gift shop.							
AC7861		Did you make a purchase at the Capitol Visitor	Other Yes	C, E	Radio button, one-up	Single	Υ	Skip Logic	Purchase	
AC7801		Center gift shop?		C, E	vertical	Sirigle	T	Group	Pulchase	Gift Sho
AC7862	С	What product(s) did your purchase? (Please	No Souvenir apparel (T-shirt, sweatshirt, etc.)		Checkbox, one-up	Multi	Y	Skip Logic	Item	Gift
		select all that apply.)			vertical			Group		Sho
			Souvenir item (pencil, mug, etc.) Reproduction document							
			Home good							
			Collectable							
			Jewelry							
			Stationary Stationery							
			Book							
AC7864	E	Did the purchase process go well at checkout?	Other Yes		Radio button, one-up v	Single	Y	Skip Logic	Checkout Process	-
AC7004		plu the parenase process go well at thetkout?			radio buttori, one-up v	Siriyie		Group	Checkout Plocess	Gif Sho
			No	F						
			I don't recall							
AC7865	F	Why?			Text area, no char		N	Skip Logic	Checkout Process No	Gif
					llimit			Group		Sho

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID	Skip Logic		Answer Choices			Single or	Required	Special		Deni This assis clier
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to		Multi	Y/N	Instructions	CQ Label	Туре
SAC7866		What age group were you looking for items for? (Please select all that apply.)	Infant		Checkbox, one-up vertical	Multi	Y		Product Age Groups	Gift Shop
			Teen Adult							
SAC7867		Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop?	Yes		Radio button, one-up vertical	Single	Y		Unique Merch.	Gift Shop
SAC7869		What additional types of items would you like to see available in the Capitol Visitor Center gift shop?	No		Text area, no char limit		N		Additional Merch.	Gift Shop
SAC7871		If you could make one suggestion to improve the gift shop experience, what would it be?			Text area, no char limit		N		OE_Improvement	Gift
SAC7880		the time of your visit?	Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	cvc
SAC7883		Did you arrive at the U.S. Capitol as part of a group ?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	CVC
SAC7884	0	What was the approximate size of the entire group that you arrived to the Capitol with ?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	CVC
SAC7885	P	group you arrived at the Capitol with?	School group Family Senior citizen group International visitor group Other (please specify)	T T K	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	CVC
SAC7886	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	CVC

Date:

CVC Gift Shop
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CVC Gift Shop CUSTOM QUESTION LIST Denise. This is i assist n clients. Logic Label **Answer Choices** Single or Required Special CQ Type (select from list) (Group ID) **Question Text** (limited to 50 characters) Multi ÝΝ Instructions CQ Label Type Over 17 years old Prefer not to answer SAC7887 CVC Ν CVC Other_Tour Group What other type of tour group were you part of? Text area, no char Skip Logic Group SAC7888 What was the reason(s) you decided to visit To learn about the history of the U.S. Capitol. Multi CVC Primary Reason cvc Checkbox, one-up Skip Logic the U.S. Capitol? (Please select all that apply.) vertical Group To view the art and architecture of the U.S. Capitol To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify) В SAC7889 What was the other reason you decided to visit Text area, no char Ν Skip Logic CVC Other Reason CVC the Capitol? limit Group SAC7893 How often do you visit the U.S. Capitol? This is my first time Radio button, one-up Single CVC Frequency CVC vertical Less than once a year Once a year Multiple times a year SAC7894 At what time of day did you visit the **U.S. Capitol**? Early morning Checkbox, one-up Multi CVC Time of day CVC (Please select all that apply.) vertical Late morning Early Afternoon Late Afternoon SAC7895 Single cvc Which day of the week did you visit the U.S. CVC Day Monday Radio button, one-up Capitol? Tuesday Wednesday Thursday Friday Saturday SAC7896 **How recently** did you visit the U.S. Capitol? Within a week Radio button, one-up Single **CVC** Timeframe CVC vertical Within a month Within the past 6 months Within the past year SAC7901 Did the U.S. Capitol Visitor Center staff Yes, the staff met or exceeded my expectations. Radio button, one-up Skip Logic CVC Assistants CVC Single Group (excluding tour guides - ex: workers at the coat vertica check, entrance, etc.) meet or exceed your expectations? М No, the staff did not meet my expectations SAC7902 Which of the following staff members at the Multi Skip Logic CVC Assistants - Short CVC Coat Check Checkbox, two-up U.S. Capitol Visitor Center fell below your Group vertical **expectations**? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID (Group ID) SAC7903	Skip Logic Label	Question Text What other staff members fell below your	Answer Choices (limited to 50 characters) Other (Please specify)	Skip to	Type (select from list) Text area, no char	Single or Multi	Required Y/N N	Special Instructions Skip Logic	CQ Label CVC Other Assistants	Denise. This is i assist m clients. CQ Type
		expectations?			limit			Group		
SAC7904		Would you like to provide additional comments about an interaction with a staff member? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	cvc
SAC7907			1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
SAC7909		If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?			Text area, no char limit		N		CVC OE_Improvement	cvc

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QID (Group ID)	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	CQ Type
SAC7854		Were you greeted when you entered the gift shop?	Yes No	o.up to	Radio button, one-up vertical	Single	Y	mod dodono	Greeting	Gift Shop
SAC7855		Did the sales staff make you feel welcome in the gift shop?	-		Radio button, one-up vertical	Single	¥		Welcome	Gift Shop
SAC7856		Was the gift shop well-lit?	Yes No		Radio button, one-up vertical	Single	¥		Lighting	Gift Shop
SAC7857		Did the unique displays draw you into the gift shop?	Yes		Radio button, one up vertical	Single	¥		Displays	Gift Shop
SAC7858		Approximately how much time did you spend in the gift shop?	Less than 5 minutes 5-15 minutes 5-30 minutes More than 30 minutes		Drop down, select one	Single	Y		Time Gift Shop	Gift Shop
SAC7859		What were the reason(s) you decided to browse the gift shop? (Please select all that apply.)	To find a souvenir to remember my visit. To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor). To find materials that will further my knowledge about something I saw during my visit. I wanted to see what items were available in the gift shop. Other (please specify)	В	Checkbox, one-up vertical	Multi		Skip Logic Group	Primary Reason	Gift Shop
SAC7860	В	What was the other reason(s) you browsed the gift shop?	Girler (produce speeding)		Text area, no char limit		N	Skip Logic Group	Other_Primary Reason	Gift Shor
SAC7861		Did you make a purchase at the Capitol Visitor Center gift shop?	Yes	C, E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Purchase	Gift Shop
SAC7862	С	What product(s) did your purchase? (Please select all that apply.)	Souvenir apparel (T-shirt, sweatshirt, etc.) Souvenir item (pencil, mug, etc.) Reproduction document Home good Collectable Jewelry Stationary Book Other (please specify)	Đ	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Item	Gift Shop
SAC7863	Đ	What other product(s) did you purchase at the gift shop?			Text area, no char limit		N	Skip Logic Group	Other_Item	Gift
SAC7864	E	Did the purchase process go well at checkout?	Yes No I don't recall	F	Radio button, one-up v	Single	Y	Skip Logic Group	Checkout Process	Gift Shop
SAC7865	F	Why?			Text area, no char limit			Skip Logic Group	Checkout Process No	Gift

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			CVC GIR Shop COSTOM QUESTION LIST		<u> </u>	l	1	l		Den This
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	CQ Label	CQ Type
SAC7866		What age group were you looking for items for? (Please select all that apply.)	Infant Child Teen Adult		Checkbox, one-up vertical	Multi	Y		Product Age Groups	Gift Shop
SAC7867		Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop?	Yes		Radio button, one-up vertical	Single	Y		Unique Merch.	Gift Shop
SAC7868		If the Capitol Visitor Center gift shop had an online store, would you make a purchase(s) from it?	Yes No		Radio button, one up vertical	Single	¥		Online Store	Gift Shop
SAC7869		What additional types of items would you like to see available in the Capitol Visitor Center gift shop?			Text area, no char limit		N		Additional Merch.	Gift Shop
SAC7870		How can we improve our customer service?			Text area, no char limit		N		Employee Improv.	Gift Shop
SAC7871		If you could make one suggestion to improve the gift shop experience, what would it be?			Text area, no char limit		N		OE_Improvement	Gift Shop
SAC7880		Which of the following roles best describes you at the time of your visit?	Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other (please specify)	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	cvc
SAC7881	F	What level of students do you teach?	Elementary-School Middle-School High-School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	¥	Skip Logi e Group	CVC Teacher	eve
SAC7882	Đ	What do you consider your role?			Radio button, one-up	Single	¥	Skip Logic Group	CVC Other_Role	CVC
SAC7883		Did you arrive at the U.S. Capitol as part of a group?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	cvc
SAC7884	0	What was the approximate size of the entire group that you arrived to the Capitol with?	Under 10 10-20 20-30 30-40		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	CVC

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										Der This ass clie
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	CQ Label	CQ Type
			40-50 More than 50							
SAC7885	Р	Which of the following best describes the type of group you arrived at the Capitol with?	School group	Т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	CVC
			Family Senior citizen group International visitor group	Т						
			Other (please specify)	K				01	0.10 01 11 1 1	
SAC7886	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	cvc
			5-7 years old 8-10 years old							
			11-13 years old							
			14-17 years old Over 17 years old							
			Prefer not to answer							
SAC7887	К	What other type of tour group were you part of?			Text area, no char limit		N	Skip Logic Group	CVC Other_Tour Group	CVC
SAC7888		What was the reason(s) you decided to visit the U.S. Capitol? (Please select all that apply.)	To learn about the history of the U.S. Capitol.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Primary Reason	CVC
			To view the art and architecture of the U.S. Capitol building.							
			To learn about Congress and how it functions.							
			To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person							
			about the U.S. Capitol.							
			To simply be a tourist. I was curious and wanted to explore the U.S. Capitol.							
			I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify)	В						
SAC7889	В	What was the other reason you decided to visit	Other (please specify)	В	Text area, no char		N	Skip Logic	CVC Other Reason	CVC
		the Capitol?			limit			Group		
SAC7890		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes	F	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC Accomplish Goal	eve
			No Net and line bla	F						
SAC7891	F	What was the goal that you wanted to accomplish?	Not applicable		Text area, no char		H	Skip Logic Group	CVC OE No Goal	eve
SAC7892		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour		Radio button, one-up vertical	Single	¥		CVC Time	CVC
			1 - 1 1/2 hours							
			1 1/2 - 2 hours							
			2 3 hours More than 3 hours			 			}	
SAC7893		How often do you visit the U.S. Capitol?	This is my first time		Radio button, one-up vertical	Single	Y		CVC Frequency	CVC
			Less than once a year							
			Once a year							
SAC7894	+	At what time of day did you visit the U.S. Capitol?	Multiple times a year Early morning		Checkbox, one-up	Multi	Y		CVC Time of day	CVC
C, (C) 034		(Please select all that apply.)	Lary morning		vertical	iviuiti	'		Ovo Time of day	CVC

Model Instance Name: <u>CVC Gift</u> Shop

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CVC Gift Shop CUSTOM QUESTION LIST Denix This i client Skip Logic Label **Answer Choices** Single or Required Special (Group ID) Question Text (limited to 50 characters) Skip to Type (select from list) Multi Ϋ́/N Instructions CQ Label Type Late morning Early Afternoon Late Afternoon SAC7895 Which day of the week did you visit the U.S. Monday Radio button, one-up Single Υ CVC Day CVC Capitol? vertical Tuesday Wednesday Thursday Friday Saturday Radio button, one-up SAC7896 How recently did you visit the U.S. Capitol? Within a week Single **CVC Timeframe** CVC vertical Within a month Within the past 6 months Within the past year SAC7897 Skip Logic Questions up until now have been specifically ness level met or exceeded my Radio button, one-up **Single CVC** Cleanliness bout the gift shop and you. The remaining vertical Group uestions for the survey are regarding the entire J.S. Capitol Visitor Center experience. p> Did the cleanliness level of the U.S. Capito isitor Center meet or exceed your expectations? No, the cleanliness level did not meet my expectations. SAC7898 which of the following areas of the U.S. Capitolisitor Center fell below your expectations? Entrance / Greeting Area **CVC Cleanliness - Short** Checkbox, two-up Skip Logic **eve** Group vertical se select all that apply.) Exhibition Hall Sift Shop Restaurant Other (Please specify) SAC7899 What other area fell below your expectations? H CVC Other Cleanliness Text area, no char **Skip Logic CVC** Group SAC7900 Vould you like to provide additional comments Text area, no char N **CVC OE Cleanliness CVC** about the cleanliness of the U.S. Capitol Visitor limit Center building? If so, please provide as much letail as possible here. Radio button, one-up SAC7901 Did the U.S. Capitol Visitor Center staff Yes, the staff met or exceeded my expectations. Single Υ Skip Logic CVC Assistants CVC (excluding tour guides - ex: workers at the coat vertical Group check, entrance, etc.) meet or exceed your expectations? No, the staff did not meet my expectations. SAC7902 Which of the following staff members at the CVC Assistants - Short Coat Check Checkbox, two-up Multi Skip Logic CVC U.S. Capitol Visitor Center fell below your vertical Group expectations? (Please select all that apply.) Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID	Skip Logic	Quality Test	Answer Choices	China	Two (solod form lin)	Single or	Required Y/N	Special Instructions	00 Libri	De Thi ass clie
(Group ID) SAC7903	Label N	Question Text What other staff members fell below your expectations?	(limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Multi	N N	Skip Logic Group	CQ Label CVC Other_Assistants	CVC
SAC7904		Would you like to provide additional comments about an interaction with a staff member ? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Assistants	CVC
SAC7905		Please rate how you feel about the following statement: "The U.S. Capitol was completely accessible."	Strongly Agree Agree Neutral Disagree Strongly disagree I-don't know	0 0	Radio button, one-up vertical	Single	¥	Skip Logic Group	CVC-Accessibility	eve
SAC7906	θ	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	CVC Accessibility - Low	cvc
SAC7907		What is your overall satisfaction with the entire U.S. Capitol Visitor Center experience ?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	
SAC7908		How well did this visit to the U.S. Capitol Visitor Center meet your expectations?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	¥		CVC Overall Satisfaction	eve
SAC7909		If you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?	- v.y caaonou		Text area, no char limit		N		CVC OE_Improvement	CVC

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QID	Skip Logic		Answer Choices			Single or	Required	Special		cQ
(Group ID) AC7854	Label	Question Text Were you greeted when you entered the gift	(limited to 50 characters) Yes	Skip to	Type (select from list) Radio button, one-up	Multi Single	Ý/N Y	Instructions	CQ Label Greeting	Ту
AC 7 654		shop?	No		vertical	Sirigle	ľ		Greeting	Gi Sh
AC7855		Did the sales staff make you feel welcome in the gift shop?			Radio button, one-up vertical	Single	Υ		Welcome	G Sh
			No							
AC7856		Was the gift shop well lit?	Yes		Radio button, one-up vertical	Single	Y		Lighting	G Sh
C70E7		Did the unique dienlave draw you into the gift	No Yea		Dadia button, and un	Cinalo	Y		Diaplaya	
AC7857		Did the unique displays draw you into the gift shop?	Yes No		Radio button, one-up vertical	Single	Y		Displays	Sh
AC7858		Approximately how much time did you spend in	Less than 5 minutes		Drop down, select one	Single	Y		Time Gift Shop	
AC1030		the gift shop?			Drop down, select one	Sirigie	'		Time Girt Shop	G Sh
			5-15 minutes							
			15-30 minutes More than 30 minutes							
AC7859		What were the reason(s) you decided to browse the gift shop? (Please select all that apply.)	To find a souvenir to remember my visit.		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Primary Reason	G Sh
			To find a gift for someone who was not able to visit the U.S. Capitol with me (friend, relative, neighbor).							
			To find materials that will further my knowledge about saw something I saw during my visit. I wanted to see what items were available in the gift shop.							
			wanted to see what items were available in the glit shop.							
			Other (please specify)	В						
AC7860	В	What was the an other reason(s) did you browsed the gift shop?			Text area, no char limit			Skip Logic Group	Other_Primary Reason	G Sh
AC7861		Did you make a purchase at the Capitol Visitor Center gift shop?	Yes	C, E	Radio button, one-up vertical	Single	Y	Skip Logic Group	Purchase	G Sh
			No							
AC7862	С	What product(s) did your purchase? (Please select all that apply.)	Souvenir apparel (T-shirt, sweatshirt, etc.)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Item	G Sh
			Souvenir item (pencil, mug, etc.)							
			Reproduction document							
			Home good Collectable							
			Jewelry							
			Stationary							
			Book							
			Other (please specify)	D						
<u>'</u>	D	What other product(s) did you purchase at the gift shop?			Text area, no char limit		N	Skip Logic Group	Other_Item	G Sh
		Did the second construction of the character of	Yes		Radio button, one-up v	Single	Υ	Skip Logic	Checkout Process	G
AC7863 AC7864	E	Did the purchase process go well at checkout?						Group		Sh
	E	Did the purchase process go well at checkout?	No	F				Group		Sł
	E	Why?		F	Text area, no char		N	Group Skip Logic	Checkout Process No	SI

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			CVC Gift Shop CUSTOM QUESTION LIST							
QID	Skip Logic		Answer Choices			Single or	Required	Special		cQ
(Group ID) SAC7866	Label	Question Text What age group were you looking for items for?	(limited to 50 characters) Infant	Skip to	Type (select from list) Checkbox, one-up	Multi Multi	Ý/N Y	Instructions	CQ Label Product Age Groups	Тур
7.07000		(Please select all that apply.)			vertical	Wala			1 Toddot / ige Groups	Gif Sho
			Child ren							
			Teen							
4.07067		Management of the Management India	Adult		Dadia kattan ana	Oliveral e			Liniana Manala	
AC7867		Were you aware that many of the items available in the gift shop are unique and can only be found in the Capitol Visitor Center gift shop?	Yes		Radio button, one-up vertical	Single	Y		Unique Merch.	Gif Sho
			No							
AC7868		If the Capitol Visitor Center gift shop had an online store, would you make a purchase(s) from it?	Yes		Radio button, one-up vertical	Single	Y		Online Store	Gif Sho
			No							
SAC7869		What additional types of items would you like to see available in the Capitol Visitor Center gift shop?			Text area, no char limit		N		Additional Merch.	Gif Sho
AC7870		How can we improve our customer service?			Text area, no char limit		N		Employee Improv.	Gif
AC7871		If you could make one suggestion to improve the gift shop experience , what would it be?			Text area, no char limit		N		OE_Improvement	Gif Sho
AC7872		Where do you currently live?	I live outside of the United States.	Α	Drop down, select one	Single	Y	Skip Logic Group	CVC State	CV
			Alabama							
			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							

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			CVC Gift Shop 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	Required Y/N	Special Instructions	CQ Label	CQ Type
			Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming American Samoa Federated States of Micronesia Guam Midway Islands Northern Mariana Islands Puerto Rico Republic of Palau Republic of the Marshall Islands U.S. Virgin Islands							
SAC7873	A	What country do you live in?	Prefer not to answer Afghanistan Albania Algeria Andorra Angola Antigua and Barbuda Argentina Armenia Australia Australia Azerbaijan Bahamas, The Bahrain Bangladesh Barbados		Drop down, select one	Single	Y	Skip Logic Group	CVC Country	CVC

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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	CQ Label	CQ Type
(Croup ib)	Luber		Belarus	Onip to	Type (Select Holli list)	mara	1774	moductions	OQ Luber	Турс
			Belgium							
			Belize Benin							
			Bhutan							
			Bolivia							
			Bosnia and Herzegovina							
			Botswana							
			Brazil							
			Brunei							
			Bulgaria Burkina Faso							
			Burma							
			Burundi							
			Cambodia							
			Cameroon							
			Canada							
			Cape Verde Central African Republic							
			Chad							
			Chile							
			China							
			Colombia							
			Comoros							
			Congo (Brazzaville)							
			Congo (Kinshasa) Costa Rica							
			Cote d'Ivoire							
			Croatia							
			Cuba							
			Cyprus							
			Czech Republic							
			Denmark							
			Djibouti Dominica							
			Dominican Republic							
			East Timor							
			Ecuador							
			Egypt							
			El Salvador							
			Equatorial Guinea Eritrea							
			Estonia							
			Ethiopia							
			Fiji							
			Finland							
			France							
			Gabon							
			Gambia, The							
			Georgia Germany							
			Ghana							

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QID (Group ID)	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	CQ Type
			Greece							
			Grenada							
			Guatemala Guinea							
			Guinea-Bissau							
			Guyana							
			Haiti							
			Holy See							
			Honduras							
			Hong Kong							
			Hungary							
			Iceland India							
			Indonesia							
			Iran							
			Iraq							
			Ireland							
			Israel							
			Italy							
			Jamaica							
			Japan							
			Jordan							
			Kazakhstan Kenya							
			Kiribati							
			Korea, North							
			Korea, South							
			Kosovo							
			Kuwait							
			Kyrgyzstan							
			Laos							
			Latvia Lebanon							
			Lesotho							
			Liberia							
			Libya							
			Liechtenstein							
			Lithuania							
			Luxembourg							
			Macau							
			Macedonia							
			Madagascar Malawi							
			Malaysia							
			Maldives							
			Mali							
			Malta							
			Marshall Islands							
			Mauritania							
			Mauritius							
			Mexico							
			Micronesia							

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										Deni This assis clien
	Skip									
QID (Group ID)	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	CQ Type
			Moldova							
			Monaco							
			Mongolia							
			Montenegro Morocco							
			Mozambique							
			Namibia							
			Nauru							
			Nepal							
			Netherlands							
			Netherlands Antilles							
			New Zealand							
			Nicaragua Niger							
			Nigeria							
			North Korea							
			Norway							
			Oman							
			Pakistan							
			Palau							
			Palestinian Territories							
			Panama Papua New Guinea							
			Paraguay							
			Peru							
			Philippines							
			Poland							
			Portugal							
			Qatar							
			Romania							
			Russia							
			Rwanda Saint Kitts and Nevis							
			Saint Lucia							
			Saint Vincent and the Grenadines							
			Samoa							
			San Marino							
			Sao Tome and Principe							
			Saudi Arabia							
			Senegal							
			Serbia Seychelles							
			Sierra Leone							
			Singapore							
			Slovakia							
			Slovenia							
			Solomon Islands							
			Somalia							
			South Africa							
			South Korea South Sudan							
			Spain Sudan							
			opa							

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			CVC Gift Shop CUSTOM QUESTION LIST				1			Deni
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	CQ Label	Denix This assis clien CQ Type
(Stoup ID)	Laber	Question Text	Sri Lanka Sudan Suriname Swaziland Sweden Switzerland Syria Taiwan Tajikistan Tanzania Thailand Timor-Leste Togo Tonga Trinidad and Tobago Tunisia Turkey Turkmenistan Tuvalu Uganda Ukraine United Arab Emirates United Kingdom Uruguay Uzbekistan Vanuatu Venezuela Vietnam Yemen Zambia Zimbabwe Other (Please specify) Prefer not to answer	В	Type (select from its)			III SAUCTION IS	OQ Lauci	урс
SAC7874	В	Where do you live?			Text field, <100 char		N	Skip Logic Group	CVC Other_Country	CVC
SAC7875		Which of the following best describes your race or ethnic background? (Please select all that apply.)	African American or Black American Indian or Alaska Native Asian Hispanic or Latino Native Hawaiian or Other Pacific Islander White or Caucasian (Not Hispanic or Latino) Other (Please specify) Prefer not to answer	С	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Race	CVC
SAC7876	С	What is your race or ethnic background?			Text field, <100 char		N	Skip Logic Group	CVC Other_Race	CVC
SAC7877		What is your gender ?	Male Female Prefer not to answer	-	Radio button, one-up vertical	Single	Y		CVC Gender	CVC

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			CVC Gift Shop CUSTOM QUESTION LIST							Den
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	CQ Label	Den This assi clien CQ Type
SAC7878		What is your age ?	Under 18 18-24 25-34 35-44		Radio button, one-up vertical	Single	Y		CVC Age	cvc
			45-54 55-64 65 or older Prefer not to answer	_ _ _ _						
SAC7879		Which of the following best describes the highest level of education you have attained?	Denise.Philips: Added period. High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree		Radio button, one-up vertical	Single	Y		CVC Education	CVC
SAC7880		Which of the following roles best describes you at the time of your visit?	Prefer not to answer Teacher / Professor Student Adult accompanying a child/children (ex: parent or guardian) Congressional staff member Tour organizer Interested citizen (ex: tourist, family member, senior citizen, etc.) International Visitor Other (please specify)	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Role	CVC
SAC7881	F	What level of students do you teach?	Elementary School Middle School High School College - Undergraduate College - Post graduate Prefer not to answer		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Teacher	cvc
SAC7882	D	What do you consider your role?			Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Other_Role	cvc
SAC7883		Did you arrive at the U.S. Capitol as part of a group ?	Yes, I was part of a group (school, family, tourist group, etc.). No, I arrived alone (as an individual).	O, P	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Tour Group	CVC
SAC7884	0	What was the approximate size of the entire group that you arrived to the Capitol with?	Under 10 10-20 20-30 30-40 40-50 More than 50		Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Group - Size	CVC
SAC7885	P	Which of the following best describes the type of group you arrived at the Capitol with?		Т	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tour Group - Type	CVC

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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	CQ Label	CQ Type
			Other (please specify)	K						
SAC7886	Т	What were the age(s) of the children/students in your group? (Please select all that apply.)	Under 5 years old 5-7 years old 8-10 years old 11-13 years old 14-17 years old Over 17 years old Prefer not to answer		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Children's Ages	CVC
SAC7887	К	What other type of tour group were you a part of?	i reter not to answer		Text area, no char		N	Skip Logic	CVC Other Tour Group	CVC
					limit			Group		
SAC7888			To learn about -the history of the U.S. Capitol. Denise.Philips: Remove the extra s To view the art and architecture of the U. building. To learn about Congress and how it functions. To visit the House or Senate Chambers in session. To be able to ask questions to a knowledgeable person about the U.S. Capitol. To simply be a tourist. I was curious and wanted to explore the U.S. Capitol. I did not decide to visit the U.S. Capitol. It was part of my tour itinerary. Other (please specify)	pace.	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	CVC Primary Reason	CVC
SAC7889	В	What was the other reason you decided to visit the Capitol?			Text area, no char limit		N	Skip Logic Group	CVC Other_Reason	cvc
SAC7890		Did you accomplish your goal while at the U.S. Capitol Visitor Center?	Yes No Not applicable	F	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accomplish Goal	CVC
SAC7891	F	What was the goal that you wanted to accomplish?			Text area, no char limit		N	Skip Logic Group	CVC OE No Goal	cvc
SAC7892		Approximately how much time did you spend overall at the U.S. Capitol Visitor Center?	Less than 1 hour 1 - 1 1/2 hours 1 1/2 - 2 hours 2 - 3 hours More than 3 hours		Radio button, one-up vertical	Single	Y		CVC Time	CVC
SAC7893		How often do you visit the U.S. Capitol?	This is my first time Less than once a year Once a year Multiple times a year		Radio button, one-up vertical	Single	Y		CVC Frequency	CVC
SAC7894		At what time of day did you visit the U.S. Capitol ? (Please select all that apply.)	Early morning Late morning Early Afternoon		Checkbox, one-up vertical	Multi	Y		CVC Time of day	CVC
			Late Afternoon							

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			CVC Gift Shop 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	Required Y/N	Special Instructions	CQ Label	Den This assi clie CQ Type
			Wednesday Thursday Friday Saturday							
SAC7896		How recently did you visit the U.S. Capitol?	Within a week Within a month Within the past 6 months Within the past year		Radio button, one-up vertical	Single	Y		CVC Timeframe	CVC
SAC7897		Questions up until now have been specifically about the gift shop and you. The remaining questions for the survey are regarding the entire U.S. Capitol Visitor Center experience. Did the cleanliness level of the U.S. Capitol Visitor Center meet or exceed your expectations?	Yes, the cleanliness level met or exceeded my expectations. Denise.Philips: Added periods to lines 418 & 419.	К	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Cleanliness	cvc
SAC7898	К	Which of the following areas of the U.S. Capitol Visitor Center fell below your expectations ? (Please select all that apply.)	Entrance / Greeting Area Exhibition Hall Gift Shop Restaurant Restrooms Other (Please specify)		Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Cleanliness - Short	CVC
SAC7899	L	What other area fell below your expectations?	oner (Fedde speedy)		Text area, no char limit		N	Skip Logic Group	CVC Other_Cleanliness	CVC
SAC7900		Would you like to provide additional comments about the cleanliness of the U.S. Capitol Visitor Center building? If so, please provide as much detail as possible here.			Text area, no char limit		N		CVC OE_Cleanliness	CVC
SAC7901		Did the U.S. Capitol Visitor Center staff (excluding tour guides - ex: workers at the coat check, entrance, etc.) meet or exceed your expectations?	Yes, the staff met or exceeded my Denise Philips: Added periods to lines 428 & 429.	M	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Assistants	CVC
SAC7902	M	Which of the following staff members at the U.S. Capitol Visitor Center fell below your expectations? (Please select all that apply.)	Coat Check Entrance / Greeting Area Exhibition Hall Security Theater Other (Please specify)	N	Checkbox, two-up vertical	Multi	Y	Skip Logic Group	CVC Assistants - Short	cvc
SAC7903	N	What other staff members area fell below your expectations?			Text area, no char limit		N	Skip Logic Group	CVC Other_Assistants	CVC

red & strike-through: DELETE

underlined & italicized: RE-ORDER

ZE5s49IF8AJMsJZwIhpQxw== 2/21/2012



			CVC Gift Shop CUSTOM QUESTION LIST							
QID (Group ID) SAC7904	Skip Logic Label	Question Text Would you like to provide additional comments about an interaction with a staff member? If so, please provide as much detail as possible here.	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Text area, no char limit	Single or Multi	Required Y/N N	Special Instructions	CQ Label CVC OE_Assistants	Deni This assis clien CQ Type CVC
SAC7905		statement: "The Ú.S. Capitol was completely accessible."	Strongly Agree Agree Neutral Disagree Strongly disagree I don't know	0 0	Radio button, one-up vertical	Single	Y	Skip Logic Group	CVC Accessibility	cvc
SAC7906	0	What areas were not accessible?			Text area, no char limit		N	Skip Logic Group	CVC Accessibility - Low	CVC
SAC7907			2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	
SAC7908		How well did this visit to the U.S. Capitol Visitor Center meet your expectations?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 10=Very Satisfied		Radio button, scale, no don't know	Single	Y		CVC Overall Satisfaction	CVC
SAC7909		if you could make one suggestion to improve the entire U.S. Capitol Visitor Center experience, what would it be?			Text area, no char limit		N		CVC OE_Improvement	CVC