Welcome and Thank You Text

Directions:

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

Examples

Welcome Text Example

Welcome Text

Thank you for visiting PSC.gov. You have been randomly selected to take part in a brief survey to let the Program Support Center know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey – and for helping PSC serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Thank You Text Example

FORESEE™

RESULTS

Program Support Center Web Survey
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know) Please rate the **accuracy of information** on this site. Please rate the **quality of information** on this site. Please rate the **freshness of content** on this site. **Look and Feel (1=Poor, 10=Excellent, Don't Know)** Please rate the **visual appeal** of this site. Please rate the **balance of graphics and text** on this site. Please rate the **readability of the pages** on this site. **Navigation (1=Poor, 10=Excellent, Don't Know)** Please rate **how well the site is organized**. Please rate the **options available for navigating** this site. Please rate **how well the site layout helps you find what you are looking for**. Please rate the **number of clicks to get where you want** on this site. **Search (1=Poor, 10=Excellent, Don't Know)** Please rate the **relevance of search results** on this site. Please rate the **organization of search results** on this site. Please rate how well the **search results help you decide what to select**. Please rate how well the **search feature helps you to narrow the results** to find what you want. **Site Performance (1=Poor, 10=Excellent, Don't Know)** Please rate how **quickly pages load** on this site. Please rate the **consistency of speed from page to page** on this site. Please rate the **ability to load pages without getting error messages** on this site.	**Satisfaction** What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)* How well does this site **meet your expectations**? How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	**Return (1=Very Unlikely, 10=Very Likely)** How likely are you to **return to this site**? **Recommend (1=Very Unlikely, 10=Very Likely)** How likely are you to **recommend this site to someone else**? **Primary Resource (1=Very Unlikely, 10=Very Likely)** How likely are you to use this site as your **primary resource for obtaining information from this organization?**

U.S. Dept of Health and Human Services Program Support Center 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
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single	Y
			To access the ITAS system to log or check my time				
			To download forms	B			
			To find specific contact information for an employee or department				
			Other (please specify)	C			
SAC0427	B	Which forms did you plan to download today?			Text area, no char limit		N
SAC0428	C	Why did you visit the Program Support Center today?			Text area, no char limit		N
SAC0429	A	On which product or service were you looking for information today? (Check all that apply.)	Accounting		Checkbox, one-up vertical	Multi	Y
			Automated External Defibrillator				
			Board for Corrections				
			Child Care Subsidy Program				
			Customer Contact Center				
			Debt Collection				
			Departmental Forms Management				
			Digital Conversion and Archiving of Documents				
			Employee Assistance Program				
			Employee Child Care Centers				
			Environmental Health				
			Facilities Operations & Management				
			Financial Reporting				
			Freedom of Information Act (FOIA)				
			GO!card® Transit Benefits				
			Grant Payments				
			Graphic Arts				
			Health Clinics				
			Indirect Cost Negotiations				
			Labor and Moving				
			Mail Delivery				
			Mail Screening				
			McKinney-Vento Act Administration				
			Medical Supply				
			Negotiated Contracts and Simplified Acquisitions				
			Organizational Development and Leadership				
			Payroll Liaison				
			Personal Property Management System				
			Printing				
			Product Distribution				
			Property Disposal				
			Purchase Card Management				
			Real Property Strategy				
			Regional Support				
			Section 508 Compliance Testing and Remediation				
			Security				
			Shredding				
			Storage				
			Travel Arrangements and Reimbursements				
			Wellness/Fitness				
			Work/Life Program				
			Other (please specify)	D			
SAC0430	D	Other services or products:			Text area, no char limit		N

Model Instance Name:		
U.S. Dept of Health and Human Services Program Support Center		
MID: Jdgox5s1osEgVRgEohslgA==		
Date: 8/1/2011		

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

U.S. Dept of Health and Human Services Program Support Center 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
SAC0431		Are you a Health & Human Services Employee?	Yes		Radio button, one-up vertical	Single	Y
			No	A			
SAC0432	A	With which federal agency are you currently employed?	Agency for International Development		Radio button, one-up vertical	Single	Y
			Department of Agriculture				
			Department of Commerce				
			Department of Defense				
			Department of Education				
			Department of Homeland Security				
			Department of Housing and Urban Development				
			Department of the Interior				
			Department of Justice				
			Department of Labor				
			Department of State				
			Department of the Interior				
			Department of the Treasury				
			Department of Transportation				
			Department of Veterans Affairs				
			Executive Office of the President				
			Federal Legislative Branch				
			General Accounting Office				
			General Services Administration				
			Independent Agencies				
			Judicial Branch				
			National Aeronautics and Space Administration				
			Office of Personnel Management				
			Peace Corps				
			Postal Service				
			Private Vendor				
			Quasi Official INTNL & Non Govt				
			Railroad Retirement Board				
			Securities and Exchange Commission				
			Other federal agency (please specify)	B			
			Do not work for a federal agency				
SAC0433	B	Other federal agency:			Text area, no char limit	Single	N
SAC0435		How often do you visit PSC.gov?	This is my first visit		Radio button, one-up vertical	Single	Y
			A few times per year				
			A few times per month				
			A few times per week				
			Everyday				
			Multiple times per day				
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	Yes		Radio button, one-up vertical	Single	Y
			No	B			
			I did not have a specific goal in visiting PSC.gov today.				
CAS0058762	B	Why could you not accomplish your goal today?			Text area, no char limit		N
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?			Text area, no char limit	Single	N

Special Instructions	CQ Label
Skip Logic Group	Visit Reason
Skip Logic Group	OE Forms
Skip Logic Group	Other Visit Reason
Skip Logic Group	Product/Service
Skip Logic Group	Other Product/Service

Special Instructions	CQ Label
Skip Logic Group	HHS?
Skip Logic Group	Federal Agency
Skip Logic Group	Other Federal Agency
	Visit Frequency
Skip Logic Group	Accomplish Goal?
Skip Logic Group	OE_ Why not accomplish
	Suggested Changes

U.S. Dept of Health and Human Services Program Support Center 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
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single	Y
			To access the ITAS system to log or check my time				
			To download forms	B			
			To find specific contact information for an employee or department				
			Other (please specify)	C			
SAC0427	B	Which forms did you plan to download today?			Text area, no char limit		N
SAC0428	C	Why did you visit the Program Support Center today?			Text area, no char limit		N
SAC0429	A	On which product or service were you looking for information today? (Check all that apply)	Accounting		Checkbox, one-up vertical	Multi	Y
			Automated External Defibrillator				
			Board for Corrections				
			Child Care Subsidy Program				
			Customer Contact Center				
			Debt Collection				
			Departmental Forms Management				
			Digital Conversion and Archiving of Documents				
			Employee Assistance Program				
			Employee Child Care Centers				
			Environmental Health				
			Facilities Operations & Management				
			Financial Reporting				
			Freedom of Information Act (FOIA)				
			GO!card® Transit Benefits				
			Grant Payments				
			Graphic Arts				
			Health Clinics				
			Indirect Cost Negotiations				
			Labor and Moving				
			Mail Delivery				
			Mail Screening				
			McKinney-Vento Act Administration				
			Medical Supply				
			Negotiated Contracts and Simplified Acquisitions				
			Organizational Development and Leadership				
			Payroll Liaison				
			Personal Property Management System				
			Printing				
			Product Distribution				
			Property Disposal				
			Purchase Card Management				
			Real Property Strategy				
			Regional Support				
			Section 508 Compliance Testing and Remediation				
			Security				
			Shredding				
			Storage				
			Travel Arrangements and Reimbursements				
			Wellness/Fitness				
			Work/Life Program				
			Other (please specify)	D			
SAC0430	D	Other services or products:			Text area, no char limit		N

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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
SAC0431		Are you a Health & Human Services Employee?	Yes		Radio button, one-up vertical	Single	Y
			No	A			
SAC0432	A	With which federal agency are you currently employed?	Agency for International Development		Radio button, one-up vertical	Single	Y
			Department of Agriculture				
			Department of Commerce				
			Department of Defense				
			Department of Education				
			Department of Homeland Security				
			Department of Housing and Urban Development				
			Department of the Interior				
			Department of Justice				
			Department of Labor				
			Department of State				
			Department of the Interior				
			Department of the Treasury				
			Department of Transportation				
			Department of Veterans Affairs				
			Executive Office of the President				
			Federal Legislative Branch				
			General Accounting Office				
			General Services Administration				
			Independent Agencies				
			Judicial Branch				
			National Aeronautics and Space Administration				
			Office of Personnel Management				
			Peace Corps				
			Postal Service				
			Private Vendor				
			Quasi Official INTNL & Non Govt				
			Railroad Retirement Board				
			Securities and Exchange Commission				
			Other federal agency (please specify)	B			
			Do not work for a federal agency				
SAC0433	B	Other federal agency:			Text area, no char limit	Single	N
SAC0435		How often do you visit PSC.gov?	This is my first visit		Radio button, one-up vertical	Single	Y
			A few times per year				
			A few times per month				
			A few times per week				
			Everyday				
			Multiple times per day				
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	Yes		Radio button, one-up vertical	Single	Y
			No	B			
			I did not have a specific goal in visiting PSC.gov today.				
CAS0058762	B	Why could you not accomplish your goal today?			Text area, no char limit		N
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?			Text area, no char limit	Single	N

Special Instructions	CQ Label
Skip Logic Group	Visit Reason
Skip Logic Group	OE Forms
Skip Logic Group	Other Visit Reason
Skip Logic Group	Product/Service
Skip Logic Group	Other Product/Service

Special Instructions	CQ Label
Skip Logic Group	HHS?
Skip Logic Group	Federal Agency
Skip Logic Group	Other Federal Agency
	Visit Frequency
Skip Logic Group	Accomplish Goal?
Skip Logic Group	OE_ Why not accomplish
	Suggested Changes

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
SAC0426		Which of the following best describes why you decided to visit PSC.gov today?	To find information on a service or product	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
			To access the ITAS system to log or check my time					
			To download forms	B				
			To find specific contact information for an employee or department					
			Other (please specify)	C				
SAC0427	B	Which forms did you plan to download today?			Text area, no char limit		N	Skip Logic Group
SAC0428	C	Why did you visit the Program Support Center today?			Text area, no char limit		N	Skip Logic Group
SAC0429	A	On which product or service were you looking for information today? (Check all that apply)	Accounting		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Automated External Defibrillator					
			Board for Corrections					
			Child Care Subsidy Program					
			Customer Contact Center					
			Debt Collection					
			Departmental Forms Management					
			Digital Conversion and Archiving of Documents					
			Employee Assistance Program					
			Employee Child Care Centers					
			Environmental Health					
			Facilities Operations & Management					
			Financial Reporting					
			Freedom of Information Act (FOIA)					
			GO!card® Transit Benefits					
			Grant Payments					
			Graphic Arts					
			Health Clinics					
			Indirect Cost Negotiations					
			Labor and Moving					
			Mail Delivery					
			Mail Screening					
			McKinney-Vento Act Administration					
			Medical Supply					
			Negotiated Contracts and Simplified Acquisitions					
			Organizational Development and Leadership					
			Payroll Liaison					
			Personal Property Management System					
			Printing					
			Product Distribution					
			Property Disposal					
			Purchase Card Management					
			Real Property Strategy					
			Regional Support					
			Section 508 Compliance Testing and Remediation					
			Shredding					
			Storage					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Travel Arrangements and Reimbursements					
			Wellness/Fitness					
			Work/Life Program					
			Other (please specify)	D				
SAC0430	D	Other services or products:			Text area, no char limit		N	Skip Logic Group
SAC0431		Are you a Health & Human Services Employee?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	A				
SAC0432	A	With which federal agency are you currently employed?	Agency for International Development		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Department of Agriculture					
			Department of Commerce					
			Department of Defense					
			Department of Education					
			Department of Homeland Security					
			Department of Housing and Urban Development					
			Department of the Interior					
			Department of Justice					
			Department of Labor					
			Department of State					
			Department of the Interior					
			Department of the Treasury					
			Department of Transportation					
			Department of Veterans Affairs					
			Executive Office of the President					
			Federal Legislative Branch					
			General Accounting Office					
			General Services Administration					
			Independent Agencies					
			Judicial Branch					
			National Aeronautics and Space Administration					
			Office of Personnel Management					
			Peace Corps					
			Postal Service					
			Private Vendor					
			Quasi Official INTNL & Non Govt					
			Railroad Retirement Board					
			Securities and Exchange Commission					
			Other federal agency (please specify)	B				
			Do not work for a federal agency					
SAC0433	B	Other federal agency:			Text area, no char limit	Single	N	Skip Logic Group
SAC0434		In which U.S. state are you based?	Alabama		Drop down, select one	Single	Y	
			Alaska					
			Arkansas					
			Arizona					
			California					
			Colorado					
			Connecticut					
			District of Columbia					
			Delaware					
			Florida					
			Georgia					
			Hawaii					
			Idaho					
			Illinois					

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| | | | **U.S. Dept of Health and Human Services Program Support Center CUSTOM QUESTION LIST** | | | | | |

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Indiana					
			Kansas					
			Kentucky					
			Louisiana					
			Maryland					
			Massachusetts					
			Maine					
			Michigan					
			Minnesota					
			Missouri					
			Mississippi					
			Montana					
			Nebraska					
			New Hampshire					
			New Jersey					
			New Mexico					
			Nevada					
			New York					
			North Carolina					
			North Dakota					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			Utah					
			Virginia					
			Vermont					
			West Virginia					
			Washington					
			Wisconsin					
			Wyoming					
			Outside the U.S.					
SAC0435		How often do you visit PSC.gov?	This is my first visit		Radio button, one-up vertical	Single	Y	
			A few times per year					
			A few times per month					
			A few times per week					
			Everyday <-- DOT - Just removing space between Every day					
			Multiple times per day					
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	B				
			I did not have a specific goal in visiting PSC.gov today.					
SAC0437	A	Which goal could you not accomplish on PSC.gov today?			Text area, no char limit	Single	N	Skip Logic Group
	B	Why could you not accomplish your goal today?			Text area, no char limit		N	Skip Logic Group
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?			Text area, no char limit	Single	N	
SAC0439		What do you plan to do next?	Call someone to learn more about products and services available		Radio button, one-up vertical	Single	Y	
			Email someone to learn more about products and services available					

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Call someone to order or purchase products or services available					
			Email someone to order or purchase products or service available					
			Download the PSC Service and Product Directory					
			I do not plan to do any of the above					
SAC0440		If you could purchase products or services using this website, how likely would you be to place your order online?	Very likely		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Somewhat likely					
			Somewhat unlikely	A				
			Very unlikely	A				
SAC0441	A	Why would you be unlikely to order online?			Text area, no char limit		N	Skip Logic Group

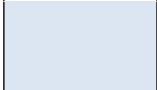| CQ Label |
|---|
| Visit Reason |
| OE Forms |
| Other Visit Reason |
| Product/Service |

CQ Label

Other
Product/Service

HHS?

Federal Agency

Other Federal
Agency

State

CQ Label

Visit Frequency

Accomplish Goal?

Goal Not accomplished

OE_ Why not accomplish

Suggested Changes

Do next?

CQ Label
Likely to purchase online
Why unlikely to purchase online

SAC0429	A	On which product or service were you looking for information today? (Check all that apply.)	SAC0429A001	Accounting ~~Services~~		Checkbox, one-up vertical	Multi	Y
			SAC0429A002	~~Asset Management~~				
			SAC0429A003	Automated External Defibrillator ~~Services~~				
			SAC0429A004	~~Background Investigations~~				
			SAC0429A005	Board for Corrections				
			SAC0429A006	~~Building Management~~				
			SAC0429A007	~~Clinical Health and Wellness Services~~				
			SAC0429A008	~~Compensation Services~~				
			SAC0429A009	~~Conference Services~~				
			SAC0429A010	~~Cooperative Administrative Support Units (CASUs)~~				
			SAC0429A011	~~Cost Allocation/Indirect Cost Negotiations~~				
				Child Care Subsidy Program				
				Customer Contact Center				
			SAC0429A012	Debt Collection				
			SAC0429A013	Departmental Forms Management				
				Digital Conversion and Archiving of Documents				
			SAC0429A014	~~Digital Fingerprinting and Special Agency Checks~~				
			SAC0429A015	Employee Assistance Program				
			SAC0429A016	Employee Child Care ~~Services~~ Centers				
			SAC0429A017	Environmental Health ~~Services~~				
				Facilities Operations & Management				
			SAC0429A018	~~Financial Enterprise Systems Management~~				
			SAC0429A019	Financial Reporting				
			SAC0429A020	Freedom of Information Act (FOIA)				
				GO!card® Transit Benefits				
				Grant Payments				
			SAC0429A021	~~General Storage~~				
			SAC0429A022	Graphic Arts				
			SAC0429A023	~~HHS Information Hotline~~				
			SAC0429A024	~~HHS Travel Services~~				
			SAC0429A025	~~HSPD-12 (PIV) Badge Recertification~~				
			SAC0429A026	~~HSPD-12 Services~~				
			SAC0429A027	~~Human Resource Systems~~				
				Health Clinics				
				Indirect Cost Negotiations				
			SAC0429A028	~~IT Infrastructure and Operations Services~~				
			SAC0429A029	~~IT Security Services~~				
				Labor and Moving				
				Mail Delivery				
			SAC0429A030	Mail Screening				
				McKinney-Vento Act Administration				
				Medical Supply				
			SAC0429A031	~~Mail Management and Policy Branch~~				
			SAC0429A032	~~Medical Affairs~~				
				__>Negotiated Contracts and Simplified Acquisitions				
				Organizational Development and Leadership				
			SAC0429A033	Payroll Liaison				
				Personal Property Management System				
				Printing				
			SAC0429A034	~~ONE-DHHS Contact Center~~				
			SAC0429A035	~~Payment Management (Grant) Services~~				
			SAC0429A036	~~Payroll Accounting Services~~				
			SAC0429A037	~~Payroll Services~~				
			SAC0429A038	~~Physical Security~~				
			SAC0429A039	~~Printing Procurement~~				
			SAC0429A040	Product Distribution				
			SAC0429A041	~~Project Management~~				
			SAC0429A042	Property Disposal				
			SAC0429A043	Purchase Card Management				
			SAC0429A044	Real Property Strategy				
			SAC0429A045	Regional Support ~~Program~~				
				Section 508 Compliance Testing and Remediation				
			SAC0429A046	~~Relocation Services~~				

			SAC0429A047	Shredding				
				Storage				
			SAC0429A048	~~Simplified Acquisitions~~				
			SAC0429A049	~~Space Acquisition~~				
			SAC0429A050	~~Space Alterations~~				
			SAC0429A051	~~Subsidized Mass Transit Tickets (Transhare and GO!card)~~				
			SAC0429A052	~~Supply Service Center~~				
			SAC0429A053	~~Telecommunications Management~~				
			SAC0429A054	~~Telecommunications Services~~				
			SAC0429A055	~~Vehicle Rental Services~~				
				Travel Arrangements and Reimbursements				
			SAC0429A056	Wellness/Fitness				
			SAC0429A057	Work/Life ~~Services~~ Program				
			SAC0429A058	Other (please specify)	D			
SAC0430	D	Other services or products:				Text area, no char limit		N
SAC0431		Are you a Health & Human Services Employee?	SAC0431A001	Yes		Radio button, one-up vertical	Single	Y
			SAC0431A002	No	A			
SAC0432	A	With which federal agency are you currently employed?	SAC0432A001	Agency for International Development		Radio button, one-up vertical	Single	Y
			SAC0432A002	Department of Agriculture				
			SAC0432A003	Department of Commerce				
			SAC0432A004	Department of Defense				
			SAC0432A005	Department of Education				
			SAC0432A006	Department of Homeland Security				
			SAC0432A007	Department of Housing and Urban Development				
			SAC0432A008	Department of the Interior				
			SAC0432A009	Department of Justice				
			SAC0432A010	Department of Labor				
			SAC0432A011	Department of State				
			SAC0432A012	Department of the Interior				
			SAC0432A013	Department of the Treasury				
			SAC0432A014	Department of Transportation				
			SAC0432A015	Department of Veterans Affairs				
			SAC0432A016	Executive Office of the President				
			SAC0432A017	Federal Legislative Branch				
			SAC0432A018	General Accounting Office				
			SAC0432A019	General Services Administration				
			SAC0432A020	Independent Agencies				
			SAC0432A021	Judicial Branch				
			SAC0432A022	National Aeronautics and Space Administration				
			SAC0432A023	Office of Personnel Management				
			SAC0432A024	Peace Corps				
			SAC0432A025	Postal Service				
			SAC0432A026	Private Vendor				
			SAC0432A027	Quasi Official INTNL & Non Govt				
			SAC0432A028	Railroad Retirement Board				
			SAC0432A029	Securities and Exchange Commission				
			SAC0432A030	Other federal agency (please specify)	B			
SAC0433	B	Other federal agency:				Text area, no char limit	Single	N
SAC0434		In which U.S. state are you based?	SAC0434A001	Alabama		Drop down, select one	Single	Y
			SAC0434A002	Alaska				
			SAC0434A003	Arkansas				
			SAC0434A004	Arizona				
			SAC0434A005	California				
			SAC0434A006	Colorado				
			SAC0434A007	Connecticut				
			SAC0434A008	District of Columbia				
			SAC0434A009	Delaware				
			SAC0434A010	Florida				
			SAC0434A011	Georgia				
			SAC0434A012	Hawaii				
			SAC0434A013	Idaho				
			SAC0434A014	Illinois				
			SAC0434A015	Indiana				
			SAC0434A016	Kansas				
			SAC0434A017	Kentucky				

			SAC0434A018	Louisiana			
			SAC0434A019	Maryland			
			SAC0434A020	Massachusetts			
			SAC0434A021	Maine			
			SAC0434A022	Michigan			
			SAC0434A023	Minnesota			
			SAC0434A024	Missouri			
			SAC0434A025	Mississippi			
			SAC0434A026	Montana			
			SAC0434A027	Nebraska			
			SAC0434A028	New Hampshire			
			SAC0434A029	New Jersey			
			SAC0434A030	New Mexico			
			SAC0434A031	Nevada			
			SAC0434A032	New York			
			SAC0434A033	North Carolina			
			SAC0434A034	North Dakota			
			SAC0434A035	Ohio			
			SAC0434A036	Oklahoma			
			SAC0434A037	Oregon			
			SAC0434A038	Pennsylvania			
			SAC0434A039	Rhode Island			
			SAC0434A040	South Carolina			
			SAC0434A041	South Dakota			
			SAC0434A042	Tennessee			
			SAC0434A043	Texas			
			SAC0434A044	Utah			
			SAC0434A045	Virginia			
			SAC0434A046	Vermont			
			SAC0434A047	West Virginia			
			SAC0434A048	Washington			
			SAC0434A049	Wisconsin			
			SAC0434A050	Wyoming			
			SAC0434A051	Outside the U.S.			
SAC0435		How often do you visit PSC.gov?	SAC0435A001	This is my first visit		Radio button, one-up vertical	Single	Y
			SAC0435A002	A few times per year			
			SAC0435A003	A few times per month			
			SAC0435A004	A few times per week			
			SAC0435A005	Every day			
			SAC0435A006	Multiple times per day			
SAC0436		Did you accomplish your goal in visiting PSC.gov today?	SAC0436A001	Yes		Radio button, one-up vertical	Single	Y
			SAC0436A002	No	A		
			SAC0436A003	I did not have a specific goal in visiting PSC.gov today.			
SAC0437	A	Which goal could you not accomplish on PSC.gov today?				Text area, no char limit	Single	N
SAC0438		What suggestions do you have about how to make PSC.gov more helpful to visitors like you?				Text area, no char limit	Single	N
SAC0439		What do you plan to do next?	SAC0439A001	Call someone to learn more about products and services available		Radio button, one-up vertical	Single	Y
			SAC0439A002	Email someone to learn more about products and services available			
			SAC0439A003	Call someone to order or purchase products or services available			
			SAC0439A004	Email someone to order or purchase products or service available			
			SAC0439A005	Download the PSC Service and Product Directory			
			SAC0439A006	I do not plan to do any of the above			
SAC0440		If you could purchase products or services using this website, how likely would you be to place your order online?	SAC0440A001	Very likely		Radio button, one-up vertical	Single	Y
			SAC0440A002	Somewhat likely			
			SAC0440A003	Somewhat unlikely	A		
			SAC0440A004	Very unlikely	A		
SAC0441	A	Why would you be unlikely to order online?				Text area, no char limit		N

Skip Logic Group	Product/Service

Skip Logic Group	Other Product/Service
Skip Logic Group	HHS?
Skip Logic Group	Federal Agency
Skip Logic Group	Other Federal Agency
	State

	Visit Frequency
Skip Logic Group	Accomplish Goal?
Skip Logic Group	Goal Not accomplished
	Suggested Changes
	Do next?
Skip Logic Group	Likely to purchase online
Skip Logic Group	Why unlikely to purchase online