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
7 Foreign Language Survey Instructions

FORESEE
RESULTS

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
		Organization Citizenship
		How likely are you to **increase your participation in company activities** as a result of information you have viewed on the Intranet? (1=Very Unlikely, 10=Very Likely)
		Please rate the degree to which you agree or disagree with the following statements.
		This Intranet site facilitates collaboration among departments. (1=Strongly Disagree, 10=Strongly Agree)
		This Intranet site facilitates communication in this organization. (1=Strongly Disagree, 10=Strongly Agree)

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

FORE

		DOT Intranet CUSTOM QUESTION LIST						
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**
KFB08833		In which department do you work?	OST		Radio button, one-up vertical	Single	Y	
			FAA					
			FHWA					
			FMCSA					
			FRA					
			FTA					
			MARAD					
			NHTSA					
			OIG					
			PHMSA					
			RITA					
			SLSDC					
			STB					
			Other, please specify	A				Skip Logic Group
KFB08834	A	Please tell us in which department you work.			Text area, no char limit		N	Skip Logic Group
KFB08835		How frequently do you visit the DOTnet site?	Daily		Radio button, one-up vertical	Single	Y	
			Weekly					
			Monthly					
			Less often then Monthly					
KFB08836		Is DOTnet currently set as your browser homepage?	Yes		Radio button, one-up vertical	Single	Y	
			No					
KFB08837		What is your main reason for visiting this Intranet site today?	HR information		Radio button, one-up vertical	Single	Y	
			Download a document					
			Contact information					
			News & Events					
			Other, please specify	A				Skip Logic Group
KFB08838	A	Please tell us your main reason for visiting the Intranet site.			Text area, no char limit		N	Skip Logic Group
KFB08839		Did you find what you were looking for?	Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group
			No	A				
			Still looking	A				
KFB08840	A	If you were not able to accomplish your goal, what will you do next?	Try this site again later		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Call office					
			Email					
			Give up					
			Other (please specify)					

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KFB08871		Please tell us what you will do next.			Text area, no char limit		N	Skip Logic Group
KFB08841		Have you visited any of the following sections of the site?	About DOT Employee Services Work Tools News center I did not visit any of the sections listed	A B C D	Radio button, one-up vertical	Single	Y	
KFB08842	A	What is your overall satisfaction with the "About DOT" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08843	B	What is your overall satisfaction with the "Employee Services" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08844	C	What is your overall satisfaction with the "Work Tools" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08845	D	What is your overall satisfaction with the "News center" section?	1= Very dissatisfied 2 3 4 5		Radio button, scale, no don't know	Single	N	Skip Logic Group

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			6					
			7					
			8					
			9					
			Very satisfied=10					
KFB08846		Do you find the recent enhancements made to the DOTnet homepage to be:	An improvement over the previous design		Radio button, one-up vertical	Single	Y	Skip Logic Group
			On par with the previous design					
			Inferior to the previous design	A				
			Don't know/Didn't notice					
KFB08847	A	Please explain why you feel the design of the homepage is inferior to the previous one.			Text area, no char limit		N	Skip Logic Group
KFB08848		By visiting the Intranet today, about how much time do you think you saved compared to the previous Intranet site?	Less than 30 minutes		Radio button, one-up vertical	Single	Y	
			30 minutes - 1 hour					
			1 - 2 hours					
			2 hours or more					
			Don't know					
KFB08849		What additional features or options would you most like to see added to this Intranet site?			Text area, no char limit		N	
KFB08850		How can we improve our Intranet site?			Text area, no char limit		N	

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