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)

Basic rules:

- 1 This questionnaire has to match the live survey
- ${\bf 2}$ All changes to the live measure need to be tracked and archived in ${\bf one}~{\bf document}$

3 All CQ change requests have to be submitted using this document

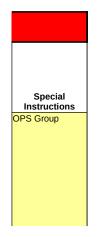
- SRA: 1) marks up changes and submits the entire document to DOT
- DOT: 1) archives change request on separate tab
 - 2) implements change(s)
 3) updates the document to reflect all implemented changes in the "clean" questionnaire SRA can send to the client and use for future CQ changes

4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

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| | | | 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 |
| EDO11044 | | | Agency Representative Benefit Advocate/Caseworker Disabled Disabled Veteran Disaster Victim Federal employee or retiree Injured/Sick Low Income Military (Active) Military (Dependent | | Radio button, one-up vertical | Single | Y |



Model Instance Name:

Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: Fill In Date

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| Model questions utilize the ACSI methodology to determine scores and impacts | | | | | | | | | |
| | ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | FUTURE BEHAVIORS | | | | | |
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