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

Model Instance Name:
Citizenship Resource Center
MID: QcUxIRJBEE4YQYIYgoJY1g==
Date: 11/18/2010

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

Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO08676		How **often** do you visit the Citizenship Resource Center?	First time		Drop down, select one
			More than once a day		
			Daily		
			About once a week		
			About once a month		
			Every 6 months or less		
EDO08677		How did you **hear about us**?	USCIS website		Checkbox, one-up vertical
			Online ad/media		
			Offline ad (print, radio, television)		
			Email		
			Brochure/publication		
			Public event		
			USCIS Official		
			Word-of-mouth		
			Family/Friends		
			Community Organization		
			Citizenship class		
			Other, please specify:	A	
EDO08678	A	Other source			Text field, <100 char
EDO08679		What **best describes your role** when coming to the	Naturalization applicant/permanent resident		Radio button, one-up vertical
			Family or friend of a naturalization applicant/permanent resident		
			Adult educator/teacher		
			Volunteer		
			Immigrant-serving organization staff		
			State or local government employee		
			Attorney		
			USCIS employee		
			Other, please specify:	A	
EDO08680	A	Other role			Text field, <100 char
EDO08681		What **area** of the Citizenship Resource Center are you	Learners		Radio button, one-up vertical
			Teachers		
			Organizations		
			Other Resources		
			Other, please specify:	A	
EDO08682	A	Other area visited			Text field, <100 char
EDO08683		What is your **primary reason** for visiting the Citizenship	Just browsing		Radio button, one-up vertical
			Learn about the Citizenship Resource Center		
			Learn about naturalization		
			Apply for citizenship		
			Study for the test		
			Find free information events		
			Learn about citizenship rights and responsibilities		
			Find classroom tools (for professionals)		
			Learn about current USCIS grant opportunities		
			Find links to program administration, professional development, and training resources		
			Find a citizenship class		
			Other, please specify:	A	
EDO08684	A	Other primary reason			Text area, no char limit

Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
EDO08685		If you were **looking for** a specific **resource**, please tell us which resource(s) were you trying to locate?			Text area, no char limit
EDO08686		What **method** do you primarily use to find information on the	Site's search feature		Drop down, select one
			Top navigation bar		
			Links in the page		
			Site map		
			Other, please specify:	A	
EDO08687	A	Other method			Text field, <100 char
EDO08688		Did you **find** what you were looking for today?	Yes		Drop down, select one
			Partially		
			Still looking	A	
			No	A	
EDO08689	A	If you **were unable to find** what you were looking for, please specify the information you were trying to find.			Text area, no char limit
EDO08690		If you could make **one improvement** to the Citizenship Resource Center, what would it be?			Text area, no char limit
EDO08691		In which **state** do you reside?	Outside of US		Drop down, select one
			Alabama		
			Alaska		
			Arizona		
			Arkansas		
			California		
			Colorado		
			Connecticut		
			Delaware		
			District of Columbia		
			Florida		
			Georgia		
			Hawaii		
			Idaho		
			Illinois		
			Indiana		
			Iowa		
			Kansas		
			Kentucky		
			Louisiana		
			Maine		
			Maryland		
			Massachusetts		
			Michigan		
			Minnesota		
			Mississippi		
			Missouri		
			Montana		
			Nebraska		
			Nevada		
			New Hampshire		
			New Jersey		

Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)
			New Mexico		
			New York		
			North Carolina		
			North Dakota		
			Ohio		
			Oklahoma		
			Oregon		
			Pennsylvania		
			Rhode Island		
			South Carolina		
			South Dakota		
			Tennessee		
			Texas		
			Utah		
			Vermont		
			Virginia		
			Washington		
			West Virginia		
			Wisconsin		
			Wyoming		
			American Samoa		
			Guam		
			Puerto Rico		
			U.S. Virgin Islands		
			Northern Mariana Islands		
			Other, please specify:	A	
			I prefer not to respond		
EDO08692	A	Other location			Text field, <100 char

Single or Multi	Required Y/N	Special Instructions	CQ Label
S	Y		Frequency
M	Y	OPS Group	Source
			Other source
S	Y	OPS Group	Role
	N		Other role
S	Y	OPS Group	Area Visited
	N		Other area
S	Y	Skip Logic Group	Primary Reason
	N		Other reason

Single or Multi	Required Y/N	Special Instructions	CQ Label
	Y		Resource
S	Y	Skip Logic Group	Method
	N		Other method
S	Y	Skip Logic Group	Find info
	N		Info not found
	N		Improvement
S	Y	OPS Group	State

Single or Multi	Required Y/N	Special Instructions	CQ Label
	N		Other location