

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.

Date: 9/18/2012 (9.22.14 aspect wording change)

PBGC.gov v4

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Prefer Web Channel (1=Very Unlikely, 10=Very Likely)
1 Content - 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 Channel	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)		
3 Content - Freshness	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	How likely are you to recommend this site to someone else?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
4 Navigation - Organization	Please rate how well the site is organized.				
5 Navigation - Options	Please rate the options available for navigating this site (for example, menus, links).				
6 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Search (1=Poor, 10=Excellent, Don't Know)				
7 Search - Results Relevance	Please rate the relevance of search results on this site.				
8 Search - Results Organization	Please rate the organization of search results on this site.				
9 Search - Results Helpfulness	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)				
10 Plain Language - Clarity	Please rate the clarity of the wording on this site.				
11 Plain Language - Understanding	Please rate how well you understand the wording on this site.				
12 Plain Language - Conciseness	Please rate the site on its use of short, clear sentences.				



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red & strike-through: DELETE
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 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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		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 2 3 4 5 6 7 8 9 Excellent=10		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 Worker/retiree without a 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
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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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)		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 Looking 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: <i>This survey is anonymous unless you provide contact information.</i>	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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
RUS0222744	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Friday		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Best Day to Reach
RUS0222745	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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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 6 7 8 9 Excellent=10		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 Worker/retiree without a 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
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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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 Looking 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: <i>This survey is anonymous unless you provide contact information.</i>	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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop-down, select one	S	Y	Skip Logic Group*	Best Day to Reach
	D	Best weekday(s) to be reached:	Monday Tuesday Wednesday Thursday Friday		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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 Reach

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			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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ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		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 2 3 4 5 6 7 8 9 Excellent=10		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 Worker/retiree without a 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
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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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 Looking For
LNH0806		How could our website better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
KAU0158931		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. I did not notice changes to the site.	Z	Radio button, one-up vertical	S	Y	Skip Logic Group	Noticed Changes
KAU0158932	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
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: <i>This survey is anonymous unless you provide contact information.</i>	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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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 Reach

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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)						
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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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		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 2 3 4 5 6 7 8 9 Excellent=10		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 Worker/retiree without a 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
LNH0802	A	Other - best describes you:			Text field, <100 char		N	Skip Logic Group*	OE_Role

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LNH0803		Why did you visit PBGC's website 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) 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 Looking For
LNH0806		How could our website better meet your needs?			Text area, no char limit		N	Skip Logic Group*	OE_Better Meet Needs
		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 I did not notice changes to the site	Z	Radio button, one-up vertical	S	Y	Skip Logic Group	Noticed Changes
	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
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: <i>This survey is anonymous unless you provide contact information.</i>	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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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) 4 - 5 PM (EST)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Reach

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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

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LNH0802	A	Other - best describes you:		A	Text field, <100 char		N	Skip Logic Group*	OE_Role

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LNH0803		Why did you visit PBGC's website today?	<u>Benefit entitlement question</u> <u>Interest in what benefits of mine are insured by PBGC</u> <u>What to expect if PBGC takes over my pension plan</u> <u>My Pension Benefit Account (MyPBA)</u> To better understand the extent to which my benefits (pension, health care, etc.) are insured <u>Learning about PBGC's mission</u> To access a plan administrator account (My PAA) <u>Benefit estimate</u> <u>Media report</u> <u>PBGC newsletter</u> I received an Annual Funding Notice from my employer 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 Looking For
LNH0806		<u>How could our website better meet your needs?</u>			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: <i>This survey is anonymous unless you provide contact information.</i>	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
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LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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) 4 - 5 PM (EST) 5 - 6 PM (EST)		Drop down, select one	S	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

Model Instance Name:

PBGC.gov v4

MID: R4sAgMYZ0wBt9Bc1FAF1tA==

Date: 9.28.15

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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 Excellent=10		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 2 3 4 5 6 7 8 9 Excellent=10		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	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:		A	Text field, <100 char		N	Skip Logic Group*	OE_Role

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 9.28.15

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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		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 a newsletter from PBGC I received an Annual Funding Notice from my employer Other (please specify)		Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.		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 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		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 provide contact information.</i>	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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Reach

Model Instance Name:

PBGC.gov v4

MID: R4sAgMYZ0wBt9Bc1FAF1tA==

Date: 9.28.15

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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
			3 - 4 PM (EST)						
			4 - 5 PM (EST)						
			5 - 6 PM (EST)						
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==
 Date: 9.28.15

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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 10=Excellent		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	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:		A	Text field, <100 char		N	Skip Logic Group*	OE_Role

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 9.28.15

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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		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 a newsletter from PBGC I received an Annual Funding Notice from my employer 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 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		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. 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	B	Email: (e.g. customer@pbgc.gov)			Text field, <100 char	S	Y	Skip Logic Group*	Email
LNH0810	C	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	Y	Skip Logic Group*	Telephone
LNH0811	D	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	Y	Skip Logic Group*	Best Day to Reach
LNH0812	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)		Drop down, select one	S	Y	Skip Logic Group*	Best hour to Reach

Model Instance Name:

PBGC.gov v4

MID: R4sAgMYZ0wBt9Bc1FAF1tA==

Date: 9.28.15

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pink: ADDITION

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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
			2 - 3 PM (EST)						
			3 - 4 PM (EST)						
			4 - 5 PM (EST)						
			5 - 6 PM (EST)						
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==
 Date: 3.31.15

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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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_ OLE
		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 or retiree 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 Job seeker Student Other (please specify)		Radio button, one-up vertical	S	Y	Skip Logic Group*	Role
LNH0802	A	Other - best describes you:		A	Text field, <100 char		N	Skip Logic Group*	OE Role

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 3.31.15

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 pink: ADDITION
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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		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 get an estimate of my benefit I saw or heard something about PBGC in the media I received a newsletter from PBGC I received an Annual Funding Notice from my employer 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 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	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 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	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==
 Date: 2.5.15

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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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)	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

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 2.5.15

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 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
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 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)	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 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	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 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	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==
 Date: 1.28.15 (live 2.5)

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underlined & italicized: RE-ORDER
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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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)	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

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 1.28.15 (live 2.5)

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
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 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
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 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)	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 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	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 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	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.

Date: 9/18/2012 (

PBGC.gov v4

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Prefer Web Channel (1=Very Unlikely, 10=Very Likely)
1 Content - 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 Channel	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)		
3 Content - Freshness	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	How likely are you to recommend this site to someone else?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
4 Navigation - Organization	Please rate how well the site is organized.				
5 Navigation - Options	Please rate the options available for navigating this site (for example, menus, links, site map).				
6 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.				
	Search (1=Poor, 10=Excellent, Don't Know)				
7 Search - Results Relevance	Please rate the relevance of search results on this site.				
8 Search - Results Organization	Please rate the organization of search results on this site.				
9 Search - Results Helpfulness	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)				
10 Plain Language - Clarity	Please rate the clarity of the wording on this site.				
11 Plain Language - Understanding	Please rate how well you understand the wording on this site.				
12 Plain Language - Sentences	Please rate the site on its use of short, clear sentences.				

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 8.18.14

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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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)	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

Model Instance Name:
 PBGC.gov v4
 MID: R4sAgMYZ0wBt9Bc1FAF1tA==
 Date: 8.18.14

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 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

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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		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 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 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	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	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	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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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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)	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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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 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)		Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.		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	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 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	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	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	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:
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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
ACQWro0021001		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 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)	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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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 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)		Radio button, one-up vertical	S	Y	Skip Logic Group*	Primary Purpose
LNH0804	A	Please specify your reason for visiting PBGC.gov today.		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	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	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 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

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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
		How likely are you to return to this site?	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		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 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal

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LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure		Radio button, one-up vertical	S	Y		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.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal

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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
LNH0799		Is this your first visit to PBGC.gov?	Yes No Not sure		Radio button, one-up vertical	S	Y		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.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent		Radio button, scale, no don't know	S	Y		Visual Appeal