

Welcome and Thank You Text

Welcome Text

Thank you for being a valuable PSC partner. Please take a few minutes to tell us how we are doing and where we can improve, to ensure you have the best experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us 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 for taking our survey - and for helping us serve you better.

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

Cancel

Submit

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Welcome and Thank You Text

Welcome Text

~~Thank you for your recent purchase from PSC. Please take part in a brief survey to let us 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 for being a valuable PSC partner. Please take a few minutes to tell us how we are doing and where we can improve, to ensure you have the best experience possible.

Thank You Text

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Model Name: P

Model ID BYYwwBNdAwN15hoYBoRAxA4C

Partitioned: No

Date: 5/30/2014



Label	Satisfaction Questions
MQ Label	CUSTOMER SATISFACTION
	Satisfaction
Satisfaction - Overall	What is your overall satisfaction with the service? (1=Very Dissatisfied, 5=Very Satisfied)
Satisfaction - Expectations	How well did the service meet your expectations? (1=Fall well short, 5=Exceeded expectations)
Satisfaction - Ideal	How do you rate the overall quality of the ideal service? (1=Not at all, 5=Excellent)

Model Name PSC Milestone Survey
 Model ID BYYwwBNdAwN15hoYBoRAxA4C
 Partitioned NO
 Date 5/30/2014

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Rework



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
Thinking about your entire experience in acquiring this product/service from PSC, please answer the following:							
NMS5280Q001		The quality of information provided.	Excellent = 10 9 8 7 6 5 4 3 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q002		The timeliness of information provided.	Excellent = 10 9 8 7 6 5 4 3 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q003		The availability of customer service support.	Excellent = 10 9 8 7 6 5 4 3D34:135D32:135D35:D39 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q004		The quality of customer service support	Excellent = 10 9 8 7 6 5 4 3 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q005		What could we have done to improve your experience with this process?			N	Text area, no char limit	
NMS5280Q006		If we may contact you regarding your experience with this product or service, please provide your name, email address, and agency affiliation. Name:			N	Text field, <100 char	Multiple Lists Group*
NMS5280Q007		E-mail:			N	Text field, <100 char	Multiple Lists Group*



CQ Label



Info Quality

Timeliness

Availability

Quality

OE_Improvement

OE_Follow Up
Name

OE_Follow Up
Email

Model Name PSC Milestone Survey
 Model ID BYYwwBNdAwN15hoYBoRAxA4C
 Partitioned NO
 Date 5/30/2014

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NMS5280Q003		The availability of customer service support.	Excellent = 10 9 8 7 6 5 4 3D34:135D32:135D35:D39 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q004		The quality of customer service support	Excellent = 10 9 8 7 6 5 4 3 2 Poor = 1		Y	Radio button, scale, no don't know	
NMS5280Q005		What could we have done to improve your experience with this process?			N	Text area, no char limit	
NMS5280Q006		If we may contact you regarding your experience with this product or service, please provide your name, email address, and agency affiliation. Name:			N	Text field, <100 char	Multiple Lists Group*
NMS5280Q007		E-mail:			N	Text field, <100 char	Multiple Lists Group*



CQ Label



Info Quality

Timeliness

Availability

Quality

OE_Improvement

OE_Follow Up
Name

OE_Follow Up
Email