Model Instance Name:

PBGC.gov v4

Date:

MID: R4sAgMYZ0wBt9Bc1FAF1tA==

Partitioned: No



NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

9/18/2012 (9.22.14 aspect wording change)

Model questions utilize the ACSI methodology to determine scores and impacts Visition of the determine scores and impacts Customs (1=Poor, 10=Excellent, Don't Know) Notice (1=Poor, 10=Excellent, Don't Know) Content - Frestme Plasse rate the quality of information on this site. 2 Content - Frestme Plasse rate the quality of information on this site. 2 Content - Frestme Plasse rate the quality of information on this site. Notigation (1=Poor, 10=Excellent, Don't Know) 2 Content - Frestme Plasse rate the quality of information on this site. 14 Satisfactor - How well does the thoroughness of content on this site. 2 Content - Frestme Plasse rate the quality of information on this site. 14 Satisfactor - How well does the site meet your expectations? 14 Satisfactor - Restme Plasse rate the quality of information on this site. 14 Satisfactor - How well does the site and the working at this site (or oxample, memory and this site to someone effect well at the organization of sacraft How regulates at the organization. 14 Satisfactor - How well does the site and excitation on this site. 12 Not of the well does the doe organ doe organ the organization of sacraft. 13 Satisfactor - How well does the site and the site to someone effect well at the organization of sacraft. 14 Not of the well does the well at			PB	GC.gov v4			
MQ Label MQ Label MQ Label MQ Label MQ Label Content 1 - Poor, 10=Excellent, Don't Know) 13 Satisfaction MM tais your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied) 16 Prefer Web Channel (1=Very Unlikely, 10=Very Likely) 2 Content - Quality Please rate the quality of information on this site. 14 Satisfaction How will does this site meet your expectations? (1=Fails Short, 10=Exceeded) 17 Recommend (1=Very Unlikely, 10=Very Likely) 3 Content - Freshne Please rate your perception of the freshness of content on this site. 15 Satisfaction How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close) 17 Recommend (1=Very Unlikely, 10=Very Likely) 14 Navigation - Optio/Please rate how well the site is organized. 16 Prefer Web Channel (1=Very Unlikely, 10=Very Likely) 15 Navigation - Optio/Please rate how well the site is organized. 14 Satisfaction How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close) 17 Recommend (1=Very Unlikely, 10=Very Likely) 16 Navigation - Optio/Please rate how well the site layout helps you find what you are looking tor. Search - Results Please rate the organization of search results on this site. 16 Prefer Web Channel (1=Very Unlikely, 10=Very Likely) 17 Search - Results Please rate the organization of search results on this site. 9 Search - Results Please rate the organization of search results on this		Model questions util	ize the ACSI me	thodology to determine scores and imp	acts		
12 Content - Accurace Please rate the thoroughness of information on this site. 13 Satisfaction - What is your overall satisfaction with this site? 16 Prefer Web CHow likely are you to use this site rather than calling or writing? 2 Content - Quality Please rate the quality of information on this site. 14 Satisfaction - What is your overall satisfaction with this site? 16 Prefer Web CHow likely are you to use this site rather than calling or writing? 3 Content - Quality Please rate the quality of information on this site. 14 Satisfaction - How well does this site meet your expectations? 17 Recommend (1=Very Unlikely, 10=Very Likely) 3 Content - Freshne Please rate your perception of the freshness of content on this site. 15 Satisfaction - How does this site compare to your idea of an ideal website? 17 Recommend (1=Very Unlikely, 10=Very Likely) 4 Navigation - Option Please rate the options available for navigating this site (for example, merus, linki). 16 Satisfaction - How Very Close, 10=Very Close) 17 Recommend this site to someone else information on this site. 9 Search - Results Please rate the options available for navigating this site. 8 Satisfaction - How well the headings and descriptions in the search results in this site. 18 Satisfaction - How Very Close, 10=Very Close) 19 Prefer Web CHow Well Weiley are you to recommend this site. 9 Search - Results Please rate the organization of search results on this site. 19 Please rate thow well wording on this site. 19 Please rate how well weile wordi	MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
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7 Search - Results RPlease rate the relevance of search results on this site. 8 Search - Results CPlease rate the organization of search results on this site. 9 Search - Results HPlease rate how well the headings and descriptions in the search results help you decide what to select. Plain Language (1=Poor, 10=Excellent, Don't Know) 10 Plain Language - CPlease rate the clarity of the wording on this site. 11 Plain Language - CPlease rate how well you understand the wording on this site.		for.					
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L0 Plain Language - OPlease rate the clarity of the wording on this site. L1 Plain Language - OPlease rate how well you understand the wording on this site.	9 Search - Results H	Please rate how well the headings and descriptions in the search results					
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Iz Plain Language - OPlease rate the site on its use of short, clear sentences. Image: Comparison of the site on its use of short, clear sentences.							
	12 Plain Language - 0	Please rate the site on its use of short, clear sentences.					

Model Insta r PBGC.gov v4	4		r ed & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER						
MID:	R4sAgM	YZ0wBt9Bc1FAF1tA==	pink: ADDITION blue +>: REWORDING						
Date:	6.1.16								
			PBGC.gov v4						
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
ACQWro00210 01		How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Eligible for future PBGC benefits Retiree receiving benefit payments from PBGC Worker/retiree with active pension plan Disabled worker or retiree Widow(er) or spouse or beneficiary Family, friend, beneficiary, and/or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role

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Other - best describes you:

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Skip Logic Group*

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			PBGC.gov v4						
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
LNH0803			Benefit entitlement question Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) Learning about PBGC's mission Benefit estimate Media report PBGC newsletter Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpos
LNH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No	_	Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
LNH0806		How could our website better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Mee Needs
LNH0807			Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed.	A, C, D, E A, B, F A, B, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y	Skip Logic Group*	Name
LNH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810 RUS0222744	D		Monday Tuesday Wednesday Thursday Friday	-	Text field, <100 char Checkbox, one-up vertical	S Multi	Y Y	Skip Logic Group* Skip Logic Group*	Telephone Best Day to Read
RUS0222745	E		9 - 10 AM (ET) 10 - 11 AM (ET) 11 - 12 PM (ET) 12 - 1 PM (ET) 1 - 2 PM (ET) 2 - 3 PM (ET) 3 - 4 PM (ET) 4 - 5 PM (ET) 5 - 6 PM (ET)		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Best hour to Read
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

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MID:	R4sAgM	YZ0wBt9Bc1FAF1tA==	pink: ADDITION blue +>: REWORDING						
Date:	6.1.16								
			PBGC.gov v4						
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
ACQWro00210 01		How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Eligible for future PBGC benefits Retiree receiving benefit payments from PBGC Worker/retiree with active pension plan Disabled worker or retiree Widow(er) or spouse or beneficiary Family, friend, beneficiary, and/or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role

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Other - best describes you:

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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	CQ Label
LNH0803		What was your primary reason for visiting PBGC's website?	Benefit entitlement question Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) Learning about PBGC's mission Benefit estimate Media report PBGC newsletter Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No	-	Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
LNH0806		How could our website better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: This survey is anonymous unless you provide contact information.	Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed.	A, C, D, E A, B, F A, B, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y	Skip Logic Group*	Name
LNH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
_NH0810	С	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	Đ	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	¥	Skip Logic Group*	Best Day to Reac
	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Friday		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Best Day to Reac
_NH0812	E	Best time to be reached:	9-10 AM (EST) 10-11 AM (EST) 11-12 PM (EST) 12-1 PM (EST) 1-2 PM (EST) 2-3 PM (EST) 2-3 PM (EST) 3-4 PM (EST)		Drop down, select one	S	¥	Skip Logic Group*	Best hour to Reac

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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	CQ Label
			4-5-PM (EST) 5-6-PM (EST)						
	E	Best time(s) to be reached:	9 - 10 AM (ET) 10 - 11 AM (ET) 11 - 12 PM (ET) 12 - 1 PM (ET) 1 - 2 PM (ET) 2 - 3 PM (ET) 3 - 4 PM (ET) 4 - 5 PM (ET) 5 - 6 PM (ET)	-	Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Best hour to Reach
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

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Date:	6.1.16								
			PBGC.gov v4						
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
ACQWro00210 01		How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Eligible for future PBGC benefits Retiree receiving benefit payments from PBGC Worker/retiree with active pension plan Disabled worker or retiree Widow(er) or spouse or beneficiary Family, friend, beneficiary, and/or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role

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Other - best describes you:

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			PBGC.gov v4						
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
NH0803			Benefit entitlement question Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) Learning about PBGC's mission Benefit estimate Media report PBGC newsletter Other (please specify)		Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpo
NH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
NH0805			Yes No	-	Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Looki For
NH0806		How could our website better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Me Needs
AU0158931		PBGC recently redesigned its website to improve service to you. We would like to hear your thoughts and opinions on the new look.	I have feedback on the new look-	Z	Radio button, one up vertical	S	¥	Skip Logic Group	Noticed Change
AU0158932	Z	Please share your feedback on the new look of PBGC's website.			Text area, no char limit		N	Skip Logic Group	Feedback on change
NH0807			Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed.	A, C, D, E A, B, F A, B, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
NH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y	Skip Logic Group*	Name
NH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
NH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
NH0811	D		Monday Tuesday Wednesday Thursday Friday	-	Drop down, select one	S	Y	Skip Logic Group*	Best Day to Rea
NH0812	E		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Rea

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	PBGC.gov v4								
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH0813	A	Please describe what you would like PBGC to contact you about:	5 - 6 PM (EST)		Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Insta r PBGC.gov v4	4		r ed & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER						
MID:	R4sAgM	YZ0wBt9Bc1FAF1tA==	pink: ADDITION blue +>: REWORDING						
Date:	6.1.16								
			PBGC.gov v4						
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
ACQWro00210 01		How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Eligible for future PBGC benefits Retiree receiving benefit payments from PBGC Worker/retiree with active pension plan Disabled worker or retiree Widow(er) or spouse or beneficiary Family, friend, beneficiary, and/or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role

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Other - best describes you:

Text field, <100 char

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Skip Logic Group*

Model Instance Name:	r ed & strike through : DELETE
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	blue +>: REWORDING
Data: 0110	

			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
VH0803	Laber		Benefit entitlement question	Экір іо	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpos
110003		Willy did you visit P DGC 5 website today?	Interest in what benefits of mine are insured by PBGC		Radio button, one-up venical	3	'	Skip Logic Group	Fillinaly Fulpos
			What to expect if PBGC takes over my pension plan						
			My Pension Benefit Account (MyPBA)						
			Learning about PBGC's mission						
			Benefit estimate						
			Media report						
			PBGC newsletter						
			Other (please specify)	A					
NH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary
IH0805		Did you find what you were looking for on PBGC.gov			Radio button, one-up vertical	S	Y	Skip Logic Group*	Purpose Find What Look
110000			Yes		ridalo battori, one up vertica	U		Ship Logic Croup	For
			No						-
NH0806		How could our website better meet your needs?			Text area, no char limit		Ν	Skip Logic Group*	OE_Better Mee
									Needs
		PBGC recently redesigned its website to improve service to you. We would like to hear your thoughts and	I have feedback on the new look	Z	Radio button, one-up vertical	S	Y	Skip Logic Group	Noticed Changes
		opinions on the new look.							
			I did not notice changes to the site						
	z	Please share your feedback on the new look of PBGC's website.			Text area, no char limit		N	Skip Logic Group	Feedback on change
NH0807			Yes, please contact me by phone Yes, please contact me by email Yes, you can contact me by either phone or email No, no contact is needed.	A, C, D, E A, B, F A, B, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
NH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	Y	Skip Logic Group*	Name
NH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
VH0810	С	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
NH0811	D		Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Rea
NH0812	E	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Rea

Model Instar PBGC.gov v MID:	4	: YZ0wBt9Bc1FAF1tA==	red & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING							
Date:	6.1.16									
	PBGC.gov v4									
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	
LNH0813		Please describe what you would like PBGC to contact you about:	5 - 6 PM (EST)		Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested	

Model Ins	stance Name:
PBGC.go	v v4
MID:	R4sAgMYZ0wBt9Bc1FAF1tA==

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Date: 6.1.16

			PBGC.gov v4						
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
ACQWro00210		How likely are you to return to this site?		-	Radio button, scale, no don't	S	Y		Likelihood to
01			1=Poor		know				Return
				2					
				3					
				4					
				5					
				6					
				7					
				8					
			Excellent=10	9					
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is	Excellent=10		Radio button, scale, no don't	S	Y		Visual Appeal
LINHUOUU		"excellent," please rate the visual appeal of this site.			know	3	T		visual Appeal
		executing please rate the visual appear of this site.	1=Poor		in iow				
				2					
				3					
				4					
				5					
				6					
				7					
				В					
				9					
			Excellent=10						
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Y		Visit Frequenc
			At least monthly						
			A few times a year						
			Once a year or less						
LNH0801		Which best describes you?	Eligible for future PBGC benefits	_	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
			Retiree receiving benefit payments from PBGC	_					
			Worker/retiree with active pension plan	-					
			Worker/retiree without a pension plan Worker	-					
			Retiree	-					
			Disabled worker or retiree	-					
			Widow(er) or spouse or beneficiary	-					
			Family, friend, beneficiary, and/or power of attorney	-					
			Practitioner or pension professional	-					
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Job seeker						
			Student						
			Other (please specify)	A					
NH0802	Α	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE Role

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PBGC.gov v	4	underlined & italicized: RE-ORDER
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		blue +>: REWORDING

	Skip Logic Label	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Answer Choices (limited to 50 characters) Benefit entitlement question Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) To better understand the extent to which my benefits (pension, health care, etc.) are insured Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Heceived an Annual Funding Notice from my employer Other (please specify)	Skip to	Type (select from list) Radio button, one-up vertical Text area, no char limit	Single or Multi S	Required Y/N Y	Special Instructions Skip Logic Group*	CQ Label Primary Purpose
_NH0803		Why did you visit PBGC's website today? Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Benefit entitlement question Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) To better understand the extent to which my benefits (pension, health care, etc.) are insured Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter I-received an Annual Funding Notice from my employer		Radio button, one-up vertical		Y		Primary Purpos
.NH0804	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Interest in what benefits of mine are insured by PBGC What to expect if PBGC takes over my pension plan My Pension Benefit Account (MyPBA) To better understand the extent to which my benefits (pension, health care, etc.) are insured Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Freceived an Annual Funding Notice from my employer						
.NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	My Pension Benefit Account (MyPBA) To-better-understand the extent to which my benefits (pension, health care, etc.) are insured Learning about PBCC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Freceived an Annual Funding-Notice from my employer		Text area, no char limit				
NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	To better understand the extent to which my benefits (pension, health care, etc.) are insured Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Heceived an Annual Funding Notice from my employer		Text area, no char limit				
NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	(pension, health care, etc.) are insured Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Freceived an Annual Funding Notice from my employer		Text area, no char limit				
.NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Learning about PBGC's mission To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Freceived an Annual Funding Notice from my employer	A	Text area, no char limit				
NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	To access a plan administrator account (My PAA) Benefit estimate Media report PBGC newsletter Freceived an Annual Funding Notice from my employer	A	Text area, no char limit				
NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Benefit estimate Media report PBGC newsletter Lreceived an Annual Funding Notice from my employer	A	Text area, no char limit				
.NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Media report PBGC newsletter Freceived an Annual Funding Notice from my employer	A	Text area, no char limit				
.NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	PBGC newsletter Freceived an Annual Funding Notice from my employer	A	Text area, no char limit				
NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Freceived an Annual Funding Notice from my employer	A	Text area, no char limit				
.NH0805	A	Please specify your reason for visiting PBGC.gov today. Did you find what you were looking for on PBGC.gov today?	Other (please specify)	A	Text area, no char limit				
.NH0805	A	Did you find what you were looking for on PBGC.gov today?			Text area, no char limit				
		today?					N	Skip Logic Group*	OE_Primary Purpose
NH0806					Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Looki
.NH0806			Yes	_					For
		How could our website better meet your needs?	No	_	Text area, no char limit		N	Skip Logic Group*	OE Better Mee
		How could our website better meet your needs?			Text area, no chai linnit		IN	Skip Logic Group	Needs
NH0807		PBGC wants to ensure we are providing you with		A, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
		excellent customer service. If you have a particular issue							
		you need help with we want to hear from you. Please indicate that you would like to be contacted and provide							
		us with the best way to reach you.							
		Please note: This survey is anonymous unless you							
		provide contact information.	Yes, please contact me by phone						
			Yes, please contact me by email	A, B, F					
				A, B, C, D,					
			Yes, you can contact me by either phone or email	E					
			No, no contact is needed.						
LNH0808	Α	This survey is anonymous unless you provide contact			Text field, <100 char	S	Y	Skip Logic Group*	Name
		information. If you would like a PBGC representative to contact you, please provide the following:							
		contact you, please provide the following.							
		Name: (First/Last Name)							
NH0809	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y Y	Skip Logic Group*	Email
NH0810		Telephone: (e.g. 555-555-5555) Best weekday to be reached:			Text field, <100 char Drop down, select one	S S	Y Y	Skip Logic Group* Skip Logic Group*	Telephone Best Day to Read
	5		Monday		Brop down, select one	3		Citip Logic Group"	Desir Day to Real
			Tuesday	-					
			Wednesday	-					
			Thursday						
			Friday						
NH0812	Е	Best time to be reached:			Drop down, select one	S	Y	Skip Logic Group*	Best hour to Read
			9 - 10 AM (EST)	-					
			10 - 11 AM (EST) 11 - 12 PM (EST)	-					
			12 - 1 PM (EST)	-					
			1 - 2 PM (EST)						
			2 - 3 PM (EST)						
			3 - 4 PM (EST)						
			4 - 5 PM (EST)						
			5 - 6 PM (EST)						
NH0813	Α	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Instar PBGC.gov v4		::	r ed & strike through : DELETE underlined & italicized: RE-ORDER						
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Date:	9.28.15								
			PBGC.gov v4						
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
ACQWro00210 01		How likely are you to return to this site?	1=Poor	23456780	Radio button, scale, no don't know	S	Y		Likelihood to Return
			Excellent=10	9					
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Worker Retiree Disabled worker or retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)		Radio button, one-up vertical	S		Skip Logic Group*	Role

A Other - best describes you:

Skip Logic Group*

OE_Role

Ν

Text field, <100 char

Model Inst	ance Name:	
PBGC.gov	v4	
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Date: 9.28.15

			PBGC.gov v4						
	Skip Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instructions	CQ Label
NH0803		Why did you visit PBGC's website today?			Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpos
			To find out if I am entitled to a benefit or unclaimed pension	-					
			To learn if my pension plan is insured or covered by the PBGC	-					
			To learn what to expect if PBGC takes over my pension plan						
			To access my pension benefit account (MyPBA) to update						
			my account information, obtain forms, etc. To better understand the extent to which my benefits	-					
			(pension, health care, etc.) are insured	-					
			To learn more about PBGC's mission to protect pensions To access a plan administrator account (My PAA)	-					
			To get an estimate of my benefit	-					
			I saw or heard something about PBGC in the media						
			I received a newsletter from PBGC	1					
			I received an Annual Funding Notice from my employer	1					
			Other (please specify)	A					
NH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
NH0805		Did you find what you were looking for on PBGC.gov			Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookir
			Yes						For
			No						
NH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Mee Needs
.NH0807		PBGC wants to ensure we are providing you with excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: <i>This survey is anonymous unless you</i>		A, C, D, E	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
		provide contact information.	Yes, please contact me by phone Yes, please contact me by email	A, B, F					
				A, B, C, D,					
			Yes, you can contact me by either phone or email No, no contact is needed.	E					
NH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following:			Text field, <100 char	S	Y	Skip Logic Group*	Name
		Name: (First/Last Name)							
NH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
NH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
NH0811	D		Monday Tuesday Wednesday Thursday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Rea
NU 1001 0			Friday		Duran davan da d				Deaths 1.5
NH0812	E		9 - 10 AM (EST) 10 - 11 AM (EST)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Read
			10 - 11 AM (EST) 11 - 12 PM (EST)						
				1					
			12 - 1 PM (EST)						
			12 - 1 PM (EST) 1 - 2 PM (EST)	-					

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Date:	9.28.15								
			PBGC.gov v4						
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
			3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)						
LNH0813		Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Insta PBGC.gov v		2:	r ed & strike through : DELETE <u>underlined & italicized</u> : RE-ORDER						
MID:		IYZ0wBt9Bc1FAF1tA==	pink: ADDITION						
	Tt-IS/ tgin		blue +>: REWORDING						
Date:	9.28.15								
			PBGC.gov v4						
OID	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
ACQWro00210		How likely are you to return to this site?	(Radio button, scale, no don't		Y		Likelihood to
01			1=Poor		know				Return
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
			10=Excellent			-			
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.			Radio button, scale, no don't know	S	Y		Visual Appeal
		excellent, please rate the visual appeal of this site.	1-Deer		KIIOW				
			1=Poor	2					
				2					
				3					
				5					
				6					
				7					
				8					
				9					
			10=Excellent	-					
LIV0079825		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Y		Visit Frequency
			At least monthly				1		
			A few times a year						
			Once a year or less						
LNH0801		Which best describes you?	Worker	_	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
			Retiree	_					
			Disabled worker or retiree	_					
			Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney	-					
			Practitioner or pension professional	-					
			Media or press representative	-					
			Congressional or regulatory researcher	-					
			Trade association or business organization	-					
			Job seeker						
			Student						
			Other (please specify)	A					
	•	Other heat describes your			Tout field <100 abor	-	NI	Chin Logio Crount	

Text field, <100 char

Ν

Skip Logic Group*

LNH0802

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Other - best describes you:

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Date: 9.28.15

			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices	Skip to	Turne (celect from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
_NH0803	Laber	Why did you visit PBGC's website today?	(limited to 50 characters)	SKIP LO	Type (select from list) Radio button, one-up vertical	S	Y Y	Skip Logic Group*	CQ Label Primary Purpose
			To find out if I am entitled to a benefit or unclaimed pension			Ū		Chip Logic Croup	
			To learn if my pension plan is insured or covered by the PBGC						
			To learn what to expect if PBGC takes over my pension plan						
			To access my pension benefit account (MyPBA) to update	1					
			my account information, obtain forms, etc.						
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To learn more about PBGC's mission to protect pensions To access a plan administrator account (My PAA)	-					
			To get an estimate of my benefit	1					
			I saw or heard something about PBGC in the media	1					
			I received a newsletter from PBGC	1					
			I received an Annual Funding Notice from my employer						
LNH0804	A	Please specify your reason for visiting PBGC.gov today.	Other (please specify)	A	Text area, no char limit		N	Skip Logic Group*	OE Primary
	A								Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
			No	1					
LNH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		PBGC wants to ensure we are providing you with			Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
		excellent customer service. If you have a particular issue you need help with we want to hear from you. Please indicate that you would like to be contacted and provide us with the best way to reach you. Please note: <i>This survey is anonymous unless you</i>							
		provide contact information.	Vee places contact me						
			Yes, please contact me. Yes, please contact me by phone	A, C, D, E					
			Yes, please contact me by email	A, B, F					
				A, B, C, D,					
			Yes, you can contact me by either phone or email	E					
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following:	No, no contact is needed.		Text field, <100 char	S	Y	Skip Logic Group*	Name
		Name: (First/Last Name)							
LNH0809	В	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	С	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reac
			Tuesday	-					
			Wednesday Thursday	-					
			Friday						
LNH0812	E	Best time to be reached:	9 - 10 AM (EST)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Reac
			10 - 11 AM (EST)						
			11 - 12 PM (EST)						
			12 - 1 PM (EST)	-					
			1 - 2 PM (EST)						ential and Proprieta

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	9.28.15		blue +>: REWORDING						
Date:	3.20 .13		PBGC.gov v4						
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
			2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)						
LNH0813		Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Insta	nce Name	2:	red & strike through: DELETE						
PBGC.gov v			underlined & italicized: RE-ORDER						
MID:		IYZ0wBt9Bc1FAF1tA==	pink: ADDITION						
			blue +>: REWORDING						
Data	3.31.15								
Date:	3.31.13								
			PBGC.gov v4						
	Skip								
	Logic		Answer Choices			Single or	Required	Special	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Instructions	CQ Label
ACQWro00210 01)	How likely are you to return to this site?	1. Desc		Radio button, scale, no don't know	S	Y		Likelihood to Return
			1=Poor	2	KHOW				Return
				2					
				3					
				5					
				5					
				7					
				8					
				9					
			10=Excellent						
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.			Radio button, scale, no don't know	S	Y		Visual Appeal
			1=Poor		-				
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
LNH0799		Is this your first visit to PBGC.gov?	10=Excellent		Dedia button and unustical	S	¥		Mait Englisher
LINHU799		IS THIS YOUR HIRST VISIT TO PBGC.gov?	Yes		Radio button, one-up vertical	5	×		Visit Frequency_ OLD
			No						ULD I
			Not sure						
		About how often do you interact with the PBGC?	This is my first interaction		Radio button, one-up vertical	S	Y	1	Visit Frequency
			At least monthly						
			A few times a year						
			Once a year or less						
LNH0801		Which best describes you?	Worker or retiree		Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
			Worker						
			Retiree						
			Disabled worker or retiree						
			Widow(er) or spouse or beneficiary						
			Other family member, friend, or power of attorney Researcher or student						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Joh seeker						

Α

Text field, <100 char

Other (please specify)

LNH0802

A Other - best describes you:

OE_Role

Skip Logic Group*

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Model Insta	nce Name:
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MID:	R4sAgMYZ0wBt9Bc1FAF1tA==

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Date: 3.31.15

			PBGC.gov v4						
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
LNH0803		Why did you visit PBGC's website today?	To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions To access a plan administrator account (My PAA) To get an estimate of my benefit I saw or heard something about PBGC in the media I received an Annual Funding Notice from my employer.		Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.	Other (please specify)	A	Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
LNH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (<i>First/Last Name</i>)			Text field, <100 char	S	N	Skip Logic Group*	Name
LNH0809	A	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
_NH0810	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
LNH0811	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reac
LNH0812	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reac
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

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			blue +>: REWORDING						
Date:	2.5.15								
			PBGC.gov v4						
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
ACQWro00210		How likely are you to return to this site?	(innited to 50 characters)	Skip to	Radio button, scale, no don't	S	Y	instructions	Likelihood to
01			1=Poor	2	know				Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is	10=Excellent	3 9	Radio button, scale, no don't	S	Y		Visual Appeal
		"excellent," please rate the visual appeal of this site.	1=Poor	2	know	5	Y		visuai Appeai
			10=Excellent	5 7 33					
LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure	_	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Disabled worker or retiree Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE Role

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Date: 2.5.15

			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH0803	Luber	Why did you visit PBGC's website today?		Chip to	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
			To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions To read about recent PBGC news						
			To access a plan administrator account (My PAA) To understand the Annual Funding Notice I received from my employer To get an estimate of my benefit Other (please specify)	А					
LNH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Looking For
LNH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	N	Skip Logic Group*	Name
LNH0809	A	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
LNH0810	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
LNH0811	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reach
LNH0812	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reac
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

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			blue +>: REWORDING						
Date:	1.28.15	(live 2.5)							
			PBGC.gov v4						
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
ACQWro00210		How likely are you to return to this site?	(infinited to 50 characters)	Skip to		S	Y	instructions	Likelihood to
ACQW0000210		How likely are you to return to this site?	1=Poor		Radio button, scale, no don't know	3	I I		Return
01				2	KHOW				rectant
				3					
				4					
				5					
				6					
				7					
				3					
				9					
			10=Excellent						
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is			Radio button, scale, no don't	S	Y		Visual Appeal
		"excellent," please rate the visual appeal of this site.	1. Deser		know				
			1=Poor	2					
				2					
				4					
				5					
				5					
				7					
				3					
				Э					
			10=Excellent						
LNH0799		Is this your first visit to PBGC.gov?	Yes	4	Radio button, one-up vertical	S	Y		Visit Frequency
			No	4			1		
1 100001			Not sure		Dedie butters area un the	-	X	Chie Lawis One t	Dala
LNH0801		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary	-	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
			Other family member, friend, or power of attorney	-					
			Disabled worker or retiree	-					
			Researcher or student	-					
			Practitioner or pension professional	1					
			Media or press representative	1					
			Trade association or business organization	1					
			Other (please specify)	A					
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE Role

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Date: 1.28.15 (live 2.5)

			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH0803	Laber	Why did you visit PBGC's website today?	(infinited to 50 characters)	Skip to	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
			To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions To read about recent PBGC news To access a plan administrator account (My PAA) To understand the Annual Funding Notice I received from my employer To get an estimate of my benefit Other (please specify)	Α					
LNH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Looking For
LNH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	This survey is anonymous unless you provide contact information. If you would like a PBGC representative to contact you, please provide the following: Name: (First/Last Name)			Text field, <100 char	S	N	Skip Logic Group*	Name
LNH0809	A	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
LNH0810	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
LNH0811	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reach
LNH0812	A		9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reach
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Instance Name:

PBGC.gov v4

MID: R4sAgMYZ0wBt9Bc1FAF1tA== Partitioned: No



NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

9/18/2012 (Date:

		PB	GC.gov v4			
	Model questions util	ze the ACSI me	thodology to determine scores and impa	acts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Prefer Web Channel (1=Very Unlikely, 10=Very Likely)
1Content - Accuracy	Please rate the thoroughness of information on this site.	13 Satisfaction -	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	16	Prefer Web C	How likely are you to use this site rather than calling or writing?
2 Content - Quality	Please rate the quality of information on this site.	14 Satisfaction -	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)			Recommend (1=Very Unlikely, 10=Very Likely)
3Content - Freshnes	Please rate your perception of the freshness of content on this site.	15 Satisfaction -	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	17		How likely are you to recommend this site to someone else?
	Navigation (1=Poor, 10=Excellent, Don't Know)					
5 Navigation - Option	Please rate how well the site is organized . Please rate the options available for navigating this site (for example, menus, links , site map).					
	Please rate how well the site layout helps you find what you are looking for.					
	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.					
9 Search - Results H	Please rate how well the headings and descriptions in the search results help you decide what to select.					
	Plain Language (1=Poor, 10=Excellent, Don't Know)					
	Please rate the clarity of the wording on this site. Please rate how well you understand the wording on this site.		r i			
	Please rate the site on its use of short, clear sentences.					

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Date:	8.18.14								
			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skin to	Turne (colorat from list)	Single or	Required Y/N	Special Instructions	COllabel
ACQWro00210 01		How likely are you to return to this site?	1=Poor 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	-	Type (select from list) Radio button, scale, no don't know	S	Y		CQ Label Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor 2 2 3 4 5 6 7 6 7 7 8 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal
LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure	-	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Disabled worker or retiree Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	Α	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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8.18.14 Date:

			PBGC.gov v4						
QID	Skip Logic	Ouestion Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CO Label
QID LNH0803	Label	Why did you visit PBGC's website today?	To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions To read about recent PBGC news To access a plan administrator account (My PAA) To understand the Annual Funding Notice I received from my employer To get an estimate of my benefit	Skip to	Type (select from list) Radio button, one-up vertical	S	Y	Skip Logic Group*	CQ Label Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.	Other (please specify)	A	Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805			Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
LNH0806		How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Mee Needs
LNH0807			Yes, please contact me. No, no contact is needed.	А	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N	Skip Logic Group*	Name
LNH0809	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
LNH0810	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
LNH0811	A		Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reac
LNH0812	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reac
LNH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

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Date:	8.18.14								
			PBGC.gov v4						
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skin to	Turne (colorat from list)	Single or	Required Y/N	Special Instructions	COllabel
ACQWro00210 01		How likely are you to return to this site?	1=Poor 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	-	Type (select from list) Radio button, scale, no don't know	S	Y		CQ Label Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor 2 2 3 4 5 6 7 6 7 7 8 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal
LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure	-	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you?	Worker or retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Disabled worker or retiree Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	Α	Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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8.18.14 Date:

			PBGC.gov v4						
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Ý/N	Special Instructions	CQ Label
NH0803			To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions To read about recent PBGC news To access a plan administrator account (My PAA) To understand the Annual Funding Notice I received from my employer To get an estimate of my benefit Other (please specify)	Α	Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
_NH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
_NH0805			Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Lookin For
_NH0806	A	How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
_NH0807		Would you like PBGC to contact you about your experience today?	Yes, please contact me. No, no contact is needed.	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
_NH0808	A	Please provide the following information, and a PBGC representative will contact you. Name: (<i>First/Last Name</i>)			Text field, <100 char	S	N	Skip Logic Group*	Name
_NH0809	Α	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
_NH0810	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
_NH0811	A		Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reac
NH0812	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reach
_NH0813	A	Please describe what you would like PBGC to contact you about:			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

		YZ0wBt9Bc1FAF1tA==	r <mark>ed & strike-through</mark> : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC.gov v4						
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
ACQWro00210 01		How likely are you to return to this site?	1=Poor	22 33 4 5 5 6 6 7 7 8 9 9	Radio button, scale, no don't know	S	Ŷ		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	2 3 4 5 5 5 9 9	Radio button, scale, no don't know	S	Y		Visual Appeal
LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure	-	Radio button, one-up vertical	S	Y		Visit Frequency
LNH0801		Which best describes you? Other - best describes you:	Worker or retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Disabled worker or retiree Researcher or student Practitioner or pension professional Media or press representative Trade association or business organization Other (please specify)	A	Radio button, one-up vertical Text field, <100 char	S	Y	Skip Logic Group*	Role OE Role

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9/18/2012 Date:

Dale:									
			PBGC.gov v4						
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
LNH0803		Why did you visit PBGC's website today?			Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
			To find out if I am entitled to a benefit or unclaimed pension To learn if my pension plan is insured or covered by the PBGC To learn what to expect if PBGC takes over my pension plan To access my pension benefit account (MyPBA) to update						
			my account information, obtain forms, etc. To better understand the extent to which my benefits (pension, health care, etc.) are insured To learn more about PBGC's mission to protect pensions						
			To read about recent PBGC news To access a plan administrator account (My PAA) To understand the Annual Funding Notice I received from my						
			employer To get an estimate of my benefit Other (please specify)	А					
LNH0804	A	Please specify your reason for visiting PBGC.gov today.			Text area, no char limit		N	Skip Logic Group*	OE_Primary Purpose
LNH0805		Did you find what you were looking for on PBGC.gov today?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Find What Looking For
LNH0806	A	How could PBGC.gov better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
LNH0807		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group*	Contact
LNH0808	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N	Skip Logic Group*	Name
LNH0809	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N	Skip Logic Group*	Email
LNH0810	Α	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N	Skip Logic Group*	Telephone
LNH0811	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N	Skip Logic Group*	Best Day to Reach
LNH0812	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST) 3 - 4 PM (EST) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	N	Skip Logic Group*	Best hour to Reach
LNH0813	A	What type of assistance do you need from PBGC?			Text area, no char limit	S	Y	Skip Logic Group*	Assistance requested

Model Instar PBGC.gov v4 MID: Date:	1	YZ0wBt9Bc1FAF1tA==	r ed & strike through : DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC.gov v4						
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
ACQWro00210	01	How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	23456789	Radio button, scale, no don't know	S	Y		Visual Appeal

Model Instar PBGC.gov v4 MID: Date:	1	YZ0wBt9Bc1FAF1tA==	red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING							
PBGC.gov v4										
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	
ACQWro00210	01	How likely are you to return to this site?	1=Poor	2 3 4 5 6 7 8 9	Radio button, scale, no don't know	S	Y		Likelihood to Return	
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor	234567899	Radio button, scale, no don't know	S	Y		Visual Appeal	

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PBGC.gov v4										
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	
		How likely are you to return to this site?	1=Poor	2 3 4 5 5 7 7 3 9	Radio button, scale, no don't know	S	Y		Likelihood to Return	
<u>LNH0800</u>		Using a scale of 1 to 10. where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	1=Poor		Radio button, scale, no don't know	<u>s</u>	Ŷ		Visual Appeal	

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			PBGC.gov v4						
QID LNH0799	Skip Logic Label	Question Text Is this your first visit to PBGC.gov?	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Visit Frequency
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	Not sure 1=Poor 2 3 4 5 6 7 8 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal

Model Inst. PBGC.gov MID: Date:	v4	YZ0wBt9Bc1FAF1tA==	red-&-strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue +>: REWORDING						
			PBGC.gov v4						
QID LNH0799	Skip Logic Label	Question Text Is this your first visit to PBGC.gov?	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi S	Required Y/N Y	Special Instructions	CQ Label Visit Frequency
LNH0800		Using a scale of 1 to 10, where 1 is "poor" and 10 is "excellent," please rate the visual appeal of this site.	Not sure 1=Poor 2 3 4 5 6 7 8 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal