Model Instance Name:

PBGC - Customer Satisfaction v2

MID: IUx1IFIhgp5YEpxx5JIVIw==



Welcome and Thank You Text

Directions:

Date: 4/19/2013

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome text shown in the box below.

Welcome Text

The U.S. Pension Benefit Guaranty Corporation has three overarching goals to:

Preserve plans and protect pensioners,

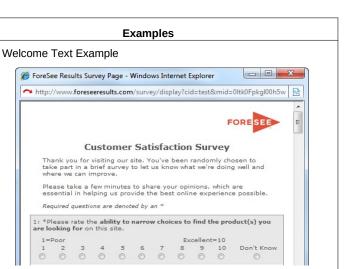
- Pay pension benefits on time and accurately, and
- Maintain high standards of stewardship and accountability.

We want your feedback to help us determine how we are meeting our goals as an agency.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Pursuant to 29 U.S.C. § 1302(b)(4), PBGC is authorized to collect the following personally identifiable information: name, telephone, number, and email address. **PBGC is collecting this information for the sole purpose of contacting you to follow up on your responses to the survey questions, as you are requesting**. This information will be used by PBGC personnel. Furnishing this information is voluntary and will **not impact other business you may have with PBGC**. The data will be maintained on our secure server.



Thank You Text Example

Football Please Select -Hockey Please Select • 16: What size and style of jean were you shopping for today? What size of jean were you shopping for today? What style of jean were you shopping for today? 0 1 Boot cut 03 Cow rise 5 Flare 07 Relaxed fit 0 9 Slim cut 0 11 0 13 Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. Cancel Submit Copyright 2010 - all rights reserved ForeSee Results Privacy Policy Survey Support Internet | Protected Mode: On

Model Instance Name:

PBGC - Customer Satisfaction V2

MID: lohcdxZpY48xEgEE58c8pA==

Partitioned (Y/N)? NO



Date: 4/19/2013

		tions utilize the .	ACSI methodology to determine scores and impact	ts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Agency Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)
Information -	Thinking about the agency as a whole, please rate your perception of the thoroughness of the information that the PBGC provides.	6 Satisfaction - Overall	What is your overall satisfaction with the PBGC agency? (1=Very Dissatisfied, 10=Very Satisfied)	ç	Goal Accomplish ment - Mission	Please indicate how much you agree or disagree with the following statements. The PBGC carries out its mission to protect pensions.
Agency Information - Understandable	Please rate how understandable you find the information that the PBGC provides.		How well does the PBGC meet your expectations ? (1=Falls Short, 10=Exceeds)	10	Goal Accomplish ment - Responsibilit y	The PBGC shows that it takes responsibility for preservir pension plans.
	Please rate how well the agency's information provides answers to your questions.	8Satisfaction - Ideal	How does the PBGC compare to your idea of an ideal federal agency? (1=Not Very Close, 10=Very Close)	11	Goal Accomplish ment - Preserve	The PBGC efficiently preserves pension plans.
	Agency Services (1=Poor, 10=Excellent, Don't Know)			12	Goal Accomplish ment - Protect	The PBGC protects pensioners effectively.
Agency Services - Provision	Thinking about the agency's services as a whole, please rate the extent to which the PBGC provides needed services.					Trust (1=Strongly Disagree, 10=Strongly Agree)
	Please rate your perception of the range of services offered by the PBGC.			13	Trust - Best Interests	I can count on this agency to act in my best interests.
				14	Trust - Trustworthy	I consider this agency to be trustworthy.
				15	Trust - Do Right	This agency can be trusted to do what is right.
						Brand Confidence (1=Not At All Confident, 10=Very Confident)
				17	Brand Confidence	How confident are you that your future interactions with t PBGC will meet your needs?
	I					

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	_		PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIS	ST					
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	CQ Label
LON0035494	Laber	About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up	S	Y	Instructions	Frequency
			At least monthly A few times a year	-	vertical				
			Once a year or less						
_NH4533		Which best describes you?	Worker Retiree	_	Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describe
			Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary	-					
			Other family member, friend, or power of attorney						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher	_					
			Trade association or business organization	-					
			Job seeker Student	-					
			Other (please specify)	A					
NH4534	A	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
NH4535		What is your primary interest in PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Primary Intere
			To learn if my pension plan is insured or covered by the PBGC		vertical				
			To learn what to expect if PBGC takes over my pension plan						
			To better understand the extent to which my benefits (pension, health care,						
			etc.) are insured	-					
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To learn more about the Annual Funding Notice I received	-					
			To check or update my personal information	-					
			To get an estimate of my benefit						
			To file a premium						
			To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event To obtain interest rates	-					
			To look for a job	-					
			To learn more about PBGC's mission to protect pensions	-					
			Other (please specify)	A					
NH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Did You Find
			Yes		vertical				
			No	A					
IAR0040526 .0N0035495	A	What information were you looking for?			Text area, no char limit	S	N Y	Skip Logic Group	OE_What Looking For
.0110033493		Is the wording used by this agency easy to understand?	YesNo	-	Radio button, one-up vertical	S	Ť		Agency Wordi
NH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		Would you like PBGC to contact you regarding your response?	Yes	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
NH4539	A	Disease provide the following information and a DDCC	No		Text field. <100 char	S	N		Name
NH4539		Please provide the following information, and a PBGC representative will contact you.			Text field, <100 char	5	N		Name
		Name: (First/Last Name)							
					Text field, <100 char	S	N		Email
	A	Email: (e.g. happy.customer@pbgc.gov)			m . C . L	S	N		Telephone
NH4541	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char				
NH4541					Drop down, select one	S	N		Best Day to
NH4541	A	Telephone: (e.g. 555-555-5555)	Monday Turadu	_					
_NH4540 _NH4541 _NH4542	A	Telephone: (e.g. 555-555-5555)	Tuesday	_					Best Day to
NH4541	A	Telephone: (e.g. 555-555-5555)		-					Best Day to

Model Instand PBGC - Custo MID: lohcdxZ Date:	omer Satisfa	E58c8pA==	r ed & strike through : DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID _NH4543	Skip Logic Label	Question Text Best time to be reached:	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi S	Required Y/N N	Special Instructions	CQ Label Best hour to
			9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)						Reach
NH4544	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested

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QID	Logic	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LON0035494		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up	S	Y		Frequency
			At least monthly	-	vertical				
			A few times a year	-					
			Once a year or less						
LNH4533		Which best describes you?	Worker	-	Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describe
			Retiree Disabled Worker or Retiree	-					
			Widow(er) or spouse or beneficiary	1					
			Other family member, friend, or power of attorney						
			Practitioner or pension professional Media or press representative	-					
			Congressional or regulatory researcher	1					
			Trade association or business organization	1					
			Job seeker						
			Student Other (please specify)	А					
LNH4534	A	Other - best describes you:		-	Text area, no char limit	S	N		Other Best
									Describes
LNH4535		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan	-	Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interes
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)	-					
			To learn more about the Annual Funding Notice I received To check or update my personal information	-					
			To get an estimate of my benefit	1					
			To file a premium						
			To submit a standard termination To submit a distress termination	-					
			To submit a reportable event	1					
			To obtain interest rates]					
			To look for a job	-					
			To learn more about PBGC's mission to protect pensions Other (please specify)	А					
_NH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary
NEW		Did you get the information you were looking for from PBGC?			Radio button, one-up	S	Y	Skip Logic Group	Interest Did You Find
	•	What information were you looking for?	Yes No	A	Text area, no char limit	S	N	Skip Logic Group	OF What
NEW	A	what mornation were you looking for :			Text area, no chai innit	J	14	Skip Logic Gloup	Looking For
ON0035495		Is the wording used by this agency easy to understand?	Yes		Radio button, one-up vertical	S	Y		Agency Wordin
NH4537		As an agency, what could PBGC do differently to better meet your needs?	No		Text area, no char limit	S	N		Better Meet Needs
NH4538		Would you like PBGC to contact you regarding your response?	Yes	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
_NH4539	A	Please provide the following information, and a PBGC representative will contact you.	No		Text field, <100 char	S	N		Name
		Name: (First/Last Name)							
_NH4540 _NH4541	A	Email: (e.g. happy.customer@pbgc.gov) Telephone: (e.g. 555-555-5555)			Text field, <100 char Text field, <100 char	S S	N N		Email Telephone
_NH4541 _NH4542	A	Best weekday to be reached:	Monday		Drop down, select one	S	N		Best Day to Reach
			Tuesday Wednesday	-					
			Thursday Friday	-					

Model Instand PBGC - Custo MID: lohcdxZ Date:	omer Satisfa	E58c8pA==	r ed & strike through : DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC - Customer Satisfaction V2 CUSTOM QUESTION LI	ST					
QID _NH4543	Skip Logic Label	Question Text Best time to be reached:	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi S	Required Y/N N	Special Instructions	CQ Label Best hour to
			9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST) 5 - 6 PM (EST)						Reach
NH4544	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested

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PBGC - Customer Satisfaction V2	underlined & italicized: RE-ORDER
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Date: 9/21/2012	blue +>: REWORDING

			PBGC - Customer Satisfaction V2 CUSTOM 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	CQ Label
NEW	Laber	About how often do you interact with the PBGC?	This is my first interaction	Skip to	Radio button, one-up vertic	Niulu S	1/N	instructions	Frequency
			At least monthly	1	readio battori, one up verae	1			ricqueriey
			A few times a year	1					
			Once a year or less						
LNH4533		Which best describes you?	Worker Retiree		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
			Disabled Worker or Retiree	1					
			Widow(er) or spouse or beneficiary	1					
			Other family member, friend, or power of attorney						
			Practitioner or pension professional	4					
			Media or press representative Congressional or regulatory researcher	-					
			Trade association or business organization	1					
			Job seeker	1					
			Student	1					
			Other (please specify)	Α					
LNH4534	Α	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest
			To learn what to expect if PBGC takes over my pension plan	4					
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.) To learn more about the Annual Funding Notice I received						
			To check or update my personal information	-					
			To get an estimate of my benefit	1					
			To file a premium						
			To submit a standard termination						
			To submit a distress termination To submit a reportable event	-					
			To obtain interest rates	-					
			To look for a job	1					
			To learn more about PBGC's mission to protect pensions	1					
			Other (please specify)	A					
LNH4536	A	Please specify your primary interest in PBGC.			Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
NEW		Is the wording used by this agency easy to understand?	Yes		Radio button, one-up vertic	S	Y		Agency Wording
LNH4537		As an agency, what could PBGC do differently to better meet	No		Text area, no char limit	S	N		Better Meet
		your needs?							Needs
LNH4538		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC			Text field, <100 char	S	N		Name
214111000		representative will contact you.							
		Name: (First/Last Name)							
LNH4540 LNH4541	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char Text field, <100 char	S	N		Email
LNH4541 LNH4542	<u>A</u>	Telephone: (e.g. 555-555-555) Best weekday to be reached:			Drop down, select one	S S	N N		Telephone Best Day to
LINI 14342	Ŷ	best weekday to be reactied.	Monday Tuesday	_	Biop down, select one				Reach
			Wednesday Thursday						
		Dent time to be reached.	Friday		Dura dava adata		N		Deathering
LNH4543	Α	Best time to be reached:	9 - 10 AM (EST)		Drop down, select one	S	N		Best hour to Reach
			10 - 11 AM (EST)	1					
			11 - 12 PM (EST)						
			12 - 1 PM (EST)	-					
			1 - 2 PM (EST) 2 - 3 PM (EST)	-					
			2-3 FW (L31)						ForeSee F

Model Instance Name: PBGC - Customer Satisfaction V2 MID: Iohc IUx1IFIhgp5YEpxx5JIVIw== Date: 9/21/2012			red & strike through: DELETE undefined & italicized: RE-ORDER pink: ADDITION blue + ->: REWORDING									
	PBGC - Customer Satisfaction V2 CUSTOM QUESTION LIST											
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label			
LNH4544	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y		Assistance requested			
				-								