Invitation

Thank you for visiting ftccomplaintassistant.gov. You've been randomly selected to take part in a brief survey to provide feedback about our website.

This survey is designed to measure your entire experience. Please look for it at the end of your visit.

This survey is conducted by Foresee on behalf of the Federal Trade Commission. To learn how the information we collect is handled, please review the Foresee Privacy Policy and the FTC privacy policy. Participation is voluntary, and the survey does not ask for your personal

Welcome Text

Thank you for visiting FTC Complaint Assistant. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the FTC. Please take a minute or two to give us your opinions. The feedback you provide will help the FTC Complaint Assistant enhance its Complaint Assistant process and serve you better in the future. All results are strictly confidential.

Customer Satisfaction Survey

Thank you for visiting **FTC Complaint Assistant**. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of **the FTC**. Please take a minute or two to give us your opinions. The feedback you provide will help **the FTC Complaint Assistant** enhance its Complaint Assistant process and serve you better in the future. All results are strictly confidential.

*Required questions are denoted by an ***

TRUSTe
EU SAFE HARBOR

1: *Please rate the simplicity of instructions for completing the ComplaintAssistant process.

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

2: *Please rate how well the instructions for completing the ComplaintAssistant process provide answers to your questions.

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

3: *Please rate the clarity of instructions for completing the ComplaintAssistant process.

1=Poor									Excellent=10	
1	2	3	4	5	6	7	8	9	10	Don't Know
○	○	○	○	○	○	○	○	○	○	○

Thank You

Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.

FTC COMPLAINT ASSISTANT

Welcome!

Complaints from consumers help us detect patterns of fraud and abuse
FTC would like to know more about your complaint and the Complaint
will help guide you. To use th

- Choose a complaint category on
- Answer a few questions related to
- Tell us what happened in your ow
- Please use the navigation buttons

FORE

Thank you for visiting ftccomplaintassistant.gov. You've been ran
selected to take part in a brief survey to provide feedback about

**This survey is designed to measure your entire experience. F
for it at the end of your visit.**

This survey is conducted by Foresee on behalf of the Federal Trade Commission.
the information we collect is handled, please review the **Foresee Privacy Policy** an
privacy policy. Participation is voluntary, and the survey does not ask for your per
information.

How We Handle Your Info

It's up to you to determine how much personal information you want to provide. Providing your contact information will make it easier if we need to reach you to obtain additional information about your complaint. Please read our Privacy Policy to learn more about how we safeguard your personal information.

While using a mobile device, please be aware of your

and our law enforcement partners detect patterns of fraud and abuse, which may lead to investigations and eliminate unfair business practices. Complaints are entered in our secure online database, which is used by many local, state, federal, and international law enforcement agencies. **The FTC cannot resolve individual complaints, but we can**

Registry gives about whether telemarketing ca Most telemarket call your numbe been on the reg days. If they do, complaint at www.donotcall.

Select a category below:

▶ Identity Theft

▶ Credit and Debt

▶ Unwanted Telemarketing, Text, or SPAM

▶ Mobile Devices or Telephones

▶ Internet Services, Online Shopping, or Computers

▶ Jobs and Making Money

▶ Other

e. The
Assistant

lback

you a choice
o receive
alls at home.
ers should not
r once it has
istry for 31
you can file a

gov .

Related Items

- ▸ About Us
- ▸ Getting Your Money Back
- ▸ Scam Alerts
- ▸ 10 Ways to Avoid Fraud

Measure Name	(Model Name)
Custom Qualifier Page	
Custom Invitation Text	
Custom Tracker Text	

FORESEE

MID	Language	Target Country	Target Audience	Website URL	Notes

CQ/MQ changes:
- Provide all fields

Dataloads:
- All fields except MID

Target Audience:
Providing information on the typical demographic or customer that will take the survey helps our vendors better word and phrase translations.

Model Instance Name:	
FTC ComplaintAssistant	
MID 0kpIEZsgBcpIkIFVJ8gpAA==	
Date 4/16/2014	

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + --->: REWORDING

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

Instructions for Completion (*1=Poor, 10=Excellent, Don't Know)*

1 Please rate the **simplicity of instructions** for completing the ComplaintAssistant process.

2 Please rate how well the **instructions for completing** the ComplaintAssistant process provide answers to your questions.

3 Please rate the **clarity of instructions** for completing the ComplaintAssistant process.

Site Performance (1=Poor, 10=Excellent, Don't Know)

4 *Please rate how **quickly pages load** in the ComplaintAssistant process.*

5 *Please rate the **consistency of speed from page to page** in the ComplaintAssistant process.*

6 *Please rate how completely the page content loads in the Complaint Assistant*

Look and Feel (1=Poor, 10=Excellent, Don't Know)

Please rate the **visual appeal** of the ComplaintAssistant process.

Please rate the **balance of graphics and text** throughout the ComplaintAssistant process.

Please rate the **readability of the pages** in the ComplaintAssistant process.

Navigation *(1=Poor, 10=Excellent, Don't Know)*

7 Please rate **how well the ComplaintAssistant** process **is organized**.

8 Please rate the **options available for navigating** the ComplaintAssistant process.

9 Please rate **how well the Complaint Assistant layout helps you find** what you need.

Satisfaction

Satisfaction - Overall

10 What is your **overall satisfaction** with the ComplaintAssistant process? (1=Very Dissatisfied, 10=Very Satisfied)

Satisfaction - Expectations

11 How well does the ComplaintAssistant process **meet your expectations**? (1=Falls Short, 10=Exceeds)

Satisfaction - Ideal

12 How does the ComplaintAssistant process **compare to your idea of an ideal** complaints process **website**?(1=Not Very Close, 10=Very Close)

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

Recommend

13 How likely are you to **recommend** the FTC **ComplaintAssistant** process to someone else?

Use as Resource *(1=Very Unlikely, 10=Very Likely)*

Use as Resource

14 How likely would you be to use the Complaint Assistant as a resource in the future?

red & strike-through: DELETE

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blue + -->: REWORDING

FTC ComplaintAssistant 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
		How often do you visit the FTC Complaint Assistant?	This is my first visit		Radio button, one-up vertical	Single	Y	Skip Logic Group
			A few times a year	Z				
			Monthly	Z				
			Weekly	Z				
			Daily	Z				
KFB05028	*Z*	*How many times have you used the Complaint Assistant in the past to register a complaint?*	*0*		*Radio button, one-up vertical*	*Single*	*Y*	*Skip Logic Group*
			1					
			2					
			3 or more					
KFB05027		Were you **aware of the FTC Complaint Assistant** before visiting the site today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05029	C	How did you find the FTC Complaint Assistant site?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
		What complaint category did you submit a complaint for today?	I did not submit a complaint today		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Identity Theft					
			Credit and Debt					
			Unwanted Telemarketing, Test, or SPAM					
			Mobile Devices or Telephones					
			Internet Services, Online Shopping, or Computers					
			Jobs and Making Money					
			Other, please specify	A				
	A	Please specify the other complaint category you submitted (e.g. counterfeit checks, impostor scams, sweepstakes, etc.).			Text area, no char limit		N	Skip Logic Group
KFB05031		Was the FTC Complaint Assistant easy to use?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No					
			Not sure					
KFB05032		Did you experience any of the following challenges during your visit today?	I did not experience any challenges today		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, etc.)					
			There was no complaint category listed that covered my complaint	A				

Bonnie Richards: Needs to be mutually exclusive, but category not here, and can't edit.

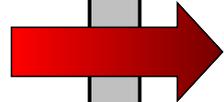Bonnie Richards: Needs to be mutually exclusive, but option

FTC ComplaintAssistant 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
			I did not understand what I was supposed to do		Exclusive, but option not available and can't edit.			
			I was unable to submit my complaint because I received a blank screen					
			I was unable to submit my complaint because I received a time out message					
			I was unable to submit my complaint because I received an error message					
			Other, please specify	Z				
	A	What type of complaint category were you looking for?			Text area, no char limit		N	Skip Logic Group
KFB05033	Z	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
		Were you able to accomplish your reason for visiting today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	A, B				
	A	Please tell us more about what you were unable to accomplish today.					N	Skip Logic Group
	B	What will you do next?	Try again later			Single	Y	Skip Logic Group
			Try to call the agency for help					
			Give up					
			Other, please specify	C				
	C	Please specify what you will do next.			Text area, no char limit		N	Skip Logic Group
KFB05034		Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest?			Text area, no char limit		N	

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS

Instructions for Completion (*1=Poor, 10=Excellent, Don't Know)*

1 Please rate the **simplicity of instructions** for completing the ComplaintAssistant ~~process.~~

2 Please rate how well the **instructions for completing** the ComplaintAssistant ~~process~~ provide answers to your questions.

3 Please rate the **clarity of instructions** for completing the ComplaintAssistant ~~process.~~

Look and Feel *(1=Poor, 10=Excellent, Don't Know)*

4 Please rate the **visual appeal** of the ComplaintAssistant ~~process.~~

5 Please rate the **balance of graphics and text** throughout the ComplaintAssistant ~~process.~~

6 Please rate the **readability of the pages** in the ComplaintAssistant ~~process.~~

Navigation *(1=Poor, 10=Excellent, Don't Know)*

7 Please rate **how well the ComplaintAssistant** ~~process~~ **is organized**.

8 Please rate the **options available for navigating** the ComplaintAssistant ~~process.~~

9 Please rate the **number of clicks** it takes to complete the ComplaintAssistant ~~process.~~

Site Performance *(1=Poor, 10=Excellent, Don't Know)*

10 Please rate how **quickly pages load** in the ComplaintAssistant ~~process.~~

11 Please rate the **consistency of speed from page to page** in the ComplaintAssistant ~~process.~~

12 Please rate the **ability to load pages without getting error messages** in the ComplaintAssistant ~~process.~~

Satisfaction *(1=Poor, 10=Excellent)*

13 What is your **overall satisfaction** with the ComplaintAssistant ~~process~~?

14 How well does the ComplaintAssistant ~~process~~ **meet your expectations**?

15 How does the ComplaintAssistant ~~process~~ **compare to your idea of an ideal** ~~complaints process~~ **website**?

Recommend *(1=Not Very Likely, 10=Very Likely)*

16 How likely are you to **recommend the FTC ComplaintAssistant** ~~process~~ to someone else?

Model Instance Name:		
FTC ComplaintAssistant		
MID:	0kpIEZsgBcpIkIFVJ8gpAA==	
Date:	4/16/2014	

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
			2					
			3 or more					
KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	D				
			Not sure	D				
KFB05032	D	If it was **not easy to use,** what did you find difficult**?**	I did not understand which category I should have selected (i.e. automobile, internet, etc.).		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			I did not understand what I was supposed to do.					
			I was unable to submit my complaint.					
			Other, please specify	A				
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
			2					
			3 or more					
KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
~~LON0038680~~		~~If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?~~	~~Yes~~ ~~No~~ ~~This is my first visit~~	~~A,B,C,D,E~~	~~Radio button, one-up vertical~~	~~S~~	~~Y~~	~~Skip Logic Group~~
~~LON0038681~~	~~A~~	~~Please tell us whether you agree or disagree with the following statements about the new site:~~ ~~The new site look and feel is visually pleasing.~~	~~Strongly Disagree~~ ~~Disagree~~ ~~Neutral~~ ~~Agree~~ ~~Strongly Agree~~ ~~Don't know~~		~~Drop down, select one~~	~~S~~	~~Y~~	~~Skip Logic Group~~
~~LON0038702~~	~~B~~	~~The new site made it easier to determine which section I needed to navigate to.~~	~~Strongly Disagree~~ ~~Disagree~~ ~~Neutral~~ ~~Agree~~ ~~Strongly Agree~~ ~~Don't know~~		~~Drop down, select one~~	~~S~~	~~Y~~	~~Skip Logic Group~~
~~LON0038703~~	~~C~~	~~The new layout on the site made it easier to find the information I was looking for.~~	~~Strongly Disagree~~ ~~Disagree~~ ~~Neutral~~ ~~Agree~~ ~~Strongly Agree~~ ~~Don't know~~		~~Drop down, select one~~	~~S~~	~~Y~~	~~Skip Logic Group~~

Model Instance Name:
FTC ComplaintAssistant
MID: 0kpIEZsgBcpIkIFVJ8gpAA==
Date: 4/4/2014

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underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

FTC ComplaintAssistant 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
LON0038704	D	The new site design is an improvement over the previous design.	Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree / Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	D				
			Not sure	D				
KFB05032	D	If it was **not easy to use,** what did you find difficult**?**	I did not understand which category I should have selected (i.e. automobile, internet, etc.).		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			I did not understand what I was supposed to do.					
			I was unable to submit my complaint.					
			Other, please specify	A				
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

Model Instance Name:		
FTC ComplaintAssistant		
MID:	0kpIEZsgBcpIkIFVJ8gpAA==	
Date:	1/16/2014	

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pink: ADDITION
blue + -->: REWORDING

FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
			2					
			3 or more					
KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
			No					
			This is my first visit					
LON0038681	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site **look and feel is visually pleasing.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038702	B	The new site made it **easier to determine which section I needed to navigate to.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038703	C	The **new layout** on the site made it **easier to find the information I was looking for.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					

Model Instance Name:							
FTC ComplaintAssistant							
MID:	0kpIEZsgBcpIkIFVJ8gpAA==						
Date:	1/16/2014						

FTC ComplaintAssistant 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
LON0038704	D	The new site design is an **improvement over the previous design.**	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes No Not sure	 D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was **not easy to use,** what did you find difficult?	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant what would it be?			Text area, no char limit		N	

Model Instance Name:		
FTC ComplaintAssistant		
MID:	0kpIEZsgBcpIkIFVJ8gpAA==	
Date:	1/16/2014	

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FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** process, how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
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KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
			No					
			This is my first visit					
LON0038681	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site **look and feel is visually pleasing.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038702	B	The new site made it **easier to determine which section I needed to navigate to.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038703	C	The **new layout** on the site made it **easier to find the information I was looking for.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					

FTC ComplaintAssistant 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
LON0038704	D	The new site design is an **improvement over the previous design.**	Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes No Not sure	 D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was **not easy to use,** what did you find difficult**?**	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	

Model Instance Name:
FTC ComplaintAssistant
MID: 0kpIEZsgBcpIkIFVJ8gpAA==
Date: 6/26/2009

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** process, how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
			2					
			3 or more					
KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
LON0038680		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
			No					
			This is my first visit					
LON0038681	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site **look and feel is visually pleasing.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038702	B	The new site made it **easier to determine which section I needed to navigate to.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
LON0038703	C	The **new layout** on the site made it **easier to find the information I was looking for.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					

Model Instance Name:
FTC ComplaintAssistant
MID: 0kpIEZsgBcpIkIFVJ8gpAA==
Date: 6/26/2009

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

FTC ComplaintAssistant 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
LON0038704	D	The new site design is an **improvement over the previous design.**	Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree / Don't know		Drop down, select one	S	Y	Skip Logic Group
LON0038705	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	D				
			Not sure	D				
KFB05032	D	If it was **not easy to use,** what did you find difficult**?**	I did not understand which category I should have selected (i.e. automobile, internet, etc.).		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			I did not understand what I was supposed to do.					
			I was unable to submit my complaint.					
			Other, please specify	A				
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	

FTC ComplaintAssistant 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
KFB05027		Were you **aware of the FTC ComplaintAssistant** before visiting the site today?	Yes	B	Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	C				
			Not sure	C				
KFB05028	B	If you **were aware of the FTC ComplaintAssistant** process, how many times have you used it in the past to register a complaint?	0		Radio button, one-up vertical	Single	Y	Skip Logic Group
			1					
			2					
			3 or more					
KFB05029	C	If you were **not aware of the FTC ComplaintAssistant** before today, how did you find us?	FTC Website		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			FTC Publication					
			Search engine					
			Another website					
			Referral from another agency, please specify	A				
			Friend/family member					
			Contacted the FTC					
			Other, please specify	A				
KFB05030	A	Please let us know how you found us.			Text area, no char limit		N	Skip Logic Group
		If you have visited the site before, did you notice any changes to the FTC Complaint Assistant site?	Yes	A,B,C,D,E	Radio button, one-up vertical	S	Y	Skip Logic Group
			No					
NEW	A	Please tell us whether you agree or disagree with the following statements about the new site: The new site **look and feel is visually pleasing.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
NEW	B	The new site made it **easier to determine which section I needed to navigate to.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					
NEW	C	The **new layout** on the site made it **easier to find the information I was looking for.**	Strongly Disagree		Drop down, select one	S	Y	Skip Logic Group
			Disagree					
			Neutral					
			Agree					
			Strongly Agree					
			Don't know					

Model Instance Name:	
FTC ComplaintAssistant	
MID:	0kpIEZsgBcpIkIFVJ8gpAA==
Date:	6/26/2009

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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
NEW	D	The new site design is an i**mprovement over the previous design.** Strongly Disagree Disagree Neutral Agree Strongly Agree Don't know			Drop down, select one	S	Y	Skip Logic Group
NEW	E	Please share with us your thoughts or opinions about the redesigned FTC Complaint Assistant site.			Text area, no char limit	S	N	Skip Logic Group
KFB05031		Was the **FTC ComplaintAssistant easy to use?**	Yes No Not sure	 D D	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB05032	D	If it was **not easy to use,** what did you find difficult**?**	I did not understand which category I should have selected (i.e. automobile, internet, etc.). I did not understand what I was supposed to do. I was unable to submit my complaint. Other, please specify	 A	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
KFB05033	A	Please let us know what other difficulties you had.			Text area, no char limit		N	Skip Logic Group
KFB05034		If you could make **one improvement** to the FTC ComplaintAssistant process, what would it be?			Text area, no char limit		N	