

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](#)
- 7 [Foreign Language Survey Instructions](#)

DOT Intranet

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Date: 7/14/2010



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
		<p>Organization Citizenship How likely are you to increase your participation in company activities as a result of information you have viewed on the Intranet? (1=Very Unlikely, 10=Very Likely)</p> <p>Please rate the degree to which you agree or disagree with the following statements.</p> <p>This Intranet site facilitates collaboration among departments. (1=Strongly Disagree, 10=Strongly Agree)</p> <p>This Intranet site facilitates communication in this organization. (1=Strongly Disagree, 10=Strongly Agree)</p>



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



DOT Intranet 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
KFB08833		In which department do you work?	OST FAA FHWA FMCSA FRA FTA MARAD NHTSA OIG PHMSA RITA SLSDC STB Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08834	A	Please tell us in which department you work.			Text area, no char limit		N	Skip Logic Group
KFB08835		How frequently do you visit the DOTnet site?	Daily Weekly Monthly Less often than Monthly		Radio button, one-up vertical	Single	Y	
KFB08836		Is DOTnet currently set as your browser homepage?	Yes No		Radio button, one-up vertical	Single	Y	
KFB08837		What is your main reason for visiting this Intranet site today?	HR information Download a document Contact information News & Events Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08838	A	Please tell us your main reason for visiting the Intranet site.			Text area, no char limit		N	Skip Logic Group
KFB08839		Did you find what you were looking for?	Yes No Still looking	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08840	A	If you were not able to accomplish your goal, what will you do next?	Try this site again later Call office Email Give up Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group

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KFB08871		Please tell us what you will do next.			Text area, no char limit		N	Skip Logic Group
KFB08841		Have you visited any of the following sections of the site?	About DOT Employee Services Work Tools News center I did not visit any of the sections listed	A B C D	Radio button, one-up vertical	Single	Y	
KFB08842	A	What is your overall satisfaction with the "About DOT" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08843	B	What is your overall satisfaction with the "Employee Services" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08844	C	What is your overall satisfaction with the "Work Tools" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08845	D	What is your overall satisfaction with the "News center" section?	1= Very dissatisfied 2 3 4 5		Radio button, scale, no don't know	Single	N	Skip Logic Group

