

CIR (Centurion) Respondent Debriefing Draft Protocol Annual and Monthly Reports

(This protocol is a guide – the questions presented here won't necessarily be asked exactly as worded in the protocol or in this order. It is important to note that not all questions will be asked in every interview.)

Part A – Background Information

1. Respondent Background

- Can you tell me a little about your company?
- What products does it manufacture?
- What is your role in the organization?
- What has been your overall experience with completing the CIR?
- Have you completed any other government surveys? If so, which ones (got to part 2)? If none, skip part 2.

2. Electronic Reporting Background (if reported to other government surveys)

- Did you report electronically to any of those surveys?
- What made you choose to report electronically to the CIR?
- What was your overall experience? Did anything stand out as being very helpful? Was there anything that you didn't like?
- What were benefits to reporting electronically to the CIR? What were the drawbacks?

Now I'd like to show you an electronic draft of the CIR form. Here is the web-site address for accessing the survey (*show the respondent the URL, test USERID, test password*).

I would like you to go through the electronic version of the survey similar to how you did recently. Feel free to enter the information you previously provided.

Don't hesitate to tell me about anything you found surprising on the site, or ask questions about the material you see.

Part B – Testing

(Note: The primary interview technique is retrospective; R is asked about each question and/or group of questions after s/he has reported. Concurrent "think-aloud" probes are used when R indicates some confusion or other problem, e.g., by frowning, re-reading a question, looking away in thought, saying "Hmm", etc.)

3. Login Screen

- Was the information given on the Login Screen sufficient?

- What was your overall reaction to the process for logging into the system?
- Is there any other information you'd like to see on the login screen?

4. Main Menu

- Can you describe to me what each of the columns displayed on the main menu is displaying (i.e., Form, status, view as PDF)?
- Was it clear where you needed to go in order to start filling out the form? If not, what could be done to make the start of the form clearer?
- Is there anything else that you needed at this point in order to start completing the form? Anything else that should be included on this screen?
- Did you notice the toolbar on this screen? What do you think each of the options will do?
- Did you use any of the options? Tell me about what you clicked on. Was the action/information what you expected?
- Is there anything that we could do to improve the toolbar options? Any options that are missing that would be helpful?

5. Example survey screen (insert name)

- If you needed assistance with understanding this question, where would you go? Was this information helpful?
- Was it easy to locate this information?
- Is there additional information that would be helpful for you to have?

6. Example survey screen (insert name)

- Do you have any other recommendations for how we could improve the layout of the questions on this screen?

7. Example survey screen (insert name)

- What do you think about the amount of information being asked on this screen? Do you feel that it is too little, too much, or a comfortable amount?
- Do you have any other recommendations for how we could improve the layout of the questions on this screen?

10. Example survey screen (insert name)

- What do you think about the navigation options offered at the bottom of the screen? Do they make sense to you?
- Do you have any suggestions for improving them?

11. General navigation

- Did you have any problems navigating back to a prior section/screen? Do you have any recommendations for improving the navigation within the site?

12. Error Messages (annual form only)

- Did you experience any error messages as you were completing the survey? Tell me about your experience.
- Was it clear to you based on the message(s) you received on the screen that there was an issue?
- Was the information provided in the error messages clear?
- Were you able to locate the field(s) that were associated with the edit message?
- Is there a better way that we could notify you about the problem(s) on this screen? Is there a better way that we could highlight the field(s) that are in question?
- Did you ever ignore a message and continue to the next screen? If so, how did you do this? If not, did you know that this was an option?

13. Review your responses

- Did you review your responses prior to submit you data? If so, how did you do this? Do you have any recommendations for how we could improve that task within the electronic form?

14. Main Menu (after submission)

- Did you save a copy of your data for your records? Did you save the information on paper or electronically?
- Where did you go on this site in order to do that?
- Did you notice any changes to the main menu after you had submitted your information? Was the updated status information helpful to you?
- Did you ever return to view/edit your information after it was submitted?

Part C – Wrap Up

- Now that you have submitted your information electronically, do you expect to continue completing this survey on the Internet? Why or why not?
- Did you complete the online form in one sitting? If not, what was your experience like when you resumed working on the survey? Did you have any problems continuing?
- Did you use the paper version of the survey as you were completing the form electronically? If so, how were you using it? Will you need a paper version in the future in order to complete your information?
- What is your overall impression of the electronic CIR? Was it easy, hard?
- Did you have any issues with the navigation on the site?
- What are some of the things that you liked the most about the online form?
- What are some of the things that you liked the least about the online form?
- Are there any other options that we should provide in the online form?
- Do you have any suggestions for how to make this online form easier for you to use?

Thank participant for their time and input!