

## Questionnaire Management Guidelines

### Goals:

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

### Questionnaire Resources:

- 1 [Questionnaire Design and Approval Process](#)
- 2 [Question Grouping Rules](#)
- 3 [OPS vs. Skip Logic Decision for "Other, Please Specify"](#)
- 4 [Model and Custom Question Checks\\_SRA](#)
- 5 [Model and Custom Question Checks\\_Team LeadManager](#)
- 6 [Model and Custom Question Checks\\_DOT](#)

Model Instance Name:  
 USCIS Satisfaction Survey  
 MID:  
 Date: 11/30/09

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

USCIS Satisfaction Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S	Y		Frequency
		What best describes your role when coming to this site?	U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiance K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical	S	Y	OPS Group	Role

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			Employer Attorney Other, please specify:	A					
	A	Other role			Text field, <100 char		N		Other role
		What <b>area</b> of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical	S	Y	OPS Group	Area Visited
	A	Other area visited			Text field, <100 char		N		Other area
		What is your <b>primary reason</b> for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Check filing fees Find/research immigration laws Read the latest news releases Learn about USCIS Contact us Find a job with USCIS Research humanitarian programs and protection Research information about adoption Find a USCIS office Change of address Other, please specify:	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason
	A	Other primary reason			Text area, no char limit		N		Other reason
		What <b>method</b> do you primarily use to find information on this site?	Site's search feature Top navigation bar "Where To Start" feature Site map (index) Used an external search engine (i.e. Google) Just browsing		Drop down, select one	S	Y		Method

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QID (Group ID)	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
		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No		Drop down, select one	S	Y	Skip Logic Group	Find info
	<b>A</b>	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		<b>A</b>	Text area, no char limit		N		Info not found
		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one	S	Y		Consistency
		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one	S	Y		Efficiency
		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit		N		Improvement