## **Questionnaire Management Guidelines**

## Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

## Basic rules:

1 This questionnaire has to match the live survey

**2** All changes to the live measure need to be tracked and archived in **one document** 

3 All CQ change requests has to be submitted using this documents

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implement changes

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==
Date: 9/9/2009

Model ques ELEMENTS (drivers of satisfaction) ontent (1=Poor, 10=Excellent, Don't Know)	stions utilize the ACSI methodology to determine scores and CUSTOMER SATISFACTION	I impacts  FUTURE BEHAVIORS
,	CUSTOMER SATISFACTION	FITTIPE REHAVIORS
ontent (1=Poor, 10=Excellent, Don't Know)		1 STOKE BEHAVIORS
	Satisfaction	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
ease rate the <strong>accuracy of information</strong> on this site.	21 What is your <strong>overall satisfaction</strong> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24 How likely are you to <strong>return to this site</strong> ?
lease rate the <strong>quality of information</strong> on this site.	22 How well does this site <strong>meet your expectations</strong> ? (1=Falls Short, 10=Exceeds)	Recommend (1=Not Very Likely, 10=Very Likely)
lease rate the <b><strong>freshness of content</strong></b> on this site.	23 How does this site <strong>compare to your idea of an ideal website</strong> ? (1=Not Very Close, 10=Very Close)	25 How likely are you to <strong>recommend this site to someone else</strong> ?
ook and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Not Very Likely, 10=Very Likely)
ease rate the <strong><b>visual appeal</b></strong> of this site.		26 How likely are you to use this site as your <strong>primary resource</strong> for travel information and requirements?
ease rate the <strong>balance of graphics and text</strong> on this te.		27 Future Participation (1=Very Unlikely, 10=Very Likely)
lease rate the <b><strong>readability of the pages</strong></b> on this site.		28 How likely are you to <strong>express your thoughts or ideas to this agency</strong> in the next 90 days?
avigation (1=Poor, 10=Excellent, Don't Know)		Trust (1=Strongly Disagree, 10=Strongly Agree)
ease rate <strong>how well the site is organized</strong> .		29 I can count on this agency to <strong>act in my best interests</strong> .
ease rate the <b><strong>options available for navigating</strong></b> this te.		I consider this agency to be <strong>trustworthy</strong> .
ease rate <strong>how well the site layout helps you find what you are oking for</strong> .		This agency can be trusted to <strong>do what is right</strong> .
ease rate the <strong>number of clicks to get where you ant</strong> on this site.		
earch (1=Poor, 10=Excellent, Don't Know)		
lease rate the <strong>relevance of search results</strong> on this site.		
lease rate the <strong><b>organization of search results</b></strong> on this te.		
ease rate how well the <strong>search results help you decide what to elect</strong> .		
ease rate how well the <strong>search feature helps you to narrow the sults</strong> to find what you want.		
ite Performance (1=Poor, 10=Excellent, Don't Know)		
lease rate how <strong>quickly pages load</strong> on this site. lease rate the <strong>consistency of speed from page to</strong>		
age on this site.  lease rate the <strong>ability to load pages without getting error lessages</strong> on this site.		
nline Transparency (1=Poor, 10=Excellent, Don't Know)		
lease rate how <strong>thoroughly</strong> this website strong>discloses information about what this agency is doing.		
lease rate how <strong>quickly agency information is made vailable</strong>		

Travel.State Satisfaction Survey v2
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Date: 7/1/11

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Required Y/N
AKR5666		How frequently do you visit this site?	First time More than once a day		Dropdown (Select-one)	Single	Y
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
AKR5667		Which citizenship status describes you?	U.S. citizen		Dropdown (Select-one)	Single	Υ
		, ,	Non-U.S. citizen				
			Dual citizen of the U.S. and another country				
			Prefer not to answer				
AKR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?			Checkbox One Up Vertical	Multi	Y
		1,	Business traveler				
			Student				
			Parent				
			Employer				
			Immigrant to the U.S. or Legal Permanent				
			Resident				
			Visa Applicant	_			
			Part of a mixed-nationality family				
			Petitioner/Sponsor for Immigrant				
			Professor or Teacher				
			Work in Travel industry				
			Work in Law enforcement	_			
			Government official or employee	_			
			Legal/judicial professional	_			
			Member of the military	_			
			Journalist/media	_			
			Retiree	_			
			Volunteer	_			
			Other, please specify:	A			
AKR5669	A	Other role:	Other, please specify.	^	Open-ended		N
AKR5670		Where do you <b>live</b> primarily now?	In the U.S.		Dropdown (Select-one)	Single	Y
		printing now.	Outside of the U.S.		2.0000000000000000000000000000000000000	Singio	'
			Prefer not to answer				
AKR5671		Which <b>area</b> of the site are you primarily visiting today?	International Travel & Country Information	В	Radio Button One Up Vertical	Single	Υ
		The state of the die you printerly violating today.	Passports	– c	Table Batton one op vertical	Onigio	
			Visas	— ŏ			
			Child Abductions	_ E			
			Adoptions	— - բ			
			Law & Policy	G			

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		Travel.State Satisfaction	on Survey 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
ACQCol0006097	В	What is your <b>primary reason</b> for visiting this site today?	Find out about a major crisis abroad		Radio Button One Up Vertical	Single	Υ
			Get information about travel to other countries				
			Register travel plans with a U.S. Embassy				
			Get services for Americans abroad				
			Locate/contact U.S. Embassy or Consulate abroad				
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	ВВ			
ACQCol0006118	BB	Other reason:			Open-ended		N
ACQCol0006119	С	What is your <b>primary reason</b> for visiting this site today?	Apply for or renew U.S. passport		Radio Button One Up Vertical	Single	Υ
			Apply for or renew U.S. passport card			Olligio	
			Get general information on passports				
			Check passport application status				
			Register travel plans with a U.S. Embassy				
			Locate/contact U.S. Embassy or Consulate abroad				
			Locator contact c.c. Embacoy of Consulate abroad				
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	СС			
ACQCol0006120	СС	Other reason:			Open-ended		N
ACQCol0006121	D	What is your <b>primary reason</b> for visiting this site today?	Find out if a visa is needed to enter the U.S.		Radio Button One Up Vertical	Single	Y
		,,	Find out how to apply for a visa			3 -	
			Apply for a visa to visit the U.S.				
			Apply for a visa to immigrate to the U.S.				
			Following instructions from National Visa Center				
			Checking on my Visa application				
			Help family member(s) immigrate to the U.S.				
			Help someone else with visa application				
			Check latest Visa Bulletin				
			Locate/contact U.S. Embassy or Consulate abroad				
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	DD			
ACQCol0006122	DD	Other reason:			Open-ended		N
ACQCol0006123	Е	What is your primary reason for visiting this site today?	Learn how to respond to an abduction		Radio Button One Up Vertical	Single	Υ
			Get information about preventing an abduction		,		
			Locate information about a country's laws				
			Locate/contact U.S. Embassy or Consulate abroad	road			

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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
			Contact the Department of State				
			Obtain statistics and/or reports				
			Other, please specify:	EE			
ACQCol0006124	EE	Other reason:			Open-ended		N
ACQCol0006125	F	What is your <b>primary reason</b> for visiting this site today?	Browsing to learn about the overall adoption process		Radio Button One Up Vertical	Single	Y
			Eligibility requirements to become an adoptive parent				
			Learn about a specific country's adoption process				
			Find adoption alerts and notices				
			Find specific adoption forms				
			Find adoption statistics or reports				
			Learn about the steps to get a U.S. visa for your adopted child				
			Locate contact information to call the State Department about adoptions				
			Other, please specify:	FF			
ACQCol0006126	FF	Other reason:			Open-ended		N
ACQCol0006127	G	What is your <b>primary reason</b> for visiting this site today?	Locating Consular Notification & Access information		Radio Button One Up Vertical	Single	Y
			Finding an attorney in another country (not the U.S.)				
			Learn about the judicial processes in other countries				
			Learn about treaties and other international agreements				
			Finding laws on child support issues				
			Locate information on marriage & divorce abroad				
			Locate information on birth and death abroad				
			Finding laws about U.S. citizenship and nationality				
			Locate contact information to call the State	1			
			Department on laws and policies				
			Other, please specify:	GG			
ACQCol0006128	GG	Other reason:			Open-ended		N
ACQCol0006129	Н	What is your <b>primary reason</b> for visiting this site today?	Find out about a major crisis abroad				
			Get information about travel to other countries				
			Register travel plans with a U.S. Embassy				
			Get services for Americans abroad				

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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
ACQCol0006130 ACQOsl0002318	НН	Other reason: How many times have you visited this site to accomplish this task?	Locate/contact U.S. Embassy or Consulate abroad  Contact the Department of State Obtain statistics and/or reports Apply for or renew U.S. passport Apply for or renew U.S. passport card Get general information on passports Check passport application status Other, please specify:  This is my first time  2-5 times More than 5 times	НН	Open-ended Radio Button One Up Vertical	Single	N Y
ACQOsl0002319		Did you find everything you were looking for?	Yes, I found it quickly Yes, but it took longer than expected No, please specify what you were looking for:	A	Radio Button One Up Vertical	Single	Y
ACQOsl0002320	Α	Information not found:			Open-ended		Υ
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand  2 3 4 5 6 7 8 9 10=very clear and concise	AAA	Radio button, scale, has don't	Single	Y
ACQCol0006134	Α	Please specify what was difficult to understand:			Open-ended		N
ACQOsl0002297		What other language would you prefer to read this site in?	l'm ok with just English Spanish French German Arabic Chinese Japanese Mandarin Russian Hindi Tagalog Farsi		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
		-	Khmer				
			Thai				
			Vietnamese				
			Portuguese				
			Turkish				
			Urdu				
			Gujarati				
			Amharic				
			Telugu				
			Sinhalese				
			Other, please specify:	Α			
ACQOsl0002298		Other language	4.5				
ACQCol0006697		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			Excellent=10				
			Don't know				
ACQCol0006718		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			Excellent=10				
			Don't know				
ACQCol0006719		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				

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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
			6	-			
			8	-			
			9				
			Excellent=10				
			Don't know				
AKR5683		If you could make <b>one improvement</b> to this site, what would it be?			Open-ended		N

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to		Single or Multi	Required Y/N
AKR5666		How frequently do you visit this site?	First time		Dropdown (Select-one)	Single	Y
			More than once a day				
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
AKR5667		Which citizenship status describes you?	U.S. citizen		Dropdown (Select-one)	Single	Y
			Non-U.S. citizen				
			Dual citizen of the U.S. and another country				
			Prefer not to answer				
AKR5668	Which of the following describe your <b>role</b> when visiting this site (check all that apply)?	Tourist		Checkbox One Up Vertical	Multi	Y	
			Business traveler				
			Student				
			Parent				
			Employer				
			Immigrant to the U.S. or Legal Permanent Resident				
			Visa Applicant				
			Part of a mixed-nationality family				
			Petitioner/Sponsor for Immigrant				
			Professor or Teacher				
			Work in Travel industry				
			Work in Law enforcement				
			Government official or employee				
			Legal/judicial professional				
			Member of the military				
			Journalist/media				
			Retiree				
			Volunteer				
			Other, please specify:	Α			
AKR5669	Α	Other role:			Open-ended		N
AKR5670		Where do you live primarily now?	In the U.S.		Dropdown (Select-one)	Single	Y
			Outside of the U.S.			_	
			Prefer not to answer				
AKR5671		Which area of the site are you primarily visiting today?	International Travel & Country Information	В	Radio Button One Up Vertical	Single	Y
			Passports	С			
			Visas	D			
			Child Abductions	E			
			Adoptions	F			
			Law & Policy	G			
			Students Abroad	н			

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ACQCal0006097	В	What is your <b>primary reason</b> for visiting this site today?	Find out about a major crisis abroad Get information about travel to other countries Register travel plans with a U.S. Embassy Get services for Americans abroad Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Other, please specify:	ВВ	Radio Button One Up Vertical	Single	Y
ACQCol0006118	BB	Other reason:			Open-ended		N
ACQCal0006119	С	What is your <b>primary reason</b> for visiting this site today?	Apply for or renew U.S. passport Apply for or renew U.S. passport card Get general information on passports Check passport application status Register travel plans with a U.S. Embassy Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Other, please specify:	cc	Radio Button One Up Vertical	Single	Y
ACQCol0006120	СС	Other reason:			Open-ended		N
ACQCol0006121	D	What is your <b>primary reason</b> for visiting this site today?	Find out if a visa is needed to enter the U.S. Find out how to apply for a visa Apply for a visa to visit the U.S. Apply for a visa to immigrate to the U.S. Following instructions from National Visa Center Checking on my Visa application Help family member(s) immigrate to the U.S. Help someone else with visa application Check latest Visa Bulletin Locate/contact U.S. Embassy or Consulate abroad Contact the Department of State Obtain statistics and/or reports Other, please specify:	DD	Radio Button One Up Vertical	Single	Y
ACQCol0006122	DD	Other reason:			Open-ended		N
ACQCol0006123	E	What is your primary reason for visiting this site today?	Learn how to respond to an abduction Get information about preventing an abduction Locate information about a country's laws Locate/contact U.S. Embassy or Consulate abroad	-	Radio Button One Up Vertical	Single	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
			Contact the Department of State Obtain statistics and/or reports Other, please specify:	EE			
ACQCol0006124	EE	Other reason:			Open-ended		N
ACQCol0006125	F	What is your <b>primary reason</b> for visiting this site today?	Browsing to learn about the overall adoption process  Eligibility requirements to become an adoptive	-	Radio Button One Up Vertical	Single	Υ
			parent  Learn about a specific country's adoption process				
			Find adoption alerts and notices	_			
			Find specific adoption forms				
			Find adoption statistics or reports	1			
			Learn about the steps to get a U.S. visa for your adopted child				
			Locate contact information to call the State Department about adoptions				
			Other, please specify:	FF			
ACQCol0006126	FF	Other reason:			Open-ended		N
ACQCol0006127	G	What is your <b>primary reason</b> for visiting this site today?	Locating Consular Notification & Access information		Radio Button One Up Vertical	Single	Y
			Finding an attorney in another country (not the U.S.)				
			Learn about the judicial processes in other countries				
			Learn about treaties and other international agreements				
			Finding laws on child support issues				
			Locate information on marriage & divorce abroad				
			Locate information on birth and death abroad				
			Finding laws about U.S. citizenship and nationality				
			Locate contact information to call the State Department on laws and policies				
			Other, please specify:	GG			
ACQCol0006128	GG	Other reason:			Open-ended		N
ACQCol0006129	Н	What is your <b>primary reason</b> for visiting this site today?	Find out about a major crisis abroad				
			Get information about travel to other countries				
			Register travel plans with a U.S. Embassy				
			Get services for Americans abroad				

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Skip

Logic

Label

**Question Text** 

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pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST **Answer Choices** (limited to 50 characters) Skip to Type (select from list) Locate/contact U.S. Embassy or Consulate labroad Contact the Department of State Obtain statistics and/or reports Apply for or renew U.S. passport Apply for or renew U.S. passport card Get general information on passports Check passport application status Other, please specify: НН Open-ended

ACQCol0006130 HH Other reason: ACQOsl0002318 How many times have you visited this site to accomplish this This is my first time Radio Button One Up Vertical Single task? 2-5 times More than 5 times ACQOsl0002319 Did you find everything you were looking for? Υ Yes, I found it quickly Radio Button One Up Vertical Single Yes, but it took longer than expected

No, please specify what you were looking for:

A CQOsl0002322
A Information not found:

ACQOsl0002322
Please rate how clear and concise you found the writing on this site?

Description of the property of the property of the property of this site?

Description of the property of the pro

4 5 6 7 8 9

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ACQCol0006134 A Please specify what was difficult to understand:

ACQOsl0002297 What other language would you prefer to read this site in?

French
German

| Checkbox One Up Vertical | Multi | Y

German
Arabic
Chinese
Japanese
Mandarin
Russian
Hindi
Tagalog

Single

or

Multi

Required

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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
			Khmer				
			Thai				
			Vietnamese				
			Portuguese				
			Turkish				
			Urdu				
			Gujarati				
			Amharic				
			Telugu				
			Sinhalese				
			Other, please specify:	Α			
CQOsl0002298		Other language					
		Please rate the clarity of the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			Excellent=10				
			Don't know				
		Please rate how well you understand the wording on this site.	1=Poor		Radio button, scale, has don't know	S	Y
			2				
			3				
			4				
			5				
			6				
			7				
			8				
			9				
			Excellent=10	7			
			Don't know	7			
		Please rate the site on its use of short, clear sentences.	1=Poor		Radio button, scale, has don't know	S	Υ
			2				
			3				
			4				
			5	1			I

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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
			6 7				
			8				
			9 Excellent=10	1			
			Don't know	1			
AKR5683		If you could make <b>one improvement</b> to this site, what would it be?			Open-ended		N

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QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
KR5666		How frequently do you visit this site?		First time	
		line in <b>equation</b> at your risk and once.		More than once a day	
				Daily	
				About once a week	
				About once a month	
				Every 6 months or less	
KR5667		Which citizenship status describes you?		U.S. citizen	
KK3001		which chizenship status describes you?		Non-U.S. citizen	_
				Dual citizen of the U.S. and another country	
				Prefer not to answer	
KR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?		Tourist	
				Business traveler	
				Student	
				Parent	
				Employer	
				Immigrant to the U.S. or Legal Permanent Resident	
				Visa Applicant	
				Part of a mixed-nationality family	
				Petitioner/Sponsor for Immigrant	
				Work in Education Professor or Teacher	
				Work in Travel industry	
				Work in Law enforcement	
				Government official or employee	
				Legal/judicial professional	
				Member of the military	
				Journalist/media	
				Retiree	
				Volunteer	
				Other, please specify:	A
KR5669	Α	Other role:			
KR5670		Where do you <b>live</b> primarily now?		In the U.S.	
				Outside of the U.S.	
				Prefer not to answer	
KR5671		Which <b>area</b> of the site are you primarily visiting today?		International Travel & Country Information	В
				Passports	С
				Visas	D
				Child Abductions	E
				Adoptions	F
				Law & Policy	G
				Students Abroad	Н
				Ottation to Total	

Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==

Date: 7/1/11

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		Travel.Sta	te Satisfaction Surve	ey v2 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip
				Other, please specify:	A
KR5672	A	Other area:			H
	В	What is your <b>primary reason</b> for visiting this site today?		Find out about a major crisis abroad	
				Get information about travel to other countries	
				Register travel plans with a U.S. Embassy	
				Get services for Americans abroad	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	
				Obtain statistics and/or reports	
				Other, please specify:	ВЕ
	BB	Other reason:			
	С	What is your <b>primary reason</b> for visiting this site today?		Apply for or renew U.S. passport	
		Trinai is your primary roason for visiting this site today.		Apply for or renew U.S. passport card	-
				Get general information on passports	
				Check passport application status	_
				Register travel plans with a U.S. Embassy	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	_
				Other places and/or reports	۰,
				Other, please specify:	C
	CC	Other reason:		Find out if a vice in wooded to enten the LLO	
	D	What is your <b>primary reason</b> for visiting this site today?		Find out if a visa is needed to enter the U.S.	
				Find out how to apply for a visa	
				Apply for a visa to visit the U.S.	
				Apply for a visa to immigrate to the U.S.	
				Following instructions from National Visa Center	
				Checking on my Visa application	
				Help family member(s) immigrate to the U.S.	
				Help someone else with visa application	
				Check latest Visa Bulletin	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	
				Obtain statistics and/or reports	
				Other, please specify:	DI
	DD	Other reason:			
	E	What is your primary reason for visiting this site today?		Learn how to respond to an abduction	
				Get information about preventing an abduction	
				Locate information about a country's laws	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	
				Obtain statistics and/or reports	
				Obtain Statistics and/or reports	

Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==

Date: 7/1/11

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				ey v2 CUSTOM QUESTION LIST	
OID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
Q.D	EE	Other reason:	ONET)	(minted to 50 characters)	OKIP to
	F	What is your primary reason for visiting this site today?		Browsing to learn about the overall adoption process	
				Eligibility requirements to become an adoptive parent	
				Learn about a specific country's adoption process	
				Find adoption alerts and notices	
				Find specific adoption forms	
				Find adoption statistics or reports	
				Learn about the steps to get a U.S. visa for your adopted child	
				Locate contact information to call the State Department about adoptions	
				Other, please specify:	FF
	FF	Other reason:			
	G	What is your primary reason for visiting this site today?		Locating Consular Notification & Access information	
				Finding an attorney in another country (not the U.S.)	
				Learn about the judicial processes in other countries	
				Learn about treaties and other international agreements	
				Finding laws on child support issues	
				Locate information on marriage & divorce abroad	
				Locate information on birth and death abroad	
				Finding laws about U.S. citizenship and nationality	
				Locate contact information to call the State Department	
				on laws and policies	
				Other, please specify:	GG
	GG	Other reason:			
	H	What is your primary reason for visiting this site today?		Find out about a major crisis abroad	
				Get information about travel to other countries	
				Register travel plans with a U.S. Embassy	
				Get services for Americans abroad	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	
				Obtain statistics and/or reports	
				Apply for or renew U.S. passport	
				Apply for or renew U.S. passport card	
				Get general information on passports	
				Check passport application status	
			1	Other, please specify:	нн

Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==

Date: 7/1/11

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		Travel.Stat	te Satisfaction Surv	rey v2 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
	HH	Other reason:			
AKR5673		What is your <strong>primary reason</strong> for visiting this site today?		Apply for or renew U.S. passport  Learn about/apply for U.S. passport card	
				Check passport application status	
				Get other passport services or information	
				Find out about a major crisis abroad	
				Get information about travel to other countries	
				Register travel plans with a U.S. Embassy	
				Get services for Americans abroad	
				Find out if a visa is needed to enter the U.S.	
				Apply for a visa to visit the U.S.	
				Apply for a visa to immigrate to the U.S.	
				Following instructions from National Visa Center	
				Checking on my Visa application	
				Help family member(s) immigrate to the U.S.	
				Help someone else with visa application	
				Check latest Visa Bulletin	
				Find information on intercountry adoption	
				Get information on International Parental Child Abduction	
				Locate/contact U.S. Embassy or Consulate abroad	
				Contact the Department of State	
				Obtain statistics and/or reports	
				<del>Just browsing</del>	
				Other, please specify:	A
AKR5674	A	Other reason:			
ACQOsl0002318		How-often-many times have you visited this site to accomplish this task?	ACQOsl0002318A01	This is my first time	
			ACQOsl0002318A02	2-5 times	
			ACQOsl0002318A03	More than 5 times	
ACQOsl0002319		Did you find everything you were looking for?	ACQOsl0002319A01	Yes, I found it quickly	
			ACQOsl0002319A02	Yes, but it took longer than expected	
			ACQOsl0002319A03	No, please specify what you were looking for:	Α
ACQOsl0002320	Α	Information not found:			
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	ACQOsl0002322A01	1=Difficult to understand	A
			ACQOsl0002322A02	2	Α
			ACQOsl0002322A03	3	Α
			ACQOsl0002322A04	4	_
			ACQOsl0002322A05	5	
			ACQOsl0002322A06	6	

Travel.State Satisfaction Survey v2
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Date: 7/1/11

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		Travelisti	ate Satisfaction Sur	vey v2 CUSTOM QUESTION LIST	
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip 1
			ACQOsl0002322A07	7	
			ACQOsl0002322A08	8	
			ACQOsl0002322A09	9	
				10=very clear and concise	
	Α	Please specify what was difficult to understand:	ACQOsl0002322A10		
CQOsl0002297		What other language would you prefer to read this site in?  What is your primary language?	ACQOsl0002297A01	I'm ok with just English	
			ACQOsl0002297A02	Spanish	
			ACQOsl0002297A03	French	
				German	
			ACQOsl0002297A04	Arabic	
			ACQOsl0002297A05	Chinese	
				Japanese	
			ACQOsl0002297A06	Russian	
			ACQOsl0002297A07	Hindi	
			/ to Question = 1.7 to .	Tagalog	
				Farsi	
				Khmer	
				Thai	
				Vietnamese	
				Portuguese	
				Turkish	
				Urdu	
				Guiarati	
				Amharic	
				Telugu	
				Sinhalese	
			ACQOsl0002297A08	Other, please specify:	A
CQOsl0002298	Α	Other language	ACQU310002231A00	Other, piedae apeerly.	<del>  ^</del>
KR5680		How did you find out about this site?		Internet search engine (ex: Google, Yahoo!, MSN)	
				Referred by a friend or colleague	
				Referred by someone in the travel industry	
				Referred by someone at a school or university	
				Link from a U.S. Embassy web site	
				Link from another web site	
				Other, please specify:	A
KR5681	A	Other source:		Care, product opening.	
CQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	ACQOsl0002323A01	Mobile-friendly version of the site	
		, and the second year area in an amount of	ACQOsl0002323A02	Mobile app for smartphones	-
		T .	ACQOSI0002323A02 ACQOSI0002323A03	Live chat help	

Travel.State Satisfaction Survey v2
MID: kd8shdQFgAcNBhgM8phtAg==

Date: 7/1/11

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	Travel.State Satisfaction Survey v2 CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
			ACQOsl0002323A04	More robust Frequency Asked Questions feature	
			ACQOsl0002323A05	Website in additional languages	
			ACQOsl0002323A06	None of these features	
AKR5683		If you could make <b>one improvement</b> to this site, what would it			
i		be?			

Type (select from list)	Single or Multi	Required Y/N
Dropdown (Select-one)	Single	Y
Dropdown (Select-one)	Single	Y
Checkbox One Up Vertical	Multi	Y
Open-ended		N
Dropdown (Select-one)	Single	Y
Radio Button One Up Vertical	Single	Y

Type (select from list)	Single or Multi	Required Y/N
<del>Open-ended</del>		N V
Radio Button One Up Vertical	Single	Y
Open-ended		N
Radio Button One Up Vertical	Single	Y
Open-ended		N
Radio Button One Up Vertical	Single	Y
Open-ended Radio Button One Up Vertical		N
Radio Button One Up Vertical	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Open-ended	Willi	N
Radio Button One Up Vertical	Single	Y
radio Batton One Op Vertical	Siligio	
Open-ended		N
Open-ended Radio Button One Up Vertical	Single	Υ
Open-ended		N

Type (select from list)	Single or Multi	Required Y/N
Open-ended		N
Radio Button One Up Vertical	Single	¥
<del>Open-ended</del>		N
Radio Button One Up Vertical	Single	Y
Radio Button One Up Vertical	Single	Y
Open-ended		Υ
Radio button, scale, has don't	Single	Y

Type (select from list)	Single or Multi	Required Y/N
Open-ended		N
Checkbox One Up Vertical	Multi	Y
Radio Button One Up Vertical	Single	¥
Open-ended		N ¥
Checkbox One Up Vertical	Multi	¥

Type (select from list)	Single or Multi	Required Y/N
Open-ended		N

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		Travel.State Sati	sfaction Survey 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
AKR5666		How <strong>frequently</strong> do you visit this site?	First time		Dropdown (Select-one)	Single
			More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
AKR5667		Which <strong>citizenship</strong> status describes you?	U.S. citizen		Dropdown (Select-one)	Single
			Non-U.S. citizen			
			Dual citizen of the U.S. and another country			
			Prefer not to answer			
AKR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?	Tourist		Checkbox One Up Vertical	Multi
			Business traveler			
			Student			
			Parent			
			Employer			
			Immigrant to the U.S. or Legal Permanent Resident			
			Part of a mixed-nationality family			
			Work in Education			
			Work in Travel industry			
			Work in Law enforcement			
			Government official or employee			
			Legal/judicial professional			
			Journalist/media			
			Retiree			
			Other, please specify:	Α		
AKR5669	Α	Other role:			Open-ended	
AKR5670		Where do you <strong>live</strong> primarily now?	In the U.S.		Dropdown (Select-one)	Single
			Outside of the U.S.			
			Prefer not to answer			
AKR5671		Which <strong>area</strong> of the site are you primarily visiting today?	International Travel		Radio Button One Up Vertica	Single
			Passports			
			Visas			
			Child Abductions			
			Adoptions			
			Law & Policy			
			Contact Us			
			Other, please specify:	A		
N/DECZO	Α	Other area:			Open-ended	
4KR56/2						- ·
AKR5672 AKR5673		What is your <strong>primary reason</strong> for visiting this site today?	Apply for or renew U.S. passport		Radio Button One Up Vertica	Single

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pink: ADDITION

		Travel.State Sat	isfaction Survey 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
			Check passport application status			
			Get other passport services or information			
			Find out about a major crisis abroad			
			Get information about travel to other countries			
			Register travel plans with a U.S. Embassy			
			Get services for Americans abroad			
			Find out if a visa is needed to enter the U.S.			
			Apply for a visa to visit the U.S.			
			Apply for a visa to immigrate to the U.S.			
			Following instructions from National Visa Center			
			Checking on my Visa application			
			Help family member(s) immigrate to the U.S.			
			Help someone else with visa application			
			Check latest Visa Bulletin			
			Find information on intercountry adoption			
			Get information on International Parental Child Abduction			
			Locate/contact U.S. Embassy or Consulate abroad			
			Contact the Department of State			
			Obtain statistics and/or reports			
			Just browsing			
			Other, please specify:	Α		
AKR5674	Α	Other reason:	and the same special s		Open-ended	
ACQOsl0002318		How often have you visited this site to accomplish this task?	This is my first time		Radio Button One Up Vertica	Single
			2-5 times			
			More than 5 times			
ACQOsl0002319		Did you find everything you were looking for?	Yes, I found it quicklly		Radio Button One Up Vertica	Single
•		, , , ,	Yes, but it took longer than expected		·	
			No, please specify what you were looking for:	Α		
ACQOsl0002320	Α	Information not found:			Open-ended	
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand		Radio button, scale, has don	Single
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=very clear and concise			
ACQOsl0002297		What is your primary language?	English		Radio Button One Up Vertica	Single
1000002231		Triacio your primary language.	Spanish		Tradio Battori Oric Op Vertica	Sirigic
			Oparion			

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pink: ADDITION

		Travel.State Satis	sfaction Survey 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
-			French Arabic			
			Mandarin			
			Russian			
			Hindi			
			Other, please specify:	Α		
ACQOsl0002298	Α	Other language				
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN)		Radio Button One Up Vertica	Single
			Referred by a friend or colleague			
			Referred by someone in the travel industry			
			Referred by someone at a school or university			
			Link from a U.S. Embassy web site			
			Link from another web site			
			Other, please specify:	Α		
AKR5681	Α	Other source:			Open-ended	
ACQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site		Checkbox One Up Vertical	Multi
			Mobile app for smartphones			
			Live chat help			
			More robust Frequency Asked Questions feature			
			Website in additional languages			
			None of these features			
AKR5683		If you could make <strong><b>one improvement</b></strong> to this site, what would it be?			Open-ended	

Υ

Required Y/N

Y

N

N

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		Travel.State Sati	sfaction Survey 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
AKR5666		How <strong>frequently</strong> do you visit this site?	First time		Dropdown (Select-one)	Single
			More than once a day			
			Daily			
			About once a week			
			About once a month			
			Every 6 months or less			
AKR5667		Which <strong>citizenship</strong> status describes you?	U.S. citizen		Dropdown (Select-one)	Single
			Non-U.S. citizen			
			Dual citizen of the U.S. and another country			
			Prefer not to answer			
AKR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?	Tourist		Checkbox One Up Vertical	Multi
			Business traveler			
			Student			
			Parent			
			Employer			
			Immigrant to the U.S. or Legal Permanent Resident			
			Part of a mixed-nationality family			
			Work in Education			
			Work in Travel industry			
			Work in Law enforcement			
			Government official or employee			
			Legal/judicial professional			
			Journalist/media			
			Retiree			
			Other, please specify:	Α		
AKR5669	Α	Other role:			Open-ended	
AKR5670		Where do you <strong>live</strong> primarily now?	In the U.S.		Dropdown (Select-one)	Single
			Outside of the U.S.			
			Prefer not to answer			
AKR5671		Which <strong>area</strong> of the site are you primarily visiting today?	International Travel		Radio Button One Up Vertica	Single
			Passports			
			Visas			
			Child Abductions			
			Adoptions			
			Law & Policy			
			Contact Us			
			Other, please specify:	A		
N/DECZO	Α	Other area:			Open-ended	
4KR56/2						- ·
AKR5672 AKR5673		What is your <strong>primary reason</strong> for visiting this site today?	Apply for or renew U.S. passport		Radio Button One Up Vertica	Single

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pink: ADDITION

		Travel.State Sat	isfaction Survey 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
			Check passport application status			
			Get other passport services or information			
			Find out about a major crisis abroad			
			Get information about travel to other countries			
			Register travel plans with a U.S. Embassy			
			Get services for Americans abroad			
			Find out if a visa is needed to enter the U.S.			
			Apply for a visa to visit the U.S.			
			Apply for a visa to immigrate to the U.S.			
			Following instructions from National Visa Center			
			Checking on my Visa application			
			Help family member(s) immigrate to the U.S.			
			Help someone else with visa application			
			Check latest Visa Bulletin			
			Find information on intercountry adoption			
			Get information on International Parental Child Abduction			
			Locate/contact U.S. Embassy or Consulate abroad			
			Contact the Department of State			
			Obtain statistics and/or reports			
			Just browsing			
			Other, please specify:	Α		
AKR5674	Α	Other reason:	and the same special s		Open-ended	
ACQOsl0002318		How often have you visited this site to accomplish this task?	This is my first time		Radio Button One Up Vertica	Single
			2-5 times			
			More than 5 times			
ACQOsl0002319		Did you find everything you were looking for?	Yes, I found it quicklly		Radio Button One Up Vertica	Single
•		, , , ,	Yes, but it took longer than expected		·	
			No, please specify what you were looking for:	Α		
ACQOsl0002320	Α	Information not found:			Open-ended	
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand		Radio button, scale, has don	Single
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=very clear and concise			
ACQOsl0002297		What is your primary language?	English		Radio Button One Up Vertica	Single
1000002231		Triacio your primary language.	Spanish		Tradio Battori Oric Op Vertica	Sirigic
			Oparion			

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pink: ADDITION

		Travel.State Satis	sfaction Survey 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
-			French Arabic			
			Mandarin			
			Russian			
			Hindi			
			Other, please specify:	Α		
ACQOsl0002298	Α	Other language				
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN)		Radio Button One Up Vertica	Single
			Referred by a friend or colleague			
			Referred by someone in the travel industry			
			Referred by someone at a school or university			
			Link from a U.S. Embassy web site			
			Link from another web site			
			Other, please specify:	Α		
AKR5681	Α	Other source:			Open-ended	
ACQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site		Checkbox One Up Vertical	Multi
			Mobile app for smartphones			
			Live chat help			
			More robust Frequency Asked Questions feature			
			Website in additional languages			
			None of these features			
AKR5683		If you could make <strong><b>one improvement</b></strong> to this site, what would it be?			Open-ended	

Υ

Required Y/N

Y

N

N

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

red & strike-through: DELETE

underlined & italicized: RE-ORDER

		Travel.State Satis	sfaction Survey 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
AKR5666		How <strong>frequently</strong> do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single
AKR5667		Which <strong>citizenship</strong> status describes you?	U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Prefer not to answer		Dropdown (Select-one)	Single
AKR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?	Tourist  Business traveler Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional Journalist/media Retiree Other, please specify:	A	Checkbox One Up Vertical	Multi
AKR5669 AKR5670	A	Other role: Where do you <strong>live</strong> primarily now?	In the U.S. Outside of the U.S. Prefer not to answer		Open-ended Dropdown (Select-one)	Single
AKR5671		Which <strong>area</strong> of the site are you primarily visiting today?	International Travel  Passports Visas Child Abductions Adoptions Law & Policy Contact Us Other, please specify:	A	Radio Button One Up Vertica	Single
AKR5672	Α	Other area:			Open-ended	
AKR5673		What is your <strong><b>primary reason</b></strong> for visiting this site today?	Apply for or renew U.S. passport		Radio Button One Up Vertica	Single
			Learn about/apply for U.S. passport card			

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

pink: ADDITION

		Travel.State Sat	isfaction Survey 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
			Check passport application status			
			Get other passport services or information			
			Find out about a major crisis abroad			
			Get information about travel to other countries			
			Register travel plans with a U.S. Embassy			
			Get services for Americans abroad			
			Find out if a visa is needed to enter the U.S.			
			Apply for a visa to visit the U.S.			
			Apply for a visa to immigrate to the U.S.			
			Following instructions from National Visa Center			
			Checking on my Visa application			
			Help family member(s) immigrate to the U.S.			
			Help someone else with visa application			
			Check latest Visa Bulletin			
			Find information on intercountry adoption			
			Get information on International Parental Child Abduction			
			Locate/contact U.S. Embassy or Consulate abroad			
			Contact the Department of State			
			Obtain statistics and/or reports			
			Just browsing			
			Other, please specify:	Α		
AKR5674	Α	Other reason:	Other, piecase speerly.		Open-ended	
ACQOsl0002318		How often have you visited this site to accomplish this task?	This is my first time		Radio Button One Up Vertica	Single
			2-5 times			
			More than 5 times			
ACQOsl0002319		Did you find everything you were looking for?	Yes, I found it quicklly		Radio Button One Up Vertica	Single
•			Yes, but it took longer than expected		·	
			No, please specify what you were looking for:	Α		
ACQOsl0002320	Α	Information not found:			Open-ended	
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	1=Difficult to understand		Radio button, scale, has don	Single
			2			
			3			
			4			
			5			
			6			
			7			
			8			
			9			
			10=very clear and concise			
ACQOsl0002297		What is your primary language?	English		Radio Button One Up Vertica	Single
		Triacio your printary languago.	Spanish		Table Batteri Gris op Vertied	Olligio
			Oparion			

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		Travel.State Satis	sfaction Survey 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
			French			
			Arabic			
			Mandarin			
			Russian			
			Hindi			
			Other, please specify:	Α		
ACQOsl0002298	Α	Other language				
AKR5680		How did you find out about this site?	Internet search engine (ex: Google, Yahoo!, MSN)		Radio Button One Up Vertica	Single
			Referred by a friend or colleague			
			Referred by someone in the travel industry			
			Referred by someone at a school or university			
			Link from a U.S. Embassy web site			
			Link from another web site			
			Other, please specify:	Α		
AKR5681	Α	Other source:			Open-ended	
ACQOsl0002323		We're thinking of adding features to our site. Which of the following features would you use if available?	Mobile-friendly version of the site		Checkbox One Up Vertical	Multi
			Mobile app for smartphones			
			Live chat help			
			More robust Frequency Asked Questions feature			
			Website in additional languages			
			None of these features			
AKR5683		If you could make <strong>one improvement</strong> to this site, what would it be?			Open-ended	

Υ

Required Y/N

Y

N

N

			Travel.State Satisfaction Survey v2 CUST
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
AKR5666		How <strong>frequently</strong> do you visit this site?	
AKR5667		Which <strong>citizenship</strong> status describes you?	
AKR5668		Which of the following describe your <b>role</b> when visiting this site (check all that apply)?	
AKR5669	Α	Other role:	
AKR5670		Where do you <strong>live</strong> primarily now?	
AKR5671		Which <strong><b>area</b></strong> of the site are you primarily visiting today?	
AKR5672	Α	Other area:	

			Travel.State Satisfaction Survey v2 CUS
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
AKR5673		What is your <strong>primary reason</strong> for visiting	
		this site today?	
AKR5674	Α	Other reason:	
AKR5675	А	What <strong>method</strong> did you use the most to find	
AKKSO75		what Strong method strong and you use the most to find	
AKR5676		Otherwardhead	
ACQOsl0002318	A	Other method:	ACQOsl0002318A01
ACQUSI0002318		How often have you visited this site to accomplish this task?	WCCO2100052TOMIT
			ACQOsl0002318A02
			ACQOsl0002318A03
ACQOsl0002319		Did you find everything you were looking for?	ACQOsl0002319A01
(22.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2		, , , , , , , , , , , , , , , , , , , ,	ACQOsl0002319A02
			ACQOsl0002319A03
ACQOsl0002320	Α	Information not found:	

			Travel.State Satisfaction Survey v2 CUS
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
AKR5677		Did you <strong>find</strong> what you were looking for?	
AKR5678	A	Information not found:	
AKR5679		Did you think the writing on this site was <strong>easy to understand</strong> ?	
AED09846	В	Please tell us what was difficult to understand:	
ACQOsl0002322		Please rate how clear and concise you found the writing on this site?	ACQOsl0002322A01
			ACQOsl0002322A02
			ACQOsl0002322A03
			ACQOsl0002322A04
			ACQOsl0002322A05
			ACQOsl0002322A06
			ACQOsl0002322A07
			ACQOsl0002322A08
			ACQOsl0002322A09 ACQOsl0002322A10
ACQOsl0002297		What is your primary language?	ACQOSI0002322A10 ACQOSI0002297A01
ACQU310002291		what is your primary language:	ACQOsl0002297A01 ACQOsl0002297A02
			ACQOsl0002297A03
			ACQOsl0002297A04
			ACQOsl0002297A05
			ACQOsl0002297A06
			ACQOsl0002297A07
			ACQOsl0002297A08
ACQOsl0002298	Α	Other language	
AKR5680		What brought you to this site? How did you find out about this site?	
AKR5681	Α	Other source:	
AKR5682		Please rate your impression of how well this agency	
		<strong>encourages citizen participation</strong> in	

			Travel.State Satisfaction Survey v2 CUST(
QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)
ACQOsl0002323		following features would you use if available?	ACQOsl0002323A01 ACQOsl0002323A02 ACQOsl0002323A03 ACQOsl0002323A04 ACQOsl0002323A05 ACQOsl0002323A06
AKR5683		If you could make <strong>one improvement</strong> to this site, what would it be?	

pink: ADDITION

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
First time	Okip to	Dropdown (Select-one)	Single	Y
More than once a day		Bropaewii (Sciect Grie)	Omgic	
Daily				
About once a week				
About once a month				
Every 6 months or less				
U.S. citizen		Dropdown (Select-one)	Single	Y
Non-U.S. citizen		Ziopaeiiii (Geidet eiie)	og.o	
Dual citizen of the U.S. and another country				
Not sure				
Prefer not to answer				
Tourist		Checkbox One Up Vertical	Multi	Υ
Business traveler <del>person</del>				
Student				
Parent				
Employer				
Immigrant to the U.S. or Legal Permanent Resident				
Part of a mixed-nationality family				
Work in Education				
Work in Travel industry				
Work in Law enforcement				
Government official or employee				
Legal/judicial professional				
Journalist/media				
Retiree				
Other, please specify:	Α			
		Open-ended		N
In the U.S.		Dropdown (Select-one)	Single	Y
Outside of the U.S.				
Prefer not to answer				
International Travel		Radio Button One Up Vertica	Single	Y
Passports				
Visas				
Children & Family				
Child Abductions				
Adoptions				
Law & Policy				
Contact Us				
Other, please specify:	Α			
· · · ·		Open-ended		N

pink: ADDITION

Answer Choices	Chin to	Time (a deat from liet)	Single or	Required
(limited to 50 characters) Apply for or renew U.S. passport	Skip to	Type (select from list)  Radio Button One Up Vertica	Multi Single	Y/N Y
Apply for or renew 0.5. passport		Radio Bullon One Op Vertica	Single	Ť
Learn about/apply for U.S. passport card				
Check passport application status				
Get other passport services or information				
Find out about a major crisis abroad				
Get information about travel to other countries				
Register travel plans with a U.S. Embassy				
Get services for Americans abroad				
Find out if a visa is needed to enter the U.S.				
Apply for a visa to visit the U.S.				
Apply for a visa to immigrate to the U.S.				
Following instructions from National Visa Center				
Checking on my Visa application				
Find out how to apply for a visa to visit the U.S.				
Find out how to apply for U.S. immigration visa				
Help family member(s) immigrate to the U.S.				
Help someone else with visa application				
Check latest Visa Bulletin				
Find information on intercountry adoption				
Get information on International Parental Child Abduction				
Locate/contact U.S. Embassy or Consulate abroad				
Contact the Department of State Obtain statistics and/or reports				
Just browsing				
Other, please specify:	Α			
Other, please specify.	A	Open-ended		N
Top navigation bar		Radio Button One Up Vertica	Single	¥
Left navigation bar		Tada Batteri Gile op Terties	G.i.g.c	
Links within the pages				
Most requested feature				
Site's search feature				
External search engine (ex: Google, Yahoo!, MSN)				
Other, please specify:	A			
		Open-ended		N
This is my first time		Radio Button One Up Vertica	Single	Υ
2-5 times				
More than 5 times				
Yes, I found it quicklly		Radio Button One Up Vertica	Single	Υ
Yes, but it took longer than expected				
No, please specify what you were looking for:	Α			
		Open-ended		Υ

pink: ADDITION

Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
<del>'es</del>		Radio Button One Up Vertica	Single	¥
Partially				
<del>lo, please specify:</del>	A			
		<del>Open-ended</del>		N
<del>/ery easy to understand</del>		<del>Dropdown (Select-one)</del>	<del>Single</del>	¥
Somewhat easy to understand	В			
Not easy to understand at all	В			
		Text area, no char limit		¥
=Difficult to understand		Radio button, scale, has don	Single	Y
.0=very clear and concise				
English		Radio Button One Up Vertica	Single	Υ
Spanish				
French				
Arabic				
Mandarin				
Russian				
Hindi				
Other, please specify:	A			
nternet search engine (ex: Google, Yahoo!, MSN)		Radio Button One Up Vertica	Single	Y
Referred by a friend or colleague				
Referred by someone in the travel industry				
Referred by someone at a school or university				
ink from a U.S. Embassy web site				
ink from another web site				
Other, please specify:	Α			
		Open-ended		N
=Poor		Radio button, scale, has don	Single	¥

pink: ADDITION

OM QUESTION LIST				
Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
4				
5				
6				
7				
8				
9				
<del>10=Excellent</del>				
Mobile-friendly version of the site		Checkbox One Up Vertical	Multi	Y
Mobile app for smartphones				
Live chat help				
More robust Frequency Asked Questions feature				
Website in additional languages				
None of these features				
		Open-ended		N
		Орен-ениеи		IN

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

violet (bold): SKIP-LOGIC

red & strike-through: DELETE

Answer Choices   Climited to 50 characters	Single or Multi Single Single Multi
More than once a day Daily About once a week About once a month Every 6 months or less  Which <strong>citizenship</strong> status describes you?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	Single
About once a week About once a month Every 6 months or less  U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Not sure Prefer not to answer  AKR5668  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	
Every 6 months or less  Which <strong>citizenship</strong> status describes you?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry  Dropdown (Select-one)  Dropdown (Select-one)  Checkbox One Up Vertical Checkbox One Up Vertical Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Travel industry	
Which <strong>citizenship</strong> status describes you?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (many to a mixed nationality family work in Education work in Travel industry  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  U.S. citizen Non-U.S. citizen Prefer not to answer  Tourist  Checkbox One Up Vertical  Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Travel industry	
Dual citizen of the U.S. and another country Not sure Prefer not to answer  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	Multi
AKR5668 Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	Multi
Which of the following describe your <b>role</b> when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	Multi
(check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	Multi
Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	
Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	
Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	
Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry	
Part of a mixed-nationality family Work in Education Work in Travel industry	
Work in Education Work in Travel industry	
Work in Travel industry	
·	
·	
Government official or employee	
Legal/judicial professional	
Journalist/media	
Retiree	
Other, please specify:  A	
KR5669 A Other role:  Open-ended	Cinada
KR5670 Where do you <strong>live</strong> primarily now? In the U.S.  Dropdown (Select-one)	Single
Outside of the U.S.	
Prefer not to answer	
Which <strong>area</strong> of the site are you primarily visiting today?    Which <strong>area</strong> of the site are you primarily visiting today?    International Travel   Radio Button One Up Vertica   Radio But	Single
Passports	
Children & Family	
Law & Policy	
Contact Us	
Other, please specify:	
KR5672 A Other area: Open-ended	
AKR5673 What is your <strong>primary reason</strong> for visiting this site today?  ARR5673 Apply for or renew U.S. passport  Radio Button One Up Vertica	Single
Learn about/apply for U.S. passport card	

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		Travel.State Sa	atisfaction Survey 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
			Check passport application status			
			Get other passport services or information			
			Get information about travel to other countries			
			Register travel plans with a U.S. Embassy			
			Get services for Americans abroad			
			Find out if a visa is needed to enter the U.S.			
			Find out how to apply for a visa to visit the U.S.			
			Apply for a visa to visit the U.S.			
			Find out how to apply for U.S. immigration visa			
			Apply for a visa to immigrate to the U.S.			
			Help family member(s) immigrate to the U.S.			
			Help someone else with visa application			
			Check latest Visa Bulletin			
			Find information on intercountry adoption			
			Locate/contact U.S. Embassy or Consulate abroad			
			Contact the Department of State			
			Obtain statistics and/or reports			
			Just browsing			
			Other, please specify:	Α		
KR5674	Α	Other reason:	Carlot, produce openity.		Open-ended	
KR5675		What <strong>method</strong> did you use the most to find	Top navigation bar		Radio Button One Up Vertica	Single
			Left navigation bar			9
			Links within the pages			
			Most requested feature			
			Site's search feature			
			External search engine (ex: Google, Yahoo!, MSN)			
			Other, please specify:	Α		
KR5676	Α	Other method:	Other, piease specify.	^	Open-ended	
KR5677		Did you <strong>find</strong> what you were looking for?	Yes		Radio Button One Up Vertica	Single
					·	
			Partially			
			No, please specify:	Α		
KR5678	Α	Information not found:			Open-ended	
KR5679		Did you think the writing on this site was <strong>easy to understand</strong> ?	Very easy to understand		Dropdown (Select-one)	Single
			Somewhat easy to understand	В		
			Not easy to understand at all	В		
	В	Please tell us what was difficult to understand:			Text area, no char limit	
KR5680		What <strong>brought</strong> you to this site?	Internet search engine (ex: Google, Yahoo!, MSN)		Radio Button One Up Vertica	Single
			Referred by a friend or colleague			
			Referred by someone in the travel industry			
			Referred by someone at a school or university			
			Link from a U.S. Embassy web site			

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pink: ADDITION

		Travel.State Sa	tisfaction Survey 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
			Link from another web site Other, please specify:	Α		
AKR5681	Α	Other source:			Open-ended	
AKR5682		Please rate your impression of how well this agency <strong>encourages citizen participation</strong> in	1=Poor  2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, has dor	Single
AKR5683		If you could make <strong>one improvement</strong> to this site, what would it be?			Open-ended	

Required Y/N

N

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pink: ADDITION

AKR5667 AKR5668 AKR5667 AKR5668 AKR5668 AKR5667 AKR5668 AKR5667 AKR5668 AKR566	Single or Multi
More than once a day Daily About once a week About once a month Every 6 months or less  AKR5667  Which <strong>citizenship</strong> status describes you?  Non-U.S. citizen Non-U.S. citizen Dual citizen of the U.S. and another country Not sure Prefer not to answer  AKR5668  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Law enforcement Government official or employee Legal/judicial professional	Single
AKR5667 Which <strong>citizenship</strong> status describes you?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Every 6 months or less  U.S. citizen  Non-U.S. citizen  Dual citizen of the U.S. and another country  Not sure  Prefer not to answer  AKR5668  Which of the following describe your role when visiting this site (check all that apply)?  Business person  Student  Parent  Employer  Immigrant to the U.S. or Legal Permanent Resident  Part of a mixed-nationality family  Work in Tavel industry  Work in Law enforcement  Government official or employee  Legal/judicial professional	
Which <strong>citizenship</strong> status describes you?  Which of the following describe your role when visiting this site (check all that apply)?  Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Dual citizen of the U.S. and another country Not sure Prefer not to answer  Tourist  Check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Tavel industry Work in Law enforcement Government official or employee Legal/judicial professional	Multi
AKR5668 Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	Multi
Which of the following describe your role when visiting this site (check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	Multi
(check all that apply)?  Business person Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	Multi
Student Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Parent Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Employer Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Immigrant to the U.S. or Legal Permanent Resident Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Part of a mixed-nationality family Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Work in Education Work in Travel industry Work in Law enforcement Government official or employee Legal/judicial professional	
Work in Travel industry  Work in Law enforcement  Government official or employee  Legal/judicial professional	
Work in Law enforcement Government official or employee Legal/judicial professional	
Government official or employee  Legal/judicial professional	
Legal/judicial professional	
Journalist/media Journalist/media	
Retiree	
Other, please specify:	
KR5669 A Other role: Open-ended	
KR5670 Where do you <strong>live</strong> primarily now? In the U.S. Dropdown (Select-one)	Single
Outside of the U.S.	J
Prefer not to answer	
Which <strong>area</strong> of the site are you primarily visiting today?  Radio Button One Up Vertica Visiting today?	Single
Passports	
Visas	
Children & Family	
Law & Policy	
Contact Us	
Other, please specify:	
AKR5672 A Other area: Open-ended Open-ended	
AKR5673 What is your <strong><b>primary reason</b></strong> for visiting this site today?  AKR5673 Apply for or renew U.S. passport  Radio Button One Up Vertica	Single
Learn about/apply for U.S. passport card	

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

pink: ADDITION

		Travel.State Sa	atisfaction Survey 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
			Check passport application status			
			Get other passport services or information			
			Get information about travel to other countries			
			Register travel plans with a U.S. Embassy			
			Get services for Americans abroad			
			Find out if a visa is needed to enter the U.S.			
			Find out how to apply for a visa to visit the U.S.			
			Apply for a visa to visit the U.S.			
			Find out how to apply for U.S. immigration visa			
			Apply for a visa to immigrate to the U.S.			
			Help family member(s) immigrate to the U.S.			
			Help someone else with visa application			
			Check latest Visa Bulletin			
			Find information on intercountry adoption			
			Locate/contact U.S. Embassy or Consulate abroad			
			Contact the Department of State			
			Obtain statistics and/or reports			
			Just browsing			
			Other, please specify:	Α		
AKR5674	Α	Other reason:	Other, piease speerly.		Open-ended	
AKR5675		What <strong>method</strong> did you use the most to find	Top navigation bar		Radio Button One Up Vertica	Single
7 (1 (1 (3 0 7 3		What salong method salong and you use the most to find	Left navigation bar		Tradio Battori Oric op Vertica	Onigic
			Links within the pages			
			Most requested feature			
			Site's search feature			
			External search engine (ex: Google, Yahoo!, MSN)			
			Other, please specify:			
AKR5676	Α	Other method:	Other, please specify.	Α	Open-ended	
AKR5677 AKR5677	A		Yes			Cinalo
AKKOOII		Did you <strong>find</strong> what you were looking for?	res		Radio Button One Up Vertica	Single
			Partially			
			No, please specify:	Α		
AKR5678	Α	Information not found:			Open-ended	
AKR5679		Did you think the writing on this site was <strong>easy to understand</strong> ?	Very easy to understand		Dropdown (Select-one)	Single
		and the state of t	Somewhat easy to understand			
			Not easy to understand at all			
AKR5680		What setrong broughts/etrong you to this site?			Padio Rutton One Un Vertice	Cinalo
U80C7/1A		What <strong>brought</strong> you to this site?	Internet search engine (ex: Google, Yahoo!, MSN)  Referred by a friend or colleague		Radio Button One Up Vertica	Single
			Referred by someone in the travel industry			
			Referred by someone at a school or university			
			Link from a U.S. Embassy web site			
			Link from another web site			

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

pink: ADDITION

		Travel.State Sa	tisfaction Survey 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
			Other, please specify:	Α		
AKR5681	Α	Other source:			Open-ended	
AKR5682		Please rate your impression of how well this agency <strong>encourages citizen participation</strong> in	1=Poor  2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, has dor	Single
AKR5683		If you could make <strong>one improvement</strong> to this site, what would it be?			Open-ended	

Required Y/N N N

N

#REF!

Date: 6/25/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING
violet (bold): SKIP-LOGIC

## **CUSTOM QUESTION LIST**

	Skip Logic	Use cell shadir highlight ques groups.	Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)
Q0004444		How frequently do you visit this site?	Daily	Dropdown (Select-one)
			2-3 times a week> Two to three times per week	
			About once a month	
			Every few months	
			Every 6 months or less often	
			This is my first time visiting this site	
Q0004444		Are you a <b>registered user</b> on this site?	I am registered	Radio Button One Up Vertical
			I am not registered, and do not intend to (go to A)	
			l am not registered, but intend to register during my visit today	
	Α	Please explain why you do not intend to register?		Open-ended
<del>Q0004444</del>		Which best describes your primary role?	Registered project architect	Radio Button One Up Vertical
			Project designer	
			Unregistered architect	
			Contractor	
			Sub-contractor	_
			General consumer	_
00001111			Other (please specify)	
Q0004444			Researching products for possible inclusion in a design (go to A)	Radio Button One Up Vertical
			Gathering information on a product or manufacturer specified in a design (go to B)	_
	A	What type of information were you looking for when researching products for the	Other (please specify)	Checkbox One Up Vertical
possible inclusion in a design?		possible inclusion in a design?		
			Spec	
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	
			Cost	
			Other (please specify)	
	В	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD	Checkbox One Up Vertical
			Spec	
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	
			Cost	
			Other (please specify)	

#REF!

Date:

6/25/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

## **CUSTOM QUESTION LIST**

	Skip Logic	Use cell shad highlight que groups.		
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)
Q0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature	Radio Button One Up Vertical
			Browse by master format feature	
			Other (please specify)	
Q0004444			Yes	Radio Button One Up Vertical
			No (go to A then B)	
		Why ways you not able to find what you ways looking for?	Not sure (go to C then D)	Dadia Buttan One Ha Vantical
			I could not find the manufacturer I was looking for	Radio Button One Up Vertical
			I could not find the product I was looking for	
			I haven't completed my search on sweets.com yet	<u> </u>
			The search results did not appear relevant	_
	D	Since you could not find what you were looking for, what do you plan to do nex	Other (please specify)  tt? Continue looking for the information at this site	Dropdown (Select-one)
	В	Since you could not find what you were looking for, what do you plan to do nex	Continue looking for the information at this site	Dropdown (Select-one)
			Call Sweets.com customer service	
			E-mail Sweets.com customer service	
			Return to this site later and try again	
			Conduct a new internet search	
			Visit other building product sites (go to E)	
			Other (please specify)	
	С	Why were you not sure?	I haven't completed my search on sweets.com yet	Radio Button One Up Vertical
			I am not sure how to find the product I am looking for	
			Could not find the product I was looking for under the division it should be listed in	
			The search results did not appear relevant	
			Other (please specify)	
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site	Dropdown (Select-one)
			Call Sweets.com customer service	
			E-mail Sweets.com customer service	
			Return to this site later and try again	
			Conduct a new internet search	
			Visit other building product sites (go to F)	
	_	What other site(s) do you plan to visit?	Other (please specify)	On an and ad
	E	What other site(s) do you plan to visit?  What other site(s) do you plan to visit?		Open-ended
00004444	F	1,7,7,7	Casala	Open-ended
Q0004444		What <b>other sources</b> do you use to search for construction product information?	Google	Checkbox One Up Vertical
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)	
			Reed First Source	
			4specs	
			Arcat	
			Manufacturers websites	_
			Sweets catalog	
			Other (please specify)	

Single or Multi	Required Y/N
Single	Y
Single	Y
	N ¥
Single	¥
Single	Y
Multi	Y
Multi	Y

Single or Multi	Required Y/N
Single	Y
	N
	N
Multi	Y