

ASPEP Form Layout Testing Protocol
Draft 3/12/2012

Research Questions to Address:

- Do the changes in layout adversely affect the response process, and the responses provided?
- Are there any items that cause the respondents problems?

Introduction:

- Explain purpose of meeting: to understand the process used to answer questions, to get feedback on proposed changes
- Meeting with entities in different states, different types and of different sizes. Not everybody keeps their records the same way, so some questions will seem odd and/or obvious.
- Explain that we are *not* testing the respondent – we only want information
- Structure of meeting: general and specific questions about the form itself, the reporting organization and also how R reported data
- Permission to record discussion? Have R sign consent form.

Before the Questionnaire:

- What types of services does this government entity provide?
- What is your role in this government entity? What kind of responsibilities do you have?
- What was your role in the process for responding to this questionnaire? (Gathered data? Compiled data? Checked data? Authorized release?)

General Probes

- Reflect back R's specific answer: "you said..."
- In your own words, what is this question asking?
- How did you arrive at this number/answer this question? / Tell me how you arrived at these answers. What did you include in this number? What did you specifically exclude?
- What records (if any) did you look at? What line or lines were of interest?
- Were any other people involved in the process of coming up with this number? [If Yes] What departments are they in?
- How well does this data request match with your records?

Item 1 – Address

Note: This item has not undergone significant format changes

- In your own words, what is this question asking you?
- How did you arrive at your answer?

Item 2 - FT Hours

Warm-up probes:

- What is this question asking you?
- How did you arrive at your answers?
- What does the term "full time employees" mean to you?
- What is the bullet under the word "exclude" asking you to do?

Item 3 – Part 2: Employees, Payroll, & PT Hours

Pay careful attention to how the respondents grapple with the different layouts between sections.

General Probes for this section:

- How would you go about completing this question?
- What is this question asking you?
- How did you arrive at your answers?
- What information are you putting in each column?
- What do you think about the payroll frequency codes listed on the page? Are they easy or difficult to find?
- *If applicable:* How would/did you record full time and part time employees? *(Make sure the respondent notices that full and part time payroll are concatenated down the page instead of across).*
- What do you think of the way these questions are laid out on the pages?
- Is it easy or difficult to figure out how to report the information?
- Which layout do you like best? Least? What did you like about the layouts? What didn't you like?

Wrap-up Questions

- What do you like about the current form that you don't like about this new form we showed you today?
- What do you like about the new form we showed you today that you don't like about the current form?
- About how long would it take you to complete this form (estimate in hours)?

Thank you for your help!