

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:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 11/18/2010

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

Citizenship Resource Center 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
EDO08676		How often do you visit the Citizenship Resource Center?	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
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical
EDO08678	A	Other source			Text field, <100 char
EDO08679	A	What best describes your role when coming to the	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical
EDO08680	A	Other role			Text field, <100 char
EDO08681		What area of the Citizenship Resource Center are you	Learners Teachers Organizations Other Resources Other, please specify:	A	Radio button, one-up vertical
EDO08682	A	Other area visited			Text field, <100 char
EDO08683		What is your primary reason for visiting the Citizenship	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical
EDO08684	A	Other primary reason			Text area, no char limit

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO08685		If you were looking for a specific resource , please tell us which resource(s) were you trying to locate?			Text area, no char limit
EDO08686		What method do you primarily use to find information on the	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	A	Drop down, select one
EDO08687	A	Other method			Text field, <100 char
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey		Drop down, select one

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			New Mexico		
			New York		
			North Carolina		
			North Dakota		
			Ohio		
			Oklahoma		
			Oregon		
			Pennsylvania		
			Rhode Island		
			South Carolina		
			South Dakota		
			Tennessee		
			Texas		
			Utah		
			Vermont		
			Virginia		
			Washington		
			West Virginia		
			Wisconsin		
			Wyoming		
			American Samoa		
			Guam		
			Puerto Rico		
			U.S. Virgin Islands		
			Northern Mariana Islands		
			Other, please specify:	A	
			I prefer not to respond		
EDO08692	A	Other location			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
M	Y	OPS Group	Source
			Other source
S	Y	OPS Group	Role
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Y		Resource
S	Y	Skip Logic Group	Method
	N		Other method
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Improvement
S	Y	OPS Group	State

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other location