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 (EN)**

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 serve you better in the future. All results are strictly confidential.

FORESEE

# 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 (EN)

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

## Welcome Text (SP)

Gracias por visitar el Asistente para quejas de la Comisión Federal de Comercio (FTC). Ha sido elegido al azar para participar de esta encuesta que realiza ForeSee en nombre de la FTC. Tómese uno o dos minutos para darnos su opinión. Sus sugerencias le ayudarán al Asistente para quejas de la FTC a atenderlo mejor en el futuro. Todos los resultados son estrictamente confidenciales.

## Thank You (SP)

Le agradecemos el tiempo dedicado a completar esta encuesta. Sus comentarios son muy valiosos y serán tenidos en cuenta.

# 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 t

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

### 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.**
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** a
**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 t 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**

lback

TRUSTe
VERIFIED

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

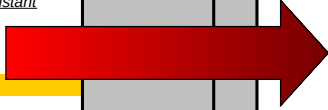| **Model Instance Name:** | red & strike-through: DELETE | Note: These model changes have already been approved through the QAP |
|---|---|---|
| FTC ComplaintAssistant | *underlined & italicized*: RE-ORDER | |
| **MID** 0kpIEZsgBcpIkIFVJ8gpAA== | pink: ADDITION | |
| **Date** 4/16/2014 | blue + -->: REWORDING | |

## FTC Complaint Assistant

| 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 Complaint Assistant ~~process.~~

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

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

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

4 *Please rate how **quickly pages load** in the Complaint Assistant ~~process.~~*

5 *Please rate the **consistency of speed from page to page** in the Complaint Assistant ~~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 Complaint Assistant** ~~process~~ **is organized**.

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

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

**Satisfaction - Overall**

**Satisfaction - Expectations**

**Satisfaction - Ideal**

**Satisfaction**

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

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

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

Recommend

Use as Resource

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

13 How likely are you to **recommend the FTC Complaint Assistant** ~~process~~ to someone else?

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

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

| Model Instance Name: | | red & strike-through: DELETE |
| FTC ComplaintAssistant V2 | | underlined & italicized: RE-ORDER |
| MID EE: UI4kcBo9Q8RRMUQsZdAwxw4C | | pink: ADDITION |
| MID EN: tItVdB8FNF1Y0MxgYg1Jkw4C | | |
| Date: 5/16/2014 | | blue + -->: REWORDING |

## FTC Complaint Assistant

| 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 Complaint Assistant.

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

3 Please rate the **clarity of instructions** for completing the Complaint Assistant.

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

4 Please rate how **quickly pages load** in the Complaint Assistant.

5 Please rate the **consistency of speed from page to page** in the Complaint Assistant.

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

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

7 Please rate **how well the Complaint Assistant is organized**.

8 Please rate the **options available for navigating** the Complaint Assistant.

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

**Satisfaction - Overall**

**Satisfaction - Expectations**

**Satisfaction - Ideal**

**Satisfaction**

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

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

12 How does the Complaint Assistant **compare to your idea of an ideal website?**(1=Nt Very Close, 10=Very Close)

**Recommend**

**Use as Resource**

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

13 How likely are you to **recommend the FTC Complaint Assistant** to someone else?

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

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

red & strike-through: DELETE
_underlined & italicized_: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

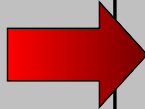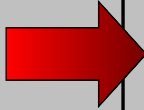## FTC Complaint Assistant

| ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | | FUTURE BEHAVIORS |
|---|---|---|---|---|
| **Instrucciones para completar** (1=Mediocre, 10=Excelente, No sabe) | | **Satisfaction** | | **Recomendar** (1=Muy improbable, 10=Muy probable) |
| 1 Califique el nivel de **sencillez de las instrucciones** para completar el Asistente para quejas. | Satisfacción: **General** | 10 ¿Cuál es su nivel de **satisfacción general** con el Asistente para quejas? (1=Muy insatisfecho(a), 10=Muy satisfecho(a)) | Recomendación | 13 ¿Qué probabilidad hay de que **recomiende el Asistente para quejas de la FTC** a otra persona? |
| 2 Califique en qué medida las **instrucciones para completar** el Asistente para quejas ofrecen respuestas a sus preguntas. | Satisfacción: **Expectativas** | 11 ¿En qué medida el Asistente para quejas **cumple sus expectativas**? (1=No las cumple, 10=Las supera) | | **Usar como recurso** (1=Muy improbable, 10=Muy probable) |
| 3 Califique el nivel de **claridad de las instrucciones** para completar el Asistente para quejas. | Satisfacción: **Ideal** | 12 ¿De qué manera el Asistente para quejas **se compara con su idea de un sitio web ideal**? (1=No se aproxima mucho, 10=Se aproxima mucho) | Usar como **recurso** | 14 ¿Qué probabilidad hay de que utilice el Asistente para quejas como recurso en el futuro? |
| **Rendimiento del sitio** (1=Mediocre, 10=Excelente, No sabe) | | | | |
| 4 Califique con qué **rapidez se cargan las páginas** en el Asistente para quejas. | | | | |
| 5 Califique el nivel de **consistencia de la velocidad de una página a otra** en el Asistente para quejas. | | | | |
| 6 Califique el nivel de **integridad con que se carga el contenido** en el Asistente para quejas. | | | | |
| **Navegación** (1=Mediocre, 10=Excelente, No sabe) | | | | |
| 7 Califique **en qué medida el Asistente para quejas está bien** | | | | |
| 8 Califique el nivel de las **opciones disponibles para navegar** el Asistente para quejas. | | | | |
| 9 Califique **en qué medida el diseño del Asistente para quejas lo ayuda a encontrar** lo que necesita. | | | | |

**Model Instance Name:**
FTC ComplaintAssistant V2
**MID EE: UI4kcBo9Q8RRMUQsZdAwxw4C**
**Date:**　　　5.16.14

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

| 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 |
|---|---|---|---|---|---|---|---|---|
| NMS5235Q001 | | How often do you visit the FTC Complaint Assistant? | This is my first visit<br><br>A few times a year<br>Monthly<br>Weekly<br>Daily | C | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| NMS5235Q002 | C | How did you find the FTC Complaint Assistant site? | FTC Website<br><br>FTC Publication<br>Search engine<br>Another website<br>Referral from another agency<br>Friend/family member<br>Contacted the FTC<br>Other | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group |
| NMS5235Q003 | | Please rate the visual appeal of the Complaint Assistant. | 1=Poor<br><br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10=Excellent<br>Don't Know | | Radio button, one-up vertical | Single | Y | |
| NMS5235Q004 | | Please rate the balance of graphics and text throughout the Complaint Assistant. | 1=Poor<br><br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10=Excellent<br>Don't Know | | Radio button, one-up vertical | Single | Y | |
| NMS5235Q005 | | Was the FTC Complaint Assistant easy to use? | Yes<br><br>No<br>Not sure | | Radio button, one-up vertical | Single | Y | |
| NMS5235Q006 | | Did you experience any of the following challenges during your visit today? | I did not experience any challenges today<br><br>I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, other, etc.) | A | Checkbox, one-up vertical | Multi | Y | Mutually Exclusive<br><br>Skip Logic Group |

| FTC ComplaintAssistant V2 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** |
| | | | There was no complaint category listed that covered my complaint | A | | | | |
| | | | I did not understand what I was supposed to do | | | | | |
| | | | 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 | B | | | | |
| | | | Other, please specify | Z | | | | |
| NMS5235Q007 | A | What type of complaint category were you looking for? | | | Text area, no char limit | | N | Skip Logic Group |
| NMS5235Q008 | B | What was the error message? | | | Text area, no char limit | | N | Skip Logic Group |
| NMS5235Q009 | Z | Please let us know what other difficulties you had. | | | Text area, no char limit | | N | Skip Logic Group |
| NMS5235Q010 | | Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest? | | | Text area, no char limit | | N | |

| Model Instance Name: | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Model Instance Name:** | | | ~~red & strike-through~~: DELETE | | | | |
| FTC ComplaintAssistant V2 | | | _underlined & italicized_: RE-ORDER | | | | |
| **MID EN: tItVdB8FNF1Y0MxgYg1Jkw4C** | | | pink: ADDITION | | | | |
| **Date:**          5.16.14 | | | blue + -->: REWORDING | | | | |

| FTC ComplaintAssistant V2 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** |
| ENNMS5235Q001 | | How often do you visit the FTC Complaint Assistant? | This is my first visit | C | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | | | A few times a year | | | | | |
| | | | Monthly | | | | | |
| | | | Weekly | | | | | |
| | | | Daily | | | | | |
| ENNMS5235Q002 | 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 | | | | | |
| | | | Friend/family member | | | | | |
| | | | Contacted the FTC | | | | | |
| | | | Other | | | | | |
| ENNMS5235Q003 | | Please rate the visual appeal of the Complaint Assistant. | 1=Poor | | Radio button, one-up vertical | Single | Y | |
| | | | 2 | | | | | |
| | | | 3 | | | | | |
| | | | 4 | | | | | |
| | | | 5 | | | | | |
| | | | 6 | | | | | |
| | | | 7 | | | | | |
| | | | 8 | | | | | |
| | | | 9 | | | | | |
| | | | 10=Excellent | | | | | |
| | | | Don't Know | | | | | |
| ENNMS5235Q004 | | Please rate the balance of graphics and text throughout the Complaint Assistant. | 1=Poor | | Radio button, one-up vertical | Single | Y | |
| | | | 2 | | | | | |
| | | | 3 | | | | | |
| | | | 4 | | | | | |
| | | | 5 | | | | | |
| | | | 6 | | | | | |
| | | | 7 | | | | | |
| | | | 8 | | | | | |
| | | | 9 | | | | | |
| | | | 10=Excellent | | | | | |
| | | | Don't Know | | | | | |
| ENNMS5235Q005 | | Was the FTC Complaint Assistant easy to use? | Yes | | Radio button, one-up vertical | Single | Y | |
| | | | No | | | | | |
| | | | Not sure | | | | | |
| ENNMS5235Q006 | | 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 | Mutually Exclusive Skip Logic Group |
| | | | I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, other, etc.) | A | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Model Instance Name:**<br>FTC ComplaintAssistant V2<br>**MID EN: tItVdB8FNF1Y0MxgYg1Jkw4C**<br>**Date:** 5.16.14 | | | | red & strike-through: DELETE<br>underlined & italicized: RE-ORDER<br>pink: ADDITION<br>blue + -->: REWORDING | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **FTC ComplaintAssistant V2 CUSTOM QUESTION LIST** | | | | | | | | | |

| QID<br>(Group ID) | Skip Logic Label | Question Text | Answer Choices<br>(limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions |
|---|---|---|---|---|---|---|---|---|
| | | | There was no complaint category listed that covered my complaint | A | | | | |
| | | | I did not understand what I was supposed to do | | | | | |
| | | | 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 | B | | | | |
| | | | Other, please specify | Z | | | | |
| ENNMS5235Q007 | A | What type of complaint category were you looking for? | | | Text area, no char limit | | N | Skip Logic Group |
| ENNMS5235Q008 | B | What was the error message? | | | Text area, no char limit | | N | Skip Logic Group |
| ENNMS5235Q009 | Z | Please let us know what other difficulties you had. | | | Text area, no char limit | | N | Skip Logic Group |
| ENNMS5235Q010 | | Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest? | | | Text area, no char limit | | N | |

**Model Instance Name:**
FTC ComplaintAssistant V2
**MID: dspshdVl5ZZVpcsAlwssIA4C**
**Date:**     5.16.14

~~red & strike-through~~:  DELETE
_underlined & italicized_: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

## FTC ComplaintAssistant V2 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 |
|---|---|---|---|---|---|---|---|---|
| SPNMS5235Q001 | | ¿Con qué frecuencia visita el Asistente para quejas de la FTC? | Esta es mi primera visita<br><br>Pocas veces al año<br>Todos los meses<br>Todas las semanas<br>A diario | C | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| SPNMS5235Q002 | C | ¿Cómo encontró el Asistente para quejas de la FTC? | Sitio web de la FTC<br><br>Publicación de la FTC<br>Motor de búsqueda<br>Otro sitio web<br>Referencia de otra agencia<br>Amigo/miembro de la familia<br>Contacté a la FTC<br>Otro | | Checkbox, one-up vertical | Multi | Y | Skip Logic Group |
| SPNMS5235Q003 | | Califique el nivel del atractivo visual del Asistente para quejas. | 1 = Mediocre<br><br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10=Excelente<br>No lo sé | | Radio button, one-up vertical | Single | Y | |
| SPNMS5235Q004 | | Califique el nivel de balance entre las gráficas y el texto a lo largo de todo el Asistente para quejas. | 1 = Mediocre<br><br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10=Excelente<br>No lo sé | | Radio button, one-up vertical | Single | Y | |
| SPNMS5235Q005 | | ¿Le resultó fácil de usar el Asistente para quejas de la FTC? | Sí<br><br>No<br>No estoy seguro(a) | | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| SPNMS5235Q006 | | ¿Tuvo alguno de los siguientes inconvenientes durante su visita de hoy? | No tuve ningún inconveniente hoy<br><br>No entendí qué categoría debí haber seleccionado (por ej., robo de identidad, telemarketing no deseado, otra, etc.) | A | Checkbox, one-up vertical | Multi | Y | Mutually Exclusive<br><br>Skip Logic Group |

red & strike-through:  DELETE
_underlined & italicized_: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

| FTC ComplaintAssistant V2 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** |
| | | | No existía ninguna categoría de queja que describiera mi queja | A | | | | |
| | | | No entendí que debía hacer | | | | | |
| | | | No pude enviar mi queja porque recibí una pantalla en blanco | | | | | |
| | | | No pude enviar mi queja porque recibí un mensaje de finalización del tiempo de espera | | | | | |
| | | | No pude enviar mi queja porque recibí un mensaje de error | B | | | | |
| | | | Otro (indique cuál) | Z | | | | |
| SPNMS5235Q007 | A | ¿Qué tipo de categoría de queja buscaba? | | | Text area,  no char limit | | N | Skip Logic Group |
| SPNMS5235Q008 | B | ¿Qué decía el mensaje de error? | | | Text area,  no char limit | | N | Skip Logic Group |
| SPNMS5235Q009 | Z | Indique qué otros inconvenientes tuvo. | | | Text area,  no char limit | | N | Skip Logic Group |
| SPNMS5235Q010 | | Piense en su experiencia con el sitio del Asistente para quejas de la FTC de hoy e indique qué mejoras sugeriría. | | | Text area,  no char limit | | N | |

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

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

## FTC Complaint Assistant

### ELEMENTS (drivers of satisfaction)

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

1 Please rate the **simplicity of instructions** for completing the Complaint Assistant.

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

3 Please rate the **clarity of instructions** for completing the Complaint Assistant.

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

4 Please rate how **quickly pages load** in the Complaint Assistant.

5 Please rate the **consistency of speed from page to page** in the Complaint Assistant.

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

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

7 Please rate **how well the Complaint Assistant is organized**.

8 Please rate the **options available for navigating** the Complaint Assistant.

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

### CUSTOMER SATISFACTION

**Satisfaction**

**Satisfaction - Overall**

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

**Satisfaction - Expectations**

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

**Satisfaction - Ideal**

12 How does the Complaint Assistant **compare to your idea of an ideal website?** (1=Nt Very Close, 10=Very Close)

> Note that Model questions (Elements, Satisfaction, and Future Behaviors) are standardized items used in benchmarking and your predictive model.
>
> These items have been tested and validated with the specific wording that appears here.
>
> Model components should be relevant to all site visitors.

### FUTURE BEHAVIORS

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

**Recommend**

13 How likely are you to **recommend the FTC Complaint Assistant** 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
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

| | **FTC ComplaintAssistant CUSTOM QUESTION LIST** | | |
|---|---|---|---|
| **Skip Logic Label** | **Question Text** | **Answer Choices (limited to 50 characters)** | **Skip to** |
| | ~~Were you **aware of the FTC Complaint Assistant** before visiting the site today?~~ | ~~Yes~~ | |
| | | ~~No~~ | C |
| | | ~~Not sure~~ | C |
| | How often do you visit the FTC Complaint Assistant? | This is my first visit | C |
| | | A few times a year | |
| | | Monthly | |
| | | Weekly | |
| | | Daily | |
| C | How did you find the FTC Complaint Assistant site? | FTC Website | |
| | | FTC Publication | |
| | | Search engine | |
| | | Another website | |
| | | Referral from another agency | |
| | | Friend/family member | |
| | | Contacted the FTC | |
| | | Other | |
| | Please rate the visual appeal of the Complaint Assistant. | 1=Poor | |
| | | 2 | |
| | | 3 | |
| | | 4 | |
| | | 5 | |
| | | 6 | |
| | | 7 | |
| | | 8 | |
| | | 9 | |
| | | 10=Excellent | |
| | | Don't Know | |
| | Please rate the balance of graphics and text throughout the Complaint Assistant. | 1=Poor | |
| | | 2 | |
| | | 3 | |
| | | 4 | |
| | | 5 | |
| | | 6 | |
| | | 7 | |
| | | 8 | |
| | | 9 | |
| | | 10=Excellent | |
| | | Don't Know | |
| | Was the FTC Complaint Assistant easy to use? | Yes | |
| | | No | |
| | | Not sure | |
| | Did you experience any of the following challenges during your visit today? | I did not experience any challenges today | |

red & strike-through:  DELETE

*underlined & italicized*: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

| | FTC ComplaintAssistant CUSTOM QUESTION LIST | | |
|---|---|---|---|
| **Skip Logic Label** | **Question Text** | **Answer Choices (limited to 50 characters)** | **Skip to** |
| | | I did not understand which category I should have selected (i.e. identity theft, unwanted telemarketing, other, etc.) | A |
| | | There was no complaint category listed that covered my complaint | A |
| | | I did not understand what I was supposed to do | |
| | | 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 | B |
| | | Other, please specify | Z |
| A | What type of complaint category were you looking for? | | |
| B | What was the error message? | | |
| Z | Please let us know what other difficulties you had. | | |
| | Thinking about your experience with the FTC Complaint Assistant site today, what one improvement would you suggest? | | |

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

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

Note: These CQ edits were made after a brainstorming meeting with the client. T
the QAP and were approved. After being sent to the client for '"final review" they
changes. Those changes are incorporated on the 5.2.14 tab to make the CQs up t

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **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

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

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

Note: These CQ edits were made after a brainstorming meeting with the client. T...
the QAP and were approved. After being sent to the client for '"final review" they...
changes. Those changes are incorporated on the 5.2.14 tab to make the CQs up t...

# 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 |
|---|---|---|

**ELEMENTS (drivers of satisfaction)**

**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.~~

**CUSTOMER SATISFACTION**

**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**?

**FUTURE BEHAVIORS**

**Recommend** *(1=Not Very Likely, 10=Very Likely)*
16 How likely are you to **recommend the FTC ComplaintAssistant** ~~process~~ to someone else?

## 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 | |

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

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 |
| ~~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:** | | | | red & strike-through: DELETE | | | | |
| FTC ComplaintAssistant | | | | _underlined & italicized_: RE-ORDER | | | | |
| **MID:** 0kpIEZsgBcpIkIFVJ8gpAA== | | | | pink: ADDITION | | | | |
| **Date:** 4/4/2014 | | | | blue + -->: REWORDING | | | | |

| 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<br>Disagree<br>Neutral<br>Agree<br>Strongly Agree<br>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<br>No<br>Not sure | <br>D<br>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.).<br>I did not understand what I was supposed to do.<br>I was unable to submit my complaint.<br>Other, please specify | <br><br><br>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

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 |
| 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<br>Disagree<br>Neutral<br>Agree<br>Strongly Agree<br>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<br>No<br>Not sure | <br>D<br>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.).<br>I did not understand what I was supposed to do.<br>I was unable to submit my complaint.<br>Other, please specify | <br><br><br>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 | |

## 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:** | 1/16/2014 | | | | | | |

~~red & strike-through~~:  DELETE
_underlined & italicized_: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

| 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<br>Disagree<br>Neutral<br>Agree<br>Strongly Agree<br>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<br>No<br>Not sure | <br>D<br>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.).<br>I did not understand what I was supposed to do.<br>I was unable to submit my complaint.<br>Other, please specify | <br><br><br>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:** | 0kplEZsgBcpIkIFVJ8gpAA== | |
| **Date:** | 6/26/2009 | |

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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 |
|---|---|---|---|---|---|---|---|---|
| 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<br>Disagree<br>Neutral<br>Agree<br>Strongly Agree<br>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<br>No<br>Not sure | <br>D<br>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.).<br>I did not understand what I was supposed to do.<br>I was unable to submit my complaint.<br>Other, please specify | <br><br><br>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

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_underlined & italicized_: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

| 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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*underlined & italicized*: RE-ORDER
pink: ADDITION
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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 |
|---|---|---|---|---|---|---|---|---|
| NEW | D | The new site design is an improvement over the previous design. | Strongly Disagree<br>Disagree<br>Neutral<br>Agree<br>Strongly Agree<br>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<br>No<br>Not sure | <br>D<br>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.).<br>I did not understand what I was supposed to do.<br>I was unable to submit my complaint.<br>Other, please specify | <br><br><br>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 | |