Model Instance Name:

NHTSA

MID: gQxhR1hsRxERRwJVhkAtlg==

Date: 3/12/2010

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
(
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Please rate the accuracy of information on this site.	20 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	23 How likely are you to return to this site?
Please rate the quality of information on this site.	21 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the freshness of content on this site.	22 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	24 How likely are you to recommend this site to someone else?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the usefulness of the features provided on this site.		How likely are you to use this site as your primary resource fo obtaining information from this organization?
Please rate the convenience of the features on this site.		Trust (1=Strongly Disagree, 10=Strongly Agree)
Please rate the variety of features on this site.		I can count on this agency to act in my best interests.
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I consider this agency to be trustworthy .
Please rate the visual appeal of this site.		This agency can be trusted to do what is right.
Please rate the balance of graphics and text on this site. Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized.		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for.		
Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
Please rate how thoroughly this website discloses information about what this agency is doing.		
Please rate how quickly agency information is made available on this website.		
Please rate how well information about this agency's actions can be accessed by the public on this website.		

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

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less		Dropdown (Select-one)	Single	Υ	
CWS04091		What best describes your role during your site visit today?	First-time visitor State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	A	Drop down, select one	Single	Y	Skip Logic Group
CWS04092 CWS04093	A	Other best describes What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, recalls & defects, complaints, tires, etc.) Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.) Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) About NHTSA (Administrator, calendar, jobs, press releases, etc.)	F H	Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group Skip Logic Group

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pink: ADDITION
blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
V		Ç	Other (please specify)	A	, spe (concerned and			
CWS04094	Α	Other information	(produce specify)		Text area, no char limit		N	Skip Logic Group
ACQwil0013864	F	What type(s) of driving safety information were you looking for? (Please select all that apply.)	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education					
			Enforcement & Justice Services					
			Impaired Driving (alcohol)					
			Motorcycles					
			Occupant Protection (seat belts)					
			Pedestrians					
			Research & Evaluation					
			School Buses					
			Other (please specify)	G				
ACQwil0013865	G	Other driving safety information					N	Skip Logic Group
					Text area, no char limit			
CWS04095	В	What type(s) of car seat information were you looking for? (Please select all that apply.)	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Seat ratings					
			Inspection center locations					
			Car seat installation information					
			Instructional videos					
0141004000			Other (please specify)	С	Total and a select limit			01: 1 : 0
CWS04096	C H	Other car seat information	Air Dave		Text area, no char limit	N.A. Jei	N Y	Skip Logic Group
ACQhar0015015	н	What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Brakes					
			Odometer Fraud					
			Other Equipment (head restraints, vehicle backover avoidance technology, transportation					
			recorders)					
			Recalls & Defects or Complaints	-				
			Test Procedures	-				
			Tires					
			Vehicle-Related Theft	┥ .				
ACQhar0015016	1	Other vehicle safety information	Other (please specify)				N	Ckin Logio Croup
	!				Text area, no char limit			Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes No	С	Radio button, one-up vertical	Single	Υ	Skip Logic Group
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single	Y	Skip Logic Group
			Tires					
			Equipment					
			Child Restraints					
			Consumer					
			Other (please specify)	Α				

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	Skip					Single		
OID	Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	or Multi	Required Y/N	Special Instructions
CWS04099	A	Other type of complaint	(minica to 50 characters)	Skip to	Type (select from fist)	Single	N	Skip Logic Group
011004000		Care type of complaint			Text area, no char limit	Olligio		Omp Logic Group
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No	D				
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip Logic Group
CWS04102	С	If you could improve one area of the complaint process, what would it be?			Total control of the limit		N	Skip Logic Group
ACQCol0010154		How do you want to use the information you were looking for	For poropol recover		Text area, no char limit	Cinale	Y	Skip Logic Group
ACQC010010154		today?	For personal research		Radio button, one-up vertical	Single	Y	Skip Logic Group
			To research for work		Tradio Battori, one ap vertical			
			To research for school					
			Not applicable					
ACQhar0015017		More specifically, how will you use the information. Please be				Single	N	
		brief. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.)			Tarak and a salah disak			
CWS04103		Were you able to find what you were looking for on the site	Voc		Text area, no char limit	Single	Υ	Skip Logic Group
CW304103		today?	res		Radio button, one-up vertical	Sirigie	r	Skip Logic Group
		loudy.	No	E				
CWS04104	Е	What were you looking for that you could not find?			Text area, no char limit		N	Skip Logic Group
CWS04105		Did you have any trouble navigating the site today?	Yes	F	Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No					
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from		Drop down, select one	Single	Y	Skip Logic Group
			Links did not take me where I expected	В				
			Links/labels were difficult to understand					
			Technical difficulties (e.g. broken links, error messages)					
			Other (please specify)	Α				
CWS04107	Α	Other navigational difficulties	Other (please specify)	A		Single	N	Skip Logic Group
CW304107	ζ.	Chief Havigational annealites			Text area, no char limit	Sirigic		Skip Logic Group
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip Logic Group
CWS04108		Did you use the search feature today?	Yes	G	Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No					
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature		Checkbox, one-up vertical	Multi	Υ	
			Returned results that were too similar/redundant					
			Results were not relevant to my search terms or					
			needs					
			Returned too many results					
			Returned not enough results					
			I was not sure what words to use in my search					
			Search speed was too slow					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less		Dropdown (Select-one)	Single	Υ	
CWS04091		What best describes your role during your site visit today?	First-time visitor State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	A	Drop down, select one	Single	Y	Skip Logic Group
CWS04092 CWS04093	A	Other best describes What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, recalls & defects, complaints, tires, etc.) Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.) Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) About NHTSA (Administrator, calendar, jobs, press releases, etc.)	F H	Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group Skip Logic Group

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
V		Ç	Other (please specify)	A	, spe (concerned and			
CWS04094	Α	Other information	(produce specify)		Text area, no char limit		N	Skip Logic Group
ACQwil0013864	F	What type(s) of driving safety information were you looking for? (Please select all that apply.)	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education					
			Enforcement & Justice Services					
			Impaired Driving (alcohol)					
			Motorcycles					
			Occupant Protection (seat belts)					
			Pedestrians					
			Research & Evaluation					
			School Buses					
			Other (please specify)	G				
ACQwil0013865	G	Other driving safety information					N	Skip Logic Group
					Text area, no char limit			
CWS04095	В	What type(s) of car seat information were you looking for? (Please select all that apply.)	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Seat ratings					
			Inspection center locations					
			Car seat installation information					
			Instructional videos					
0141004000			Other (please specify)	С	Total and a select limit			01: 1 : 0
CWS04096	C H	Other car seat information	Air Dave		Text area, no char limit	N.A. Jei	N Y	Skip Logic Group
ACQhar0015015	н	What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Brakes					
			Odometer Fraud					
			Other Equipment (head restraints, vehicle backover avoidance technology, transportation					
			recorders)					
			Recalls & Defects or Complaints	-				
			Test Procedures	-				
			Tires					
			Vehicle-Related Theft	┥ .				
ACQhar0015016	1	Other vehicle safety information	Other (please specify)				N	Ckin Logio Croup
	!				Text area, no char limit			Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes No	С	Radio button, one-up vertical	Single	Υ	Skip Logic Group
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single	Y	Skip Logic Group
			Tires					
			Equipment					
			Child Restraints					
			Consumer					
			Other (please specify)	Α				

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today? To research for work To research for school Not applicable ACQhar0015017 More specifically, how will you use the information. Please be brief breif. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.) CWS04103 Were you able to find what you were looking for on the site today? CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? What type of difficulty did you encounter with the navigation process? To research for work To research for work Not applicable Yes Radio button, one-up vertical Single Y Skip Logic Group Text area, no char limit N Skip Logic Group No F Radio button, one-up vertical Single Y Skip Logic Group Too many links to choose from Drop down, select one Single Y Skip Logic Group Too many links to choose from Drop down, select one Single Y Skip Logic Group Drop down, select one Single Y Skip Logic Group Links did not take me where I expected B							_		
QID Label Question Text (limited to 50 characters) Skip to Type (select from list) Multi YiN Instructions CWS04099 A Other type of complaint Single N Skip Logic Group Text area, no char limit Single N Skip Logic Group Radio button, one-up vertical Single N Skip Logic Group No D Text area, no char limit N Skip Logic Group No									
CWS04100 C Did you file your complaint? CWS04101 D If you did not file your complaint, why not? CWS04102 C If you could improve one area of the complaint process, what would it be? ACQCol0010154 How do you want to use the information you were looking for today? ACQhar0015017 More specifically, how will you use the information. Please be brief brief. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.) CWS04103 Were you able to find what you were looking for not be site today? CWS04104 E What were you looking for that you could not find? CWS04106 F What type of difficulty did you encounter with the navigation process? ACWS04106 F What type of difficulty did you encounter with the navigation process? All other type of complaint in the skip logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No E Radio button, one-up vertical Single Y Skip Logic Group on the site today? Yes No No Do Drop down, select one Single Y Skip Logic Group thinks did not take me where I expected B	OID.		Ourselfon Tout		Oldin to	Town of the state of the sea 15 at 1			
CWS04100 C Did you file your complaint? Yes No D Text area, no char limit Radio button, one-up vertical Radio button, one-up			C. C	(limited to 50 characters)	Skip to	Type (select from list)			
CWS04100 C Did you file your complaint? CWS04101 D If you did not file your complaint, why not? CWS04102 C If you could improve one area of the complaint process, what would it be? ACQCol0010154 How do you want to use the information you were looking for to day? ACQCol0010154 More specifically, how will you use the information. Please be brief breft. (Ex: To decide what vehicle to buy, to learn about a car seat 1 own, etc.) CWS04103 Were you able to find what you were looking for on the site today? CWS04104 E What were you looking for that you could not find? CWS04106 F What type of difficulty did you encounter with the navigation process? Yes No D Radio button, one-up vertical Single Y Skip Logic Group Text area, no char limit N Skip Logic Group No To research for work To research for work To research for school Not applicable Ves Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No Text area, no char limit N Skip Logic Group No E Radio button, one-up vertical Single Y Skip Logic Group No To many links to choose from Drop down, select one Single Y Skip Logic Group No Links did not take me where I expected B	CWS04099	Α	Other type of complaint			Toyt area no char limit	Single	IN	Skip Logic Group
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CWS04101 D If you did not file your complaint, why not? CWS04102 C If you could improve one area of the complaint process, what would it be? ACQCol0010154 How do you want to use the information you were looking for today? ACQCol0010154 How do you want to use the information you were looking for today? ACQCol0010154 How do you want to use the information. Please be be a car seat 1 own, etc.) ACQCol0010157 More specifically, how will you use the information. Please be a car seat 1 own, etc.) CWS04103 Were you able to find what you were looking for on the site today? ACWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? ACWS04106 F What type of difficulty did you encounter with the navigation process? ACWS04106 If you could improve one area of the complaint process, what would it be? ACQCol0010154 Text area, no char limit N Skip Logic Group No Acquired Prefix (Ext To decide what vehicle to buy, to learn about a car seat 1 own, etc.) ACQCol0010154 How do you want to use the information you were looking for on the search To research for work To research for work Not applicable ACQCol001055 Radio button, one-up vertical Single Y Skip Logic Group No Acquired Prefix (Ext To decide what vehicle to buy, to learn about a car seat 1 own, etc.) ACWS04106 F What type of difficulty did you encounter with the navigation process? ACQCol001056 Radio button, one-up vertical Single Y Skip Logic Group Colon Process? ACQCol001056 Radio button, one-up vertical Single Y Skip Logic Group Colon Process? ACQCol001056 Radio button, one-up vertical Single Y Skip Logic Group Colon Process? ACQCol001056 Radio button, one-up vertical Single Y Skip Logic Group Colon Process? ACQCol001056 Radio button, one-up vertical Single Y Skip Logic Group Colon Process?	CVV304100	Ö	bid you me your complaint:		n n	Tradio Batton, one up vertical	Single		Skip Logic Group
CWS04102 C If you could improve one area of the complaint process, what would it be? ACQCol0010154 How do you want to use the information you were looking for today? ACQCol0010154 How do you want to use the information you were looking for today? ACQCol0010154 How do you want to use the information you were looking for today? ACQCol0010154 For personal research To research for work To research for school Not applicable ACQCol0015017 More specifically, how will you use the information. Please be brief breff. (Ex. To decide what vehicle to buy, to learn about a car seart I own, etc.) CWS04103 Were you able to find what you were looking for on the site today? No CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? What type of difficulty did you encounter with the navigation process? ACQCol0010154 F What type of difficulty did you encounter with the navigation process? ACQCol0010154 F What type of difficulty did you encounter with the navigation process? ACQCol001055 F What type of difficulty did you encounter with the navigation process? ACQCol00105 F What type of difficulty did you encounter with the navigation process? ACQCol00105 F What type of difficulty did you encounter with the navigation process? ACQCol00105 F What type of difficulty did you encounter with the navigation process? ACQCol00105 F What type of difficulty did you encounter with the navigation process? ACQCol00105 F What type of difficulty did you encounter with the navigation process?	CWS04101	D	If you did not file your complaint, why not?	140		Text area no char limit		N	Skin Logic Group
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brief breif. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.) CWS04103 Were you able to find what you were looking for on the site today? No E CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? What type of difficulty did you encounter with the navigation process? What type of difficulty did you encounter with the navigation process? Links did not take me where I expected B Text area, no char limit Radio button, one-up vertical Single Y Skip Logic Group Text area, no char limit N Skip Logic Group Text area, no char limit N Skip Logic Group Too many links to choose from Drop down, select one Single Y Skip Logic Group Too many links to choose from Links did not take me where I expected B	A O O Is - = 0.04 F.04 7		Management of the land of the	Not applicable			Circula		
a car seat I own, etc.) CWS04103 Were you able to find what you were looking for on the site today? No E CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? What type of difficulty did you encounter with the navigation process? What type of difficulty did you encounter with the navigation process? Text area, no char limit N Skip Logic Group Text area, no char limit	ACQnaru015017						Single	IN	
Were you able to find what you were looking for on the site today? No E Radio button, one-up vertical Single Y Skip Logic Group No E CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? No Yes No F What type of difficulty did you encounter with the navigation process? What type of difficulty did you encounter with the navigation process? Links did not take me where I expected B Radio button, one-up vertical Single Y Skip Logic Group Too many links to choose from Drop down, select one Single Y Skip Logic Group Skip Logic Group Too many links to choose from Links did not take me where I expected B						Text area no char limit			
today? No E What were you looking for that you could not find? CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? Yes No CWS04106 F What type of difficulty did you encounter with the navigation process? What type of difficulty did you encounter with the navigation process? Links did not take me where I expected B Text area, no char limit N Skip Logic Group Too many links to choose from Drop down, select one Single Y Skip Logic Group Too many links to choose from Links did not take me where I expected B	CWS0/103		Were you able to find what you were looking for on the site	Vas		,	Single	V	Skin Logic Group
CWS04104 E What were you looking for that you could not find? CWS04105 Did you have any trouble navigating the site today? CWS04106 F What type of difficulty did you encounter with the navigation process? What type of difficulty did you encounter with the navigation process? Links did not take me where I expected Text area, no char limit N Skip Logic Group F Radio button, one-up vertical Single Y Skip Logic Group Too many links to choose from Links did not take me where I expected B	CVV304103					Tradio Batton, one up vertical	Sirigic		Skip Logic Group
CWS04105 Did you have any trouble navigating the site today? Yes No What type of difficulty did you encounter with the navigation process ? What type of difficulty did you encounter with the navigation process ? Links did not take me where I expected F Radio button, one-up vertical Single Y Skip Logic Group Skip Logic Group Skip Logic Group B				No	E				
No CWS04106 F What type of difficulty did you encounter with the navigation process? Links did not take me where I expected B Drop down, select one Single Y Skip Logic Group B B	CWS04104	Е	What were you looking for that you could not find?			Text area, no char limit		N	Skip Logic Group
CWS04106 F What type of difficulty did you encounter with the navigation process? Too many links to choose from Links did not take me where I expected B Drop down, select one Single Y Skip Logic Group B B	CWS04105		Did you have any trouble navigating the site today?	Yes	F	Radio button, one-up vertical	Single	Υ	Skip Logic Group
process? Links did not take me where I expected B									
	CWS04106	F		Too many links to choose from		Drop down, select one	Single	Y	Skip Logic Group
					В				
Links/labels were difficult to understand									
Technical difficulties (e.g. broken links, error messages)									
Other (please specify) A				Other (please specify)	Α				
	CWS04107	Α	Other navigational difficulties				Single	N	Skip Logic Group
Text area, no char limit						1			
		В					_		Skip Logic Group
CWS04108 Did you use the search feature today? Yes G Radio button, one-up vertical Single Y Skip Logic Group No	CWS04108		Did you use the search feature today?		G	Radio button, one-up vertical	Single	Υ	Skip Logic Group
CWS04109 G Please describe your experience with the site's search I did not have any difficulty with the search feature Checkbox, one-up vertical Multi Y	CWS04100	G	Dlease describe your experience with the site's search	-		Checkhox one-un vertical	Multi	V	
Returned results that were too similar/redundant	CVV304109	0	rease describe your experience with the site's search			Checkbox, one up vertical	William	!	
inclained results that were too similar/redundant				returned results that were too similar/redundant					
Results were not relevant to my search terms or				Results were not relevant to my search terms or					
needs									
Returned too many results				Returned too many results					
Returned not enough results				Returned not enough results					
I was not sure what words to use in my search									
Search speed was too slow				Search speed was too slow					

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QID CWS04090	Skip Logic Label	Question Text How frequently do you visit this site?	Answer Choices (limited to 50 characters) Daily Two to three times per week	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi Single	Required Y/N	Special Instructions
			About once a month Every few months Every 6 months or less First-time visitor					
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	A	Drop down, select one	Single	Y	Skip Logic Group
CWS04092 CWS04093	A	Other best describes What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.) Vehicle Safety (air bags, brakes, recalls & defects, complaints, tires, etc.) Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.) Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.) Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.) About NHTSA (Administrator, calendar, jobs, press releases, etc.)	F H	Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skip Logic Group

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	Skip Logic		Answer Choices			Single or	Required	Special
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
QID	Lubei	Question Text	Other (please specify)	A	Type (select from list)	Ividiti	1714	Instructions
CWS04094	Α	Other information	Cure (pieuse speerly)		Text area, no char limit		N	Skip Logic Grou
ACQwil0013864	F	What type(s) of driving safety information were you looking for? (Please select all that apply.)	Aggressive Driving		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Bicycles					
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education					
			Enforcement & Justice Services					
			Impaired Driving (alcohol)	1				
			Motorcycles	1				
			Occupant Protection (seat belts)	1				
			Pedestrians	1				
			Research & Evaluation	1				
			School Buses	1				
			Other (please specify)	G				
ACQwil0013865	G	Other driving safety information	Other (please specify)				N	Chin Lagia Crau
ACQWII0013805	G	Other unving salety information			Text area, no char limit		IN	Skip Logic Group
CWS04095	В	What type(s) of car seat information were you looking for? (Please select all that apply.)	Car seat recalls		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Seat ratings	1				
			Inspection center locations	1				
			Car seat installation information	1				
			Instructional videos	-				
			Other (please specify)	С				
CWS04096	•	Other ear east information	Other (please specify)		Text area, no char limit		NI.	Ckin Logio Crow
CWS04096	Н	Other car seat information What type(s) of vehicle safety information were you looking for? (Please select all that apply.)	Air Bags		Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
			Brakes	1				
•			Odometer Fraud	1				
			Other Equipment (head restraints, vehicle	1				
			backover avoidance technology, transportation recorders)					
			Recalls & Defects or Complaints					
			Test Procedures					
			Tires					
			Vehicle-Related Theft					
			Other (please specify)	- 1				
	_	Other vehicle safety information			Text area, no char limit		N	Skip Logic Grou
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No					
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single	Y	Skip Logic Grou
			Tires		Diop down, select one			
			Equipment Child Restraints					
			Child Restraints					

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			NHISA COSTOM QUESTION LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Consumer					
CWS04099	Α	Other type of complaint	Other (please specify)	Α		Single	N	Skip Logic Grou
344304033	^	Other type of complaint			Text area, no char limit	Omgic		Skip Logic Groc
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic Grou
0)4/00 44 04		V 51 451	No	D	Total and a second section in		N.	Chia Lasia Cas
CWS04101 CWS04102	D C	If you did not file your complaint, why not? If you could improve one area of the complaint process,			Text area, no char limit		N N	Skip Logic Grou
344304102	Ŭ	what would it be?			Text area, no char limit			Skip Logic Grot
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car		Radio button, one-up vertical	Single	Y	Skip Logic Grou
			seat I already own For personal research	-				
			To research for work					
			To research for school					
			Not applicable	_				
			Other (please specify)	A				
ACQCol0010155	A	How you want to use information			Text area, no char limit	Single	N	Skip Logic Gro
		More specifically, how will you use the information. Please be breif. (Ex: To decide what vehicle to buy, to learn about a car seat I own, etc.)				Single	N	
CWS04103		Were you able to find what you were looking for on the site	Voc		Text area, no char limit Radio button, one-up vertical	Single	Y	Skip Logic Gro
JW304103		today?		E	Radio buttori, orie-up vertical	Single	T T	Skip Logic Gro
CWS04104	E	What were you looking for that you could not find?	No	E	Text area, no char limit		N	Skip Logic Gro
CWS04105		Did you have any trouble navigating the site today?	Yes	F	Radio button, one-up vertical	Single		Skip Logic Gro
			No					
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from		Drop down, select one	Single	Y	Skip Logic Gro
			Links did not take me where I expected	В				
			Links/labels were difficult to understand Technical difficulties (e.g. broken links, error	_				
			messages)					
			Other (please specify)	Α				
CWS04107	Α	Other navigational difficulties			Text area, no char limit	Single	N	Skip Logic Gro
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single		Skip Logic Grou
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Υ	Skip Logic Gro
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs					
			Returned too many results	-				
			Returned not enough results					

Model Instance Name:red & strike-through:DELETENHTSAunderlined & italicized:RE-ORDERMID: gQxhR1hsRxERRwJVhkAtlg==pink: ADDITIONDate:3/1/2008blue + -->: REWORDING

NHTSA CUSTOM QUESTION LIST								
Skip Logic Label		Answer Choices (limited to 50 characters) I was not sure what words to use in my search Search speed was too slow	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	

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	+					_		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
CWS04090		How frequently do you visit this site?	Daily		Dropdown (Select-one)	Single	Υ	
			Two to three times per week]				
			About once a month					
			Every few months					
			Every 6 months or less					
			First-time visitor					
CWS04091		What best describes your role during your site visit today?	State or local government employee		Drop down, select one	Single	Y	Skip Logic Group
			Parent					
			Child care provider/Caregiver					
			Consumer					
			Traffic Safety Advocate					
			Manufacturer					
			Industry group member					
			Researcher					
			Other (please specify)	Α				
CWS04092	Α	Other best describes			Text area, no char limit		N	Skip Logic Group
CWS04093		What type(s) of information were you looking for on the site? (Please select all that apply.)	Driving Safety (alcohol, texting/cell phones, car seats, seat belts, bicycles, motorcycles, pedestrians, driver education, school buses, etc.)	F	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Vehicle Safety (air bags, brakes, tires, etc.)					
			Research (Crash Injury Research (CIREN), Driver Simulation (NADS), Event Data Recorder (EDR), etc.)					
			Data (National Automotive Sampling System (NASS), Fatality Analysis Reporting System (FARS), National Driver Register, Special Crash Investigations (SCI), etc.)					
			Laws & Regulations (air bags, fuel economy, seat belts, tires, etc.)					
			<u>Car Seats</u>	₽				
			About NHTSA (Administrator, calendar, jobs, press releases, etc.)					

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	Skip					Single		
	Logic		Answer Choices			or	Required	Special
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions
ì			Other (please specify)	Α	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
CWS04094	Α	Other vehicle information	оттел (рассе вреену)		Text area, no char limit		N	Skip Logic Group
011004004	F	What type(s) of driving safety information were you looking	Aggressive Driving		Radio button, one-up vertical		Y	Skip Logic Group
	•	for?	A tiggle 25 live Driving		radio battori, one ap vertical		· ·	Onip Logic Croup
			Ricycles	-				
			Child Safety (car seats)	В				
			Distracted Driving (text or call)					
			Driver Education	-				
			Enforcement & Justice Services	-				
				-				
			Impaired Driving (alcohol)	-				
			Occupant Protection (seat belts)	-				
				-				
			Pedestrians					
			Research & Evaluation	_				
			School Buses					
			Other (please specify)	G				
	G	Other driving safety information					N	Skip Logic Group
					Text area, no char limit			
CWS04095	В	What type(s) of car seat information were you looking for?	Car seat recalls		Checkbox, one-up vertical	Multi	Υ	Skip Logic Group
			Seat ratings					
			Inspection center locations					
			Car seat installation information					
			Instructional videos	_				
			Other (please specify)	С				
CWS04096	С	Other car seat information			Text area, no char limit		N	Skip Logic Group
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No					
CWS04098	С	What type of complaint?	Vehicle			Single	Υ	Skip Logic Group
					Drop down, select one			
			Tires					
			Equipment					
			Child Restraints					
			Consumer					
			Other (please specify)	Α				
CWS04099	Α	Other type of complaint				Single	N	Skip Logic Group
					Text area, no char limit			
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single	Υ	Skip Logic Group
			No	D				
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip Logic Group
CWS04102	С	If you could improve one area of the complaint process,					N	Skip Logic Group
		what would it be?			Text area, no char limit			
ACQCol0010154		How do you want to use the information you were looking for	To decide what vehicle or car seat to buy			Single	Υ	Skip Logic Group
		today?			Radio button, one-up vertical			
			To find out about the safety of a vehicle or car					
			seat I already own					
			To research for work					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			To research for school Other (please specify)	Α				
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	N	Skip Logic Group
CWS04103		Were you able to find what you were looking for on the site today?	Yes No	Е	Radio button, one-up vertical	Single	Y	Skip Logic Group
CWS04104	Е	What were you looking for that you could not find?			Text area, no char limit		N	Skip Logic Group
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single		Skip Logic Group
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from Links did not take me where I expected Links/labels were difficult to understand Technical difficulties (e.g. broken links, error messages) Other (please specify)	В	Drop down, select one	Single	Y	Skip Logic Grou
CWS04107	Α	Other navigational difficulties			Text area, no char limit	Single	N	Skip Logic Group
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip Logic Group
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Υ	Skip Logic Group
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results Returned not enough results I was not sure what words to use in my search Search speed was too slow		Checkbox, one-up vertical	Multi	Y	

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091		What best describes your role during your site visit today?	State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes	7		Text area, no char limit		N	Skip
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Car Seats About NHTSA	В	Checkbox, one-up vertical	Multi	Y	Skip

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
			Other (please specify)	Α				4
CWS04094	Α	Other information			Text area, no char limit		N	Ski
CWS04095	В	What type(s) of car child safety seat information were you looking for?	Child-safety Car seat recalls Seat ratings Inspection center locations Car seat installation information Instructional videos		Checkbox, one-up vertical	Multi	Y	Ski
014/00/4000			Other (please specify)	С	Total and a second limit			-
CWS04096	С	Other child safety car seat information			Text area, no char limit		N	Ski
ACQWro0012163		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Υ	Ski
			No					
CWS04098	С	What type of complaint?	Vehicle Tires Equipment Child Restraints Consumer	- - - -	Drop down, select one	Single	Y	Ski
			Other (please specify)	Α				
CWS04099	Α	Other type of complaint	cutor (product openin)		Text area, no char limit	Single	N	Ski
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single	Υ	Ski
01100-100	Ŭ	Sid you me your complaint.	No	D	ridaio sattori, erio ap vortical	Onigic	•	Oiti
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Ski
CWS04102	С	If you could improve one area of the complaint process, what would it be?			Text area, no char limit		N	Ski
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own To research for work To research for school Other (please specify)	A	Radio button, one-up vertical	Single	Y	Ski
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	N	Ski
CWS04103		Were you able to find what you were looking for on the site today?			Radio button, one-up vertical	Single	Υ	Ski
CWS04104	E	What were you looking for that you could not find?	No	E	Text area, no char limit		N	Ski
CWS04104 CWS04105		What were you looking for that you could not find? Did you have any trouble navigating the site today?	Yes	F	Radio button, one-up vertical	Single	Y	Ski
C44304103		blu you have any housie navigating the Site loudy?	No No		radio button, one-up vertical	Sirigie	ī	JKI
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from		Drop down, select one	Single	Y	Ski
			Links did not take me where I expected Links/labels were difficult to understand	В				

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
			Technical difficulties (e.g. broken links, error messages)	۸				
CWS04107	A	Other navigational difficulties	Other (please specify)	Α	Text area, no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Υ	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs Returned too many results					
			Returned not enough results I was not sure what words to use in my search					
			Search speed was too slow					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor		Dropdown (Select-one)	Single	Y	
CWS04091			State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	А	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes	(product opening)		Text area, no char limit		N	Skip
CWS04093			Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Seats About NHTSA	В	Checkbox, one-up vertical	Multi	Y	Skip

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			<u> </u>					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
014/00/400/4		Oth an information	Other (please specify)	Α	Tout area no shor limit		N.	Clai
CWS04094 CWS04095	В	Other information What type(s) of child safety seat information were you looking for?	Child safety seat recalls Seat ratings Inspection center locations Car seat installation information		Text area, no char limit Checkbox, one-up vertical	Multi	N Y	Skij Skij
			Instructional videos					
			Other (please specify)	С				
CWS04096	С	Other child safety seat information			Text area, no char limit		N	Ski
		What made you decide to look for this type of information?			Text area, no char limit		N	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Y	Ski
CWS04098	С	What type of complaint?	No Vehicle		Drop down, select one	Single	Y	Ski
			Tires Equipment Child Restraints Consumer	-				
			Other (please specify)	Α				4
CWS04099	Α	Other type of complaint			Text area, no char limit	Single	N	Ski
CWS04100	С	Did you file your complaint?	Yes No	D	Radio button, one-up vertical	Single	Y	Ski
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Ski
CWS04102	С	If you could improve one area of the complaint process, what would it be?			Text area, no char limit		N	Ski
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy To find out about the safety of a vehicle or car seat I already own To research for work To research for school	-	Radio button, one-up vertical	Single	Y	Skij
			Other (please specify)	Α				
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	N	Ski
CWS04103		Were you able to find what you were looking for on the site today?	Yes		Radio button, one-up vertical	Single	Y	Ski
			No	E				
CWS04104	Е	What were you looking for that you could not find?			Text area, no char limit		N	Skij
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single	Y	Ski
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from Links did not take me where I expected	В	Drop down, select one	Single	Y	Ski
			Links/labels were difficult to understand					

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

pink: ADDITION

blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
			Technical difficulties (e.g. broken links, error messages)	۸				
CWS04107	A	Other navigational difficulties	Other (please specify)	Α	Text area, no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Υ	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant		Checkbox, one-up vertical	Multi	Y	
			Results were not relevant to my search terms or needs Returned too many results					
			Returned not enough results I was not sure what words to use in my search					
			Search speed was too slow					

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pink: ADDITION blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04090		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less First-time visitor	·	Dropdown (Select-one)	Single	Y	
CWS04091			State or local government employee Parent Child care provider/Caregiver Consumer Traffic Safety Advocate Manufacturer Industry group member Researcher Other (please specify)	A	Drop down, select one	Single	Y	Skip
CWS04092	Α	Other best describes	(1)		Text area, no char limit		N	Skip
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety Vehicle Safety Research Data Laws & Regulations Child Safety Seats About NHTSA	В	Checkbox, one-up vertical	Multi	Y	Skip

red <u>& strike-through</u>: DELETE <u>underlined & italicized</u>: RE-ORDER pink: ADDITION

blue + -->: REWORDING

	Skip Logic		Answer Choices			Single or	Required	eci al Ins tru cti on
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	s
			Other (please specify)	Α				
CWS04094	Α	Other information			Text area, no char limit		N	Skip
CWS04095	В	What type(s) of child safety seat information were you looking for?	Child safety seat recalls		Checkbox, one-up vertical	Multi	Υ	Skip
			Seat ratings	1				
			Inspection center locations	1				
			Car seat installation information					
			Instructional videos	_				
	_		Other (please specify)	С				1
CWS04096	С	Other child safety seat information			Text area, no char limit		N	Skip
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single	Υ	Skip
			No					1
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single	Υ	Skip
			Tires	-				
			Equipment					
			Child Restraints					
			Consumer	_				
			Other (please specify)	Α				1
CWS04099	Α	Other type of complaint			Text area, no char limit	Single	N	Skip
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single	Υ	Skip
			No	D				\perp
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit		N	Skip
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit		N	Skip
ACQCol0010154		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy		Radio button, one-up vertical	Single	Υ	Skip
			To find out about the safety of a vehicle or car seat I already own					
			To research for work	_				
			To research for school	-				
			Other (please specify)	Α				
ACQCol0010155	Α	How you want to use information			Text area, no char limit	Single	N	Skip
CWS04103		Were you able to find what you were looking for on the site today?	Yes		Radio button, one-up vertical	Single	Υ	Skip
			No	E				
CWS04104	Е	What were you looking for that you could not find?			Text area, no char limit		N	Skip
CWS04105		Did you have any trouble navigating the site today?	Yes No	F	Radio button, one-up vertical	Single	Υ	Skip
CWS04106	F	What type of difficulty did you encounter with the navigation process?	Too many links to choose from		Drop down, select one	Single	Υ	Skip
			Links did not take me where I expected Links/labels were difficult to understand Technical difficulties (e.g. broken links, error messages)	В				
			Other (please specify)	Α				

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blue + -->: REWORDING

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	eci al Ins tru cti on s
CWS04107	Α	Other navigational difficulties			Text area, no char limit	Single	N	Skip
ACQCol0010156	В	Please tell us which links took you somewhere unexpected			Text area, no char limit	Single	N	Skip
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single	Y	Skip
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature Returned results that were too similar/redundant Results were not relevant to my search terms or needs Returned too many results		Checkbox, one-up vertical	Multi	Y	
			Returned not enough results I was not sure what words to use in my search Search speed was too slow					

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pink: ADDITION

blue + -->: REWORDING

	Skip Logic		Answer Choices			Single or
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
CWS04090		How frequently do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less			
			First-time visitor			
CWS04091		What best describes your role during your site visit today?	State or local government employee		Drop down, select one	Single
			Parent			
			Consumer			
			Traffic Safety Advocate			
			Manufacturer			
			Industry group member			
			Researcher			
			Other (please specify)	Α		
CWS04092	Α	Other best describes			Text area, no char limit	
CWS04093		What type(s) of information were you looking for on the site?	Driving Safety		Checkbox, one-up vertical	Multi
			Vehicle Safety			
			Research			
			Data			
			Laws & Regulations	_		
			Child Safety Seats	В		
			About NHTSA			

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	Skip					
	Logic		Answer Choices			Single or
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
			Other (please specify)	Α		
CWS04094	Α	Other information			Text area, no char limit	
CWS04095	В	What type(s) of child safety seat information were you looking for?	Child safety seat recalls		Checkbox, one-up vertical	Multi
			Seat ratings			
			Inspection center locations			
			Car seat installation information			
			Instructional videos			
			Other (please specify)	С		
CWS04096	С	Other child safety seat information			Text area, no char limit	
CWS04097		Did you come to the site today to file a complaint?	Yes	С	Radio button, one-up vertical	Single
		,	No			
CWS04098	С	What type of complaint?	Vehicle		Drop down, select one	Single
			Tires			
			Equipment			
			Child Restraints			
			Consumer			
			Other (please specify)	Α		
CWS04099	Α	Other type of complaint	The state of the s		Text area, no char limit	Single
CWS04100	С	Did you file your complaint?	Yes		Radio button, one-up vertical	Single
			No	D		
CWS04101	D	If you did not file your complaint, why not?			Text area, no char limit	
CWS04102	С	If you could improve one area of the complaint process , what would it be?			Text area, no char limit	
		How do you want to use the information you were looking for today?	To decide what vehicle or car seat to buy		Radio button, one-up vertical	Single
			To find out about the safety of a vehicle or car seat I already own			
			Other (please specify)	Α		
	Α	How you want to use information			Text area, no char limit	Single
CWS04103		Were you able to find what you were looking for on the site today?	Yes		Radio button, one-up vertical	Single
			No	E		
CWS04104	E	What were you looking for that you could not find?			Text area, no char limit	
CWS04105		Did you have any trouble navigating the site today?	Yes	F	Radio button, one-up vertical	Single
			No			
CWS04106	F	What type of difficulty did you encounter with the navigation process ?	Too many links to choose from		Drop down, select one	Single
			Links did not take me where I expected	В		
			Links/labels were difficult to understand			
			Technical difficulties (e.g. broken links, error messages)			
			Other (please specify)	Α		
WS04107	A	Other navigational difficulties			Text area, no char limit	Single
	В	Please tell us which links took you somewhere unexpected	L.		Text area, no char limit	Single
CWS04108		Did you use the search feature today?	Yes No	G	Radio button, one-up vertical	Single
CWS04109	G	Please describe your experience with the site's search	I did not have any difficulty with the search feature		Checkbox, one-up vertical	Multi
			Returned results that were too similar/redundant			
			Results were not relevant to my search terms or needs			
			Returned too many results			

 Model Instance Name:
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 pink: ADDITION

 Date:
 3/1/2008
 blue + -->: REWORDING

Skip Logic Question Text Answer Choices (limited to 50 characters) Skip to Type (select from list) Single or Multi Returned not enough results I was not sure what words to use in my search						
Logic QID Label Question Text Answer Choices (limited to 50 characters) Skip to Type (select from list) Multi Returned not enough results			NHTSA CUSTOM QUESTION LIST			
Search speed was too slow	QID	Logic	(limited to 50 characters) Returned not enough results I was not sure what words to use in my search	Skip to	Type (select from list)	

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

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

Required	
Y/N	Special Instructions

Types

Text field, <100 char
Text area, no char limit
Drop down, select one
Radio button, one-up vertical
Radio button, two-up vertical
Radio button, three-up vertical
Radio button, scale, has don't know
Radio button, scale, no don't know

Checkbox, one-up vertical Checkbox, two-up vertical Checkbox, three-up vertical

Instructions

Randomize Shared OPS Group Matrix Group Rank Group

Comparative Matrix Group

Skip Logic Group Multiple Lists Group Anchor Answer Choice

Partitioned

Adjust Template/Style Sheet