

## 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)

### Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** has to be submitted using this documents

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implement changes

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

MID: UhdBBQptJVk41wssVvc1lw== 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
EDO03402		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		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N
EDO03407		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING  
 violet (bold): SKIP-LOGIC

MID: UhdBBQptJVk41wssVvc1lw== 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
			No Partially	A			
EDO03408	A	If "No", what were you looking for? Please be brief and specific.			Open-ended		N
EDO03409		If you were looking for a specific document and you were unable to find it, what was this document? Please be brief and specific.			Open-ended		N
EDO03410		What source brought you to our site?	Search engine Other government site Site bookmarked Referral Printed materials Media/news story Other		Dropdown (Select-one)	Single	Y
EDO03411		How do you prefer to navigate this site?	Site's search feature ADAMS web-based access search ADAMS Citrix-based access search FAQs Top & left navigation bars Quick links Site index Site map Other No preference	A	Dropdown (Select-one)	Single	Y
EDO03412	A	If you answered "Other" above, what is your other preferred means for navigating the site?			Open-ended		N
EDO03413		If you used the search feature of the site, what type of	I did not use the search Results were helpful Results were not helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Dropdown (Select-one)	Single	Y
EDO03414		What type of difficulty, if any, did you encounter with the	I did not encounter any difficulty with navigation Could not determine the best link on most pages Could not navigate back to previous information I felt lost, not know where I was I had difficulty finding related information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin I had difficulty finding detailed information I had technical difficulties (e.g. broken links, error messages) Navigation did not support what I was trying to accomplish Other		Dropdown (Select-one)	Single	Y
EDO03415		What feature or aspect of the NRC site do you most appreciate? (Please be brief and specific)			Open-ended		N
EDO03416		What feature or aspect of the NRC site do you least appreciate? (Please be brief and specific)			Open-ended		N

Model Instance: U.S. NRC Satisfaction Survey

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Date: 2/3/09

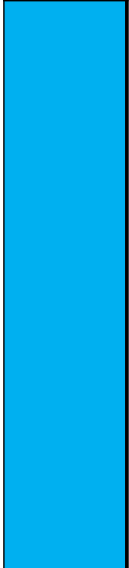
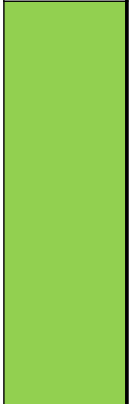
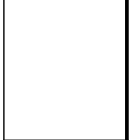
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 #REF! pink: ADDITION  
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

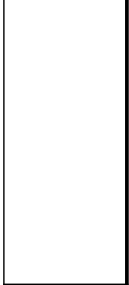
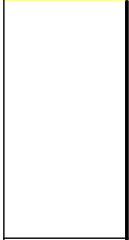
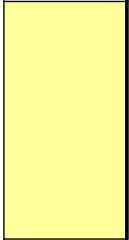
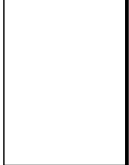


Special  
Instructions





**Special  
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 Date: 3/1/2008

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Use cell shading to highlight question groups.

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How frequently do you visit this site?	Daily 2-3 times a week --> Two to three times per week About once a month Every few months Every 6 months or less often <i>This is my first time visiting this site</i>	Dropdown (Select-one)
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to (go to A) <i>I am not registered, but intend to register during my visit today</i>	Radio Button One Up Vertical
	A	Please explain why you do not intend to register?		Open-ended
CQ0004444		Which best describes your primary role?	<del>Registered project architect</del> <del>Project designer</del> <del>Unregistered architect</del> <del>Contractor</del> <del>Sub-contractor</del> <del>General consumer</del> Other (please specify)	Radio Button One Up Vertical
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design (go to A) Gathering information on a product or manufacturer specified in a design (go to B) Other (please specify)	Radio Button One Up Vertical
	A	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical
	B	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical



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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ000444		How were you primarily seeking information on sweets.com?	Search by keyword feature Browse by master format feature Other (please specify)	Radio Button One Up Vertical
CQ000444		Were you able to find what you were looking for today?	Yes No (go to A then B) Not sure (go to C then D)	Radio Button One Up Vertical
	A	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
	B	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to E) Other (please specify)	Dropdown (Select-one)
	C	Why were you not sure?	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to F) Other (please specify)	Dropdown (Select-one)
	E	What other site(s) do you plan to visit?		Open-ended
	F	What other site(s) do you plan to visit?		Open-ended
CQ000444		What other sources do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites Sweets catalog Other (please specify)	Checkbox One Up Vertical

Single or Multi	Required Y/N
Single	Y
Single	Y
	N
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Single	Y
Multi	Y
Multi	Y



Single or Multi	Required Y/N
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