ASPEP Cognitive Testing Protocol

E-6 Form Splitting

8/8/2012 -- Draft

**Research Questions to Address:**

* Do the changes to the form 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? 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 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?

# Part 2: Employees, Payroll, & PT Hours

Part 2 Instructions and Example:

*The example and instructions bridge two pages. Make a note of how the R grapples with the layout.*

* Did you notice the example?
  + What did you think it was telling you?
  + Was it clear? Did it help you figure out what you needed to know to fill out the form? If not, what could we do to make it more helpful?
* Did you notice the instructions?
  + What did you think they were telling you?
  + Were they clear? Did they help you figure out what you needed to know to fill out the form? If not, what could we do to make them more helpful?
  + Anything missing? Anything that shouldn’t be there?
* Did you notice the payroll frequency codes? [And at the top of the pages]
  + What did you think it was telling you?
  + Was it clear? Did it help you figure out what you needed to know to fill out the form?
  + Are they easy or difficult to find?
  + Was it helpful having them at the top of the page?

Part 2 Reporting:

*Make careful note how respondents grapple with the new layout.*

* How did you arrive at your answer to this question?
* Did you have any difficulty figuring out how to report information in this question? *Make sure that respondents do not have more than two pay frequencies. (Why?)*

FOR ELEMENTARY/SECONDARY SCHOOLS

* Do you offer any post-secondary education? *If yes,* how would you report those employees on this form?

FOR POST-SECONDARY SCHOOLS

* Do you offer any elementary or secondary education? *If yes,* how would you report those employees on this form?

FOR SCHOOLS WITH BOTH TYPES OF PROGRAMS

* *If respondent only reports one type of education:*  I noticed that you only filled out the [elem/secondary / post-secondary]. Do you have the other type of education programs?
* What made you decide not to report those employees and payroll amounts? *Find out why the respondent appeared to report only one type of educational program. Did the respondent leave them off or report them elsewhere?*

**Wrap-up Questions**

* What, if anything do you like about the form that we showed you today?
* What if anything do you not like about the form we showed you today?
* (Show them the other version of the form.) Which version of the form do you like better? Why?
* About how long would it take you to complete this form (estimate in hours)?
* (If R hasn’t indicated reporting online) Do you think you would fill this form out online?
* If you respond online, would you like to receive a paper form in the mail, or would you like to receive a notification to report online without receiving a paper form?

Thank you for your help today.