

Questionnaire Management Guidelines

Goals:

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

Questionnaire Resources:

- 1 [Questionnaire Design and Approval Process](#)
- 2 [Question Grouping Rules](#)
- 3 [OPS vs. Skip Logic Decision for "Other, Please Specify"](#)
- 4 [Foreign Language Survey Instructions](#)

Model Instance Name:

OPM Retirement Services

MID: oV1c4VN9RAEkgIB9xAFY5w4C

Date: 4/30/2013

INVITATION TEXT IS HOSTED ON OPM APPLICATION AT LOGOUT PAGE. Should read:

Thank you for visiting Services Online. You are invited to take part in a brief survey to let us know what we are doing well and where we can improve. The following survey is estimated to take about 3-5 minutes to complete. Please click on the link below and take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.



[STATIC LINK EMBEDDED HERE]

The information you provide is confidential and will be used only to evaluate the Services Online website. Send comments regarding our time estimate (3-5 minutes) or any other aspect of this information collection, including suggestions for reducing completion time, to the Office of Personnel Management, Retirement Services Programs (OMB# 1090-0008), 1900 E. Street N.W., Washington DC 20415-3900.

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 and Thank you text shown in the boxes below.

Welcome Text

Thank you for visiting our site. We would like your feedback so that we improve our services to meet your needs.

DEFAULT Thank You Text

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

ALTERNATE WEB Thank You Text

Examples

Welcome Text Example

The screenshot shows a web browser window displaying a survey page. The page title is "ForeSee Results Survey Page - Windows Internet Explorer". The URL is "http://www.foreseeresults.com/survey/display?cid=test&mid=0tk0Fpkg100h5w". The page content includes the ForeSee logo, a heading "Customer Satisfaction Survey", and introductory text: "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. Required questions are denoted by an *". A question is displayed: "1: *Please rate the ability to narrow choices to find the product(s) you are looking for on this site." Below the question is a rating scale from 1 to 10, with "1=Poor" and "Excellent=10" labels, and a "Don't Know" option.

Thank You Text Example

The screenshot shows a survey page with two dropdown menus at the top labeled "Football" and "Hockey", both set to "Please Select". Below them is question 16: "16: What size and style of jean were you shopping for today?". The question is split into two columns: "What size of jean were you shopping for today?" and "What style of jean were you shopping for today?". The size options are radio buttons for 1, 3, 5, 7, 9, 11, and 13. The style options are radio buttons for Boot cut, Low rise, Flare, Relaxed fit, and Slim cut. Below the question is a thank you message: "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." At the bottom are "Cancel" and "Submit" buttons. The footer includes "Copyright 2010 - all rights reserved" and links for "ForeSee Results", "Privacy Policy", and "Survey Support". The browser status bar shows "Internet | Protected Mode: On" and "100%".

Model Instance Name:

OPM Retirement Services

MID: oV1c4VN9RAEkglB9xAFY5w4C

Partitioned (Y/N)? Yes

Date: 4/30/2013



OPM Retirement Services

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	FUTURE BEHAVIORS	
MO Label			MO Label	
1	Content - Accuracy Please rate your perception of the accuracy of information on this site.	19 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	22	Return How likely are you to return to this site ?
2	Content - Quality Please rate the quality of information on this site.	20 How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3	Content - Freshness Please rate the freshness of content on this site.	21 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	23	Recommend How likely are you to recommend this site to someone else?
4	Functionality - Usefulness Please rate the usefulness of the website tools provided on this site.		24	Increase Usage (1=Very Unlikely, 10=Very Likely) How likely are you to increase your online interaction with OPM Retirement Services in the next year?
5	Functionality - Convenient Please rate the convenient placement of the website tools on this site.			
6	Functionality - Variety Please rate the variety of website tools on this site.			
7	Navigation - Organized Please rate how well the site is organized .			
8	Navigation - Options Please rate the options available for navigating this site.			
9	Navigation - Layout Please rate how well the site layout helps you find what you are looking for .			
10	Look and Feel - Appeal Please rate the visual appeal of this site.			
11	Look and Feel - Balance Please rate the balance of graphics and text on this site.			
12	Look and Feel - Readability Please rate the readability of the pages on this site.			
13	Tasks/Transactions - Simplicity Please rate the simplicity of the process for completing task(s) on this site.			
14	Tasks/Transactions - Instructions Please rate the clarity of instructions for completing task(s) on this site.			
15	Tasks/Transactions - Verification Please rate the verification of task completion on this site.			
16	Site Performance - Loading Please rate how quickly pages load on this site.			
17	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.			
18	Site Performance - Errors Please rate the ability to load pages without getting error messages on this site.			

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date:

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

OPM Retirement Services 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	CQ Label
		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active <u>To set up access to the site for the first time</u> Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
	B	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
		Did you accomplish what you wanted to do today on this site?	Yes No	A	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
	A	Please tell us why you were unable to accomplish your task today.			Text area, no char limit	single	N	Skip Logic Group*	OE_Not Accomplish
		What is your primary role in visiting the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single			Mobile Device
		How often do you visit this site?	<u>This is my first visit</u> Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 3.26.15

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

OPM Retirement Services 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	CQ Label
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active To set up access to the site for the first time Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Did you accomplish what you wanted to do today on this site?	Yes No	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
BJL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 3.26.15

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

OPM Retirement Services 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	CQ Label
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active To set up access to the site for the first time Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Did you accomplish what you wanted to do today on this site?	Yes No	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
BJL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
OPM Retirement Services
MID: oV1c4VN9RAEkgIB9xAFY5w4C
Date: 3.26.15

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

OPM Retirement Services 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	CQ Label
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active To set up access to the site for the first time Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Did you accomplish what you wanted to do today on this site?	Yes No I wasn't looking for anything in particular / I'm just browsing.	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single			Mobile Device
BJL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 3.26.15

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay <u>View life insurance information</u> Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password <u>Sign in to keep password active</u> Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 10.20.14

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 10.20.14

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:	B	Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet?	Yes No	H	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 12.5.13

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet ?	Yes No	H	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet ?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 12.5.13

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:	G	Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet ?	Yes No	H	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet ?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 12.5.13

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:	G	Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet ?	Yes No	H	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet ?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 12.5.13

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

Bonnie Richards:
 Added one answer
 choice to question,
 and a minor format
 edit

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:		B	Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:	G	Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet ?	Yes No	H	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet ?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

Model Instance Name:
 OPM Retirement Services
 MID: oV1c4VN9RAEkgIB9xAFY5w4C
 Date: 5.14.13

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

OPM Retirement Services 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	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor Annuitant		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	B	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:		Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet ?	Yes No		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	H	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet ?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info