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:

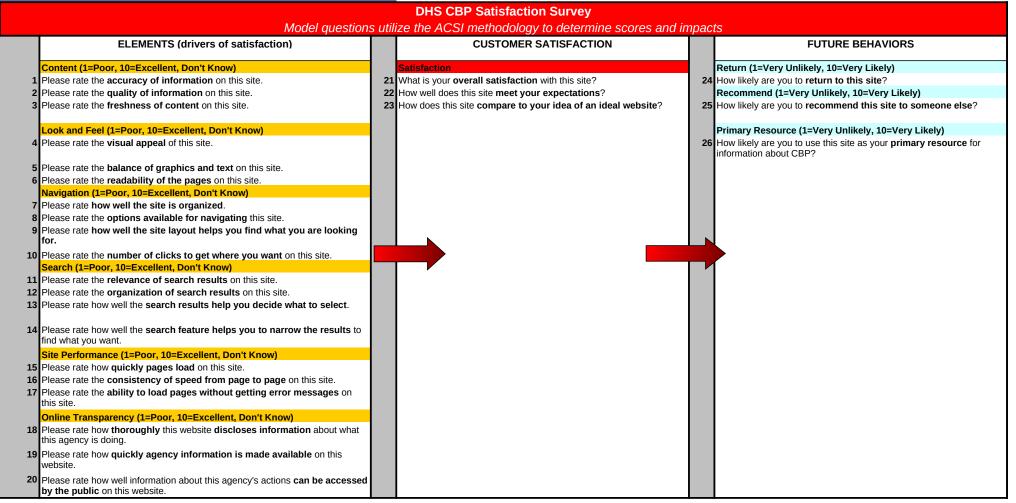
- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks SRA
- 5 <u>Model and Custom Question Checks</u> <u>Team LeadManager</u>
- 6 Model and Custom Question Checks_DOT

Model Instance Name:

DHS CBP Satisfaction Survey

MID: ssYEIM9JpFlIEg5kc4gY4w==

Date: 4/329/2010



Model Instance Name: DHS CBP Satisfaction Survey

MID: ssYEIM9JpFllEg5kc4gY4w==

Date: 4/29/2010

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

DHS CBP Satisfaction Survey 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	CQ Label		
KFB08416		How frequently do you visit the site?	First time More than once a day		Drop down, select one	S	Y		Frequency		
			Daily								
			About once a week About once a month	_							
			Every few months	_							
			Every 6 months or less								
KFB08417		What best describes your role when coming to this site?	U.S. Citizen/Legal Permanent Resident		Checkbox, one-up vertical	М	Y		Role		
			International visitor								
			CBP employee								
			Homeland Security employee (non-CBP)								
			Other government employee (non-DHS)	_							
			Customs broker Importer/Exporter	-							

Model Instance Name:

DHS CBP Satisfaction Survey

MID: ssYEIM9JpFIIEg5kc4gY4w==

Date: 4/29/2010

red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

blue + -->: REWORDING

		DHS CBP S	Satisfaction Survey CUSTOM QUES	TION LIS	т				
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	CQ Label
			Job seeker Student/Educator/Researcher Elected official or staffer Other						
KFB08418		What area(s) of the site did you visit today?	About CBP Newsroom Border Security Travel Trade Careers Alerts/Advisories Tip Lines Questions/Comments Forms En Espanol What's New Contacts Ports FOIA Other		Checkbox, one-up vertical	М	Y		Area Visited
KFB08419		What was your primary reason for visiting the site today?	General information Travel process, requirements Trade regulations Border security progress Agency accomplishments/news Career opportunities Importing/exporting requirements How to file a complaint Cargo security Contact a port Trade notices, rulings, decisions Other		Radio button, one-up vertical	S	Y		Primary Reason
KFB08420		Did you find what you were looking for today?	Yes Partially No		Drop down, select one	S	Y		Find info
KFB08421		What method did you use to find information on this site?	Site's search features Advanced search Top navigation bar Left navigation bar Quick links Links in the page Site map By browsing		Checkbox, one-up vertical	М	Y		Method