Questionnaire Management Guidelines

Goals:

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

Questionnaire Resources:

- 1 <u>Questionnaire Design and Approval Process</u>
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Foreign Language Survey Instructions

Client Name:	
Measure Name:	OPM Retirement Services
Version of Code:	Please fill in
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/ Thank You Text?	Please Select

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
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odel Instance Name: PM Retirement Services ID: oV1c4VN9RAEkgIB9xAFY5w4C ate: 4/30/2013		INVITATION TEXT IS HOSTED ON OPM APPLICATON AT LOGOUT PAGE. Should read: Thank you for visiting Services Online. You are invited to take part in a brief survey to let us know what we are doing well and where we can improve. The following survey is estimated to take about 3-5 minutes to complete. Please click on the link below and take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. [STATIC LINK EMBEDDED HERE] The information you provide is confidential and will be used only to evaluate the Services Online website. Send comments regarding our time estimate (3-5 minutes) or any other aspect of this information collection, including suggestions for reducing completion time, to the Office of Personnel Management, Retirement Services Programs (OMB# 1090- 0006). 1900. 5. Street N.W. Washington DC 20147-5300.				
	Welcome and Thank					
Directions:						
This welcome text is shown at the top of the questionnaire window This is a good place to mention the site/company/agency name so taking the survey for. Feel free to modify the standard Welcome a below.	the visitor knows whom they are	Examples Welcome Text Example				
		ForeSee Results Survey Page - Windows Internet Explorer Image: State				
Welcome Text Thank you for visiting our site. We would like your feedback so that we needs.	improve our services to meet your	FORESEE				
		Customer Satisfaction Survey Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.				
		Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an *				
		1: "Please rate the ability to narrow choices to find the product(s) you are looking for on this site. 1=Poor Excellent=10 1 = 2 3 4 5 7 8 9 10 Don't Know ○ ○ ○ ○ ○ ○ ○ ○ ○ ○				
		Thank You Text Example				
DEFAULT Thank You Text Thank you for taking our survey and for helping us serve you b	etter. We appreciate your input!	Football Please Select				
		16: What size and style of jean were you shopping for today? What size of jean were you shopping for today? 1 © Boot cut				
		3 0 Low rise 5 Flare 7 Relaxed fit 9 Slim cut				
ALTERNATE WEB Thank You Text		13 Thank you for taking our survey - and for helping us serve you better. Next out you will not exclude a server you have a output.				
		Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.				
		Cancel Submit Copyright 2010 - all rights reserved ForeSee Results Privacy Policy Survey Support				
		● Internet Protected Mode: On ④ ▼ ♥ 100% ▼				

Model Instance Name: *OPM Retirement Services* MID: oV1c4VN9RAEkglB9xAFY5w4C Partitioned (Y/N)? Date: Yes 4/30/2013

FORESEE

OPM Retirement Services

	ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION		FUTURE BEHAVIORS
MO Label			MO Label	
	Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1Content - Accuracy	Please rate your perception of the accuracy of information on this site.	19 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	22Return	How likely are you to return to this site?
2 Content - Quality	Please rate the quality of information on this site.	20 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Content - Freshness	Please rate the freshness of content on this site.	21 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	23Recommend	How likely are you to recommend this site to someone else?
	Functionality (1=Poor, 10=Excellent, Don't Know)			Increase Usage (1=Very Unlikely, 10=Very Likely)
4 Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.		24 Increase Usage	How likely are you to increase your online interaction with OPM Retirement Services in the next year?
5 Functionality - Convenient	Please rate the convenient placement of the website tools on this site.			
6 Functionality - Variety	Please rate the variety of website tools on this site.			
	Navigation (1=Poor, 10=Excellent, Don't Know)			
7 Navigation - Organized	Please rate how well the site is organized.			
8 Navigation - Options	Please rate the options available for navigating this site.			
9 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.			
	Look and Feel (1=Poor, 10=Excellent, Don't Know)			
0Look and Feel - Appeal	Please rate the visual appeal of this site.			
1 Look and Feel - Balance	Please rate the balance of graphics and text on this site.			
2 Look and Feel - Readability	Please rate the readability of the pages on this site.			
	Tasks/ Transactions (1=Poor, 10=Excellent, Don't Know)			
3 Tasks/Transactions - Simplicity	Please rate the simplicity of the process for completing task(s) on this site.			
4 Tasks/Transactions - Instructions	Please rate the clarity of instructions for completing task(s) on this site.			
5 Tasks/Transactions - Verification	Please rate the verification of task completion on this site.			
	Site Performance (1=Poor, 10=Excellent, Don't Know)			
6 Site Performance - Loading	Please rate how quickly pages load on this site.			
7 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.			
-	Discourses the shifty to load person without potting every messager			
8 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.			

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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
		What is your primary reason for visiting the site today?	View annuity statement		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reasor
			View case status while in interim pay						
			View life insurance information						
			Start/stop allotments (personal or organizational)						
			Change Federal/State Income Tax withholding options						
			View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit		1				
			Change mailing address						
			Change email address						
			Change password						
			Sign in to keep password active						
			To set up access to the site for the first time						
			Other, please specify:	В					
	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reas
		Did you accomplish what you wanted to do today on this site?	Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
		Site :	No	A					
	A	Please tell us why you were unable to accomplish your task today.			Text area, no char limit	single	N	Skip Logic Group*	OE_Not Accomplis
		What is your primary role in visiting the site today?	Retiree		Radio button, one-up vertical	single	Y		Role
			Survivor annuitant						
			Ex-spouse of a retiree						
		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer		Radio button, one-up vertical	single	Y		Device
			Tablet (Amazon Fire, iPad, etc.)						
			Mobile Phone (iPhone, Samsung Galaxy, etc.)						
			Other						
			Not Sure						
		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes		Radio button, one-up vertical	single			Mobile Device
			No						
			Not Sure						
		How often do you visit this site?	This is my first visit		Radio button, one-up vertical	single	Y		Visit Frequency
			Once every 6 months or less often						
			Once every few months				1		
			Monthly				1		
			Weekly				1		
			Daily or more often					1	1

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Date:	3.26.15	blue +>: REWORDING

			OPM Retirement Services CUSTOM	QUESTION LIST	т				
QID	Sкip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0709			View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 109-R Sign up or make changes to Direct Deposit Change mailing address Change massword Sign in to keep password active To set up access to the site for the first time Other, please specify:	в	Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Did you accomplish what you wanted to do today on this site?	Yes No	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
3JL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
COU0318827			Yes No	A	Radio button, one-up vertical	single	Y	Skip Logic Group*	Password Reset
COU0318828	A	How did you reset your password?	Through the call center Through the website		Radio button, one-up vertical	single	N	Skip Logic Group*	Password Reset Method
3JL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074			Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		via móbile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
3JL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
3JL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Info

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QID	Sкip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0709			View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 109-R Sign up or make changes to Direct Deposit Change mailing address Change massword Sign in to keep password active To set up access to the site for the first time Other, please specify:	в	Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Did you accomplish what you wanted to do today on this site?	Yes No	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
3JL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
COU0318827			Yes No	A	Radio button, one-up vertical	single	Y	Skip Logic Group*	Password Reset
COU0318828	A	How did you reset your password?	Through the call center Through the website		Radio button, one-up vertical	single	N	Skip Logic Group*	Password Reset Method
3JL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074			Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		via móbile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
3JL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
3JL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Info

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QID	БКІр Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0709		What is your primary reason for visiting the site today?	View annuity statement		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
			View case status while in interim pay			Ŭ			
			View life insurance information						
			Start/stop allotments (personal or organizational)						
			Change Federal/State Income Tax withholding options						
			View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit						
			Change mailing address						
			Change email address						
			Change password						
			Sign in to keep password active						
			To set up access to the site for the first time						
			Other, please specify:	в					
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
3JL0711			Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
			Νο	F		- J -			
3JL0712	F	Please tell us why you were unable to accomplish your task today.	NO		Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
		Did you have to reset your password before logging in today?	Yes	A	Radio button, one-up vertical	single	Y	Skip Logic Group*	Password Reset
	A	How did you reset your password?	Through the call center		Radio button, one-up vertical	single	N	Skip Logic Group*	Password Reset Metho
		now did you reset your password?	Through the website		Radio button, one-up ventical	Single	IN IN	Skip Logic Group	Fassword Reset Metho
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			Ex-spouse of a retiree						
JIB0153074		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer		Radio button, one-up vertical	single	Y		Device
			Tablet (Amazon Fire, iPad, etc.)						
			Mobile Phone (iPhone, Samsung Galaxy, etc.)						
			Other						
			Not Sure						
IIB0153075			Yes		Radio button, one-up vertical	single	Y		Mobile Device
			No						
			Not Sure						
3JL0707			This is my first visit		Radio button, one-up vertical	single	Y		Visit Frequency
			Once every 6 months or less often				1		
			Once every few months				1		
			Monthly				1		
			Weekly						
			Daily or more often				1		
3JL0717		Please provide any additional comments about the OPM	Bary of more sholl		Text area, no char limit		N		OE Additional Info
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Model Insta	nce Name:
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MID:	oV1c4VN9RAEkgIB9xAFY5w4C
Date:	3.26.15

			OPM Retirement Services CUSTOM	QUESTION LIST					
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BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active To set up access to the site for the first time Other, please specify:		Radio button, one-up vertical	single		Skip Logic Group*	Primary Reasor
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
3JL0711		Did you accomplish what you wanted to do today on this site?	Yes	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074		Which device do you primarily use to access the OPM Retirement Services website?	Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
3JL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Inf

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OPM Retirer	nent Services
MID:	oV1c4VN9RAEkgIB9xAFY5w4C
Date:	3.26.15

			OPM Retirement Services CUSTOM	QUESTION LIST					
QID	SKIP Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Sign in to keep password active To set up access to the site for the first time Other, please specify:		Radio button, one-up vertical	single		Skip Logic Group*	Primary Reasor
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
3JL0711		Did you accomplish what you wanted to do today on this site?	Yes	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us why you were unable to accomplish your task today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
JIB0153074		Which device do you primarily use to access the OPM Retirement Services website?	Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other Not Sure		Radio button, one-up vertical	single	Y		Device
JIB0153075		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Yes No Not Sure		Radio button, one-up vertical	single	Y		Mobile Device
3JL0707		How often do you visit this site?	This is my first visit Once every 6 months or less often Once every few months Monthly Weekly Daily or more often		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0717		Please provide any additional comments about the OPM Retirement Services website here:			Text area, no char limit		N		OE_Additional Inf

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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	CO Label
3JL0709	Labor	What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay View life insurance information		Radio button, one-up vertical	single		Skip Logic Group*	Primary Reaso
			Start/stop allotments (personal or organizational) Change Eederal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit						
			Change password Sign in to keep password active To set up access to the site for the first time						
			Other, please specify:	B					
BJL0710	B	Please specify your other primary reason for visiting the site today:			<u>Text area, no char limit</u>		N	Skip Logic Group*	<u>OE Primary</u> Reason
3JL0711		Did you accomplish what you wanted to do today on this site?	Yes No	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
3JL0712	F	Please tell us why you were unable to accomplish your task today.	I-wasn't looking for anything in particular / I'm just browsing-		Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
3JL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
		Which device do you primarily use to access the OPM Retirement Services website?	Desktop/Laptop Computer Tablet (Amazon Fire, iPad, etc.) Mobile Phone (iPhone, Samsung Galaxy, etc.) Other		Radio button, one-up vertical	single	Y		Device
		Have you ever accessed the OPM Retirement Services website via mobile phone or tablet?	Not Sure Yes No		Radio button, one-up vertical	single			Mobile Device
BJL0707		How often do you visit this site?	Not Sure This is my first visit		Radio button, one-up vertical	single	Y		Visit Frequency
			Once every 6 months or less often Once every 6 months Monthly Weekly Daily or more often Every few months or less often Annualiv						
3JL0717		Please provide any additional comments about the OPM			Text area, no char limit		N		OE Additional In

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

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			OPM Retirement Services CUSTOM QUESTIO	ON LIST					
QID BJL0707	Skip Logic Label	Question Text How often do you visit this site?	Answer Choices (limited to 50 characters) This is my first visit Weekly Monthly Every few months or less often	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi single	Required Y/N Y	Special Instructions	CQ Label Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Annually Retiree Survivor annuitant		Radio button, one-up vertical	single	Y		Role
BJL0709			Ex-spouse of a retiree View annuity statement View case status while in interim pay View life insurance information Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change password Sign in to keep password active Other, please specify:		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit			Skip Logic Group*	OE_Not Accomplish
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

OPM Retirement Services MID: oV1c4VN9RAEkgIB9xAFY5w4C

Date: 10.20.14

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OPM Retirement Services CUSTOM QUESTION LIST Skip Logic Label Answer Choices Single or Required Y/N (limited to 50 characters) Special Instructions CQ Label QID Skip to Type (select from list) **Question Text** Multi BJL0707 How often do you visit this site? This is my first visit Radio button, one-up vertical single Visit Frequency Y Weekly Monthly Every few months or less often Annually BJL0708 Which role best describes your visit to the site today? Retiree Radio button, one-up vertical single Role Y Survivor annuitant Ex-spouse of a retiree BJL0709 What is your **primary reason** for visiting the site today? Radio button, one-up vertical Skip Logic Group* Primary Reason View annuity statement sinale Υ View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify: в BJL0710 OE_Primary в Please specify your other primary reason for visiting the site Text area, no char limit Ν Skip Logic Group* today: Reason Were you **able to accomplish** the primary reason for your visit today? BJL0711 Skip Logic Group* Radio button, one-up vertical single Υ Accomplish Yes F No wasn't looking for anything in particular / I'm just browsing BJL0712 F Please tell us more about what you had trouble doing or finding Text area, no char limit Ν Skip Logic Group* OE_Not Accomplish today. BJL0717 Please tell us additional comments you would like to provide. Text area, no char limit Ν OE Additional Info

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

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OPM Retirement Services CUSTOM QUESTION LIST

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	CO Label
BJL0707	Laber	How often do you visit this site?	This is my first visit	Skip to	Radio button, one-up vertical	single		Special Instructions	Visit Frequency
BJLUIUI		How onen do you visit tills site?	Weekly		Radio buttori, one-up vertical	Single			visit Frequency
			Monthly						
			Every few months or less often						
			Annually						
BJL0708		Which role best describes your visit to the site today?	Retiree		Radio button, one-up vertical	single	Y		Role
2020100			Survivor annuitant		ritadio battori, ono ap vortical	oiligio			11010
			Ex-spouse of a retiree						
BJL0709		What is your primary reason for visiting the site today?	View annuity statement		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
			View case status while in interim pay						
			Start/stop allotments (personal or organizational)						
			Change Federal/State Income Tax withholding options						
			View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit						
			Change mailing address						
			Change email address						
			Change password						
			Other, please specify:	B					
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
			No	F					
			I wasn't looking for anything in particular / I'm just browsing						
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0715		Have you ever accessed OPM Retirement Services using a			Radio button, one-up vertical	single	¥	Skip Logic Group*	Mobile Access
		mobile phone or tablet?	Yes			-			
			No	H					
BJL0716	H	Would you be interested in accessing OPM Retirement			Radio button, one-up vertical	sinale	¥	Skip Logic Group*	Mohile Interest
0000000		Services with a mobile phone or tablet?	Yes		radio batton, one up venical	Single		Skip zogie Group.	mobile interest
			103						
			No						
			Don't know						
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE Additional Inf

QID

BJL0707

BJL0708

BJL0709

BJL0710

BJL0711

BJL0712

BJL0715

BJL0716

BJL0717

н

Would you be **interested in accessing** OPM Retirement Services with a mobile phone or tablet?

Please tell us additional comments you would like to provide.

<u>OPM Retirement</u> Services

MID: oV1c4VN9RAEkgIB9xAFY5w4C Date: 12.5.13 red & strike-through: DELETE underlined & italicized: RE-ORDER

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Yes No Don't know

OPM Retirement Services CUSTOM QUESTION LIST Skip Logic Answer Choices Single or Required (limited to 50 characters) CQ Label Question Text Skip to Special Instructions Label Type (select from list) Multi Ý/N How often do you visit this site? This is my first visit Radio button, one-up vertical single Visit Frequency Y Weekly Monthly Every few months or less often Annually Which role best describes your visit to the site today? Retiree Radio button, one-up vertical single Role Y Survivor annuitant Ex-spouse of a retiree What is your primary reason for visiting the site today? Radio button, one-up vertical Skip Logic Group* Primary Reason View annuity statement sinale Υ View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify: в OE_Primary Please specify your other primary reason for visiting the site Text area, no char limit Ν Skip Logic Group* В Reason today: Were you **able to accomplish** the primary reason for your visit today? Radio button, one-up vertical single Skip Logic Group* Accomplish Υ Yes F No wasn't looking for anything in particular / I'm just browsing F Please tell us more about what you had trouble doing or finding Text area, no char limit Ν Skip Logic Group* OE_Not Accomplish today. Have you ever accessed OPM Retirement Services using a mobile phone or tablet? Radio button, one-up vertical single Skip Logic Group* Mobile Access Yes н

Radio button, one-up vertical

Text area, no char limit

single

Skip Logic Group*

Ν

Mobile Interest

OE Additional Info

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

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Dale.	12.3.13				
			OPM Retirement Services CUSTOM QUESTIC	N LIST	
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually	-	Radio button, one-up vertical
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change mail address Change password Other, please specify:	B	Radio button, one-up vertical

			Change Federal/State Income Tax withholding options						
			View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit						
			Change mailing address						
			Change email address						
1			Change password						
L			Other, please specify:	В					
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
			No	F					
			I wasn't looking for anything in particular / I'm just browsing						
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL)		Radio button, one-up vertical	single	¥	OPS Group*	Internet Type
			Analogue (dial-up, modem)-						
			Mobile broadband						
			Don't know						
			Other, please specify:	G					
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a			Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
		mobile phone or tablet?	Yes						
			No	н					
BJL0716	н	Would you be interested in accessing OPM Retirement			Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
		Services with a mobile phone or tablet?	Yes						
			No						
			Don't know						
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE Additional Info

CQ Label Visit Frequency

Role

Primary Reason

Special Instructions

Skip Logic Group*

Single or Required Multi Y/N

Υ

Υ

Y

single

single

single

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

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			OPM Retirement Services CUSTOM QUESTI	ON LIST					
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
3JL0707	Luber	How often do you visit this site?	This is my first visit		Radio button, one-up vertical	single	Y	opecial instructions	Visit Frequency
5520707			Weekly		radio button, one-up ventical	Single	· ·		Visit Frequency
			Monthly						
			Every few months or less often						
			Annually						
3JL0708		Which role best describes your visit to the site today?	Retiree		Radio button, one-up vertical	single	Y		Role
5JL0708		which fole best describes your visit to the site today?	Survivor annuitant		Radio bullon, one-up venical	Single	1		Rule
			Ex-spouse of a retiree						
3JL0709		What is your primary reason for visiting the site today?	View annuity statement		Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
5JL0709		what is your primary reason for visiting the site today?		_	Radio bullon, one-up vertical	Single	ř	Skip Logic Group"	Phinary Reason
			View case status while in interim pay	-					
			Start/stop allotments (personal or organizational)						
			Change Federal/State Income Tax withholding options	_					
			View/Print/Request duplicate Form 1099-R						
			Sign up or make changes to Direct Deposit	_					
			Change mailing address	_					
			Change email address	_					
			Change password	_					
			Other, please specify:	В					
3JL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
			No	F					
3JL0712	F	Please tell us more about what you had trouble doing or finding	I wasn't looking for anything in particular / I'm just browsing		Text area, no char limit		N	Skip Logic Group*	OE Not
5JL0712	- F	today.			rext area, no char limit		IN IN	Skip Logic Group"	Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL)		Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
			Analogue (dial-up, modem)						
			Mobile broadband						
			Don't know						
			Other, please specify:	G					
3JL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
3JL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet?	Yes		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
			No	н					
BJL0716	н	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet?			Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
		Services with a mobile phone of tablet?	Yes	_					
			No						
			Don't know						
3JL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE Additional Inf

Model Insta OPM Retirer MID: oV1c4 Date:	ment Serv	ices gIB9xAFY5w4C Bonnie Richards: Added one answer choice to guestion,	red & strike-through : DELETE <u>underlined & italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
		and a minor format edit	OPM Retirement Services CUSTOM QUESTIO	N LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0707		How often do you visit this site?	This is my first visit Weekly Monthly Every few months or less often Annually		Radio button, one-up vertical	single	Y		Visit Frequency
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor annuitant Ex-spouse of a retiree		Radio button, one-up vertical	single	Y		Role
BJL0709		What is your primary reason for visiting the site today?	View annuity statement View case status while in interim pay Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change email address Change password Other, please specify:	в	Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
BJL0710	В	Please specify your other primary reason for visiting the site today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:	G	Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet?	YesNo	н	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	н	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet?	Yes No Don't know		Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Please tell us additional comments you would like to provide.			Text area, no char limit		N		OE_Additional Info

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

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			OPM Retirement Services CUSTOM QUESTIC	N LIST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BJL0707		How often do you visit this site?	This is my first visit		Radio button, one-up vertical	single	Y		Visit Frequency
			Weekly Monthly Every few months or less often Annually	-					
BJL0708		Which role best describes your visit to the site today?	Retiree Survivor Annuitant	-	Radio button, one-up vertical	single	Y		Role
BJL0709	В	What is your primary reason for visiting the site today? Please specify your other primary reason for visiting the site	Survor Animutani View annuity statement View annuity statement Start/stop allotments (personal or organizational) Change Federal/State Income Tax withholding options View/Print/Request duplicate Form 1099-R Sign up or make changes to Direct Deposit Change mailing address Change mailing address Change password Other, please specify:	В	Radio button, one-up vertical	single	Y	Skip Logic Group*	Primary Reason
	в	today:			Text area, no char limit		N	Skip Logic Group*	OE_Primary Reason
BJL0711		Were you able to accomplish the primary reason for your visit today?	Yes No I wasn't looking for anything in particular / I'm just browsing	F	Radio button, one-up vertical	single	Y	Skip Logic Group*	Accomplish
BJL0712	F	Please tell us more about what you had trouble doing or finding today.			Text area, no char limit		N	Skip Logic Group*	OE_Not Accomplish
BJL0713		What type of internet connection do you have?	Broadband / high speed (cable, satellite, DSL) Analogue (dial-up, modem) Mobile broadband Don't know Other, please specify:	G	Radio button, one-up vertical	single	Y	OPS Group*	Internet Type
BJL0714	G	Please Specify:			Text field, <100 char		N	OPS Group*	OE_Internet Type
BJL0715		Have you ever accessed OPM Retirement Services using a mobile phone or tablet?	Yes No	н	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Access
BJL0716	н	Would you be interested in accessing OPM Retirement Services with a mobile phone or tablet?	Yes No	-	Radio button, one-up vertical	single	Y	Skip Logic Group*	Mobile Interest
BJL0717		Diagon toll up additional comments you would like to provide	Don't know		Toxt area no obar limit		N		OE Additional Info
BJL0/1/		Please tell us additional comments you would like to provide.			Text area, no char limit		N		UE_Auditional Info