

## 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:  
 USCIS Satisfaction Survey  
 MID:  
 Date: 11/30/09

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

USCIS 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) Drop down, select one	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S	Y		Frequency
		What best describes your role when coming to this site?	U.S. citizen Permanent Resident (green card holder) Conditional Resident Citizen of a foreign country Refugee Asylee Fiance K-1 Visitor/nonimmigrant Temporary Worker Student or Exchange Visitor Job Seekers		Radio button, one-up vertical	S	Y	OPS Group	Role

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			Employer Attorney Other, please specify:	A					
	A	Other role			Text field, <100 char		N		Other role
		What area of the site are you primarily visiting today?	Forms Resources Laws News About Us Working the U.S. Citizenship Family Adoption Green card Humanitarian Visit the U.S. Military Other, please specify:	A	Radio button, one-up vertical	S	Y	OPS Group	Area Visited
	A	Other area visited			Text field, <100 char		N		Other area
		What is your primary reason for visiting the site today?	Just browsing Get general information before I file my case Check my case status Working in the USA Citizenship requirements Green card information Visit the US Find form(s) Check filing fees Find/research immigration laws Read the latest news releases Learn about USCIS Contact us Find a job with USCIS Research humanitarian programs and protection Research information about adoption Find a USCIS office Change of address Other, please specify:	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Reason
	A	Other primary reason			Text area, no char limit		N		Other reason
		What method do you primarily use to find information on this site?	Site's search feature Top navigation bar "Where To Start" feature Site map (index) Used an external search engine (i.e. Google) Just browsing		Drop down, select one	S	Y		Method

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		Did you <b>find</b> what you were looking for today?	Yes Partially Still looking No		Drop down, select one	S	Y	Skip Logic Group	Find info
	A	If you <b>were unable to find</b> what you were looking for, please specify the information you were trying to find.		A	Text area, no char limit		N		Info not found
		How <b>consistent</b> do you feel this site's quality of information is?	Not at all consistent Not very consistent Somewhat consistent Mostly consistent Always consistent		Drop down, select one	S	Y		Consistency
		Please rate the <b>efficiency</b> in which this site provides the information.	Not at all efficient Not very efficient Somewhat efficient Mostly efficient Always efficient		Drop down, select one	S	Y		Efficiency
		If you could make <b>one improvement</b> to this site, what would it be?			Text area, no char limit		N		Improvement

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		¿Cuán frecuentemente visita usted este sitio?	Primera vez Más de una vez al día Diariamente Alrededor de una vez a la semana Alrededor de una vez al mes Cada seis meses o menos		Drop down, select one	S
		¿Qué estatus le define mejor como visitante de este sitio Web?	Ciudadano de los Estados Unidos Residente Permanente (poseedor de Tarjeta Verde) Residente Condicional Ciudadano Extranjero Refugiado Asilado Prometido/a (K-1) Visitante/no inmigrante Trabajador temporero Estudiante o visitante de intercambio Personas en busca de empleo		Radio button, one-up vertical	S

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			Empleadores Abogados Otro (por favor, especifique)	A		
	A	Otro estatus			Text field, <100 char	
		¿Qué área del sitio Web estará visitando hoy principalmente?	Formularios Recursos Leyes Noticias Acerca de Nosotros Trabajo en los Estados Unidos Ciudadanía Familia Adopción Residencia Permanente (Tarjeta Verde) Programas Humanitarios Visite los Estados Unidos Militares Otra (por favor, especifique)	A	Radio button, one-up vertical	S
	A	Otra área			Text field, <100 char	
		¿Cuál es su razón principal para visitar hoy nuestro sitio Web?	Sólo navegando Obtener información general antes de presentar mi solicitud Verificar el estatus de mi caso Trabajo en los Estados Unidos Requisitos para la ciudadanía Información acerca de la Residencia Permanente (Tarjeta verde) Visitar los Estados Unidos Encontrar formularios Verificar cuotas de radicación Buscar/investigar las leyes de inmigración Leer los últimos alertas informativos Conocer más acerca del USCIS Contáctenos Encontrar un trabajo en el USCIS Investigar acerca de programas humanitarios y de protección Investigar información acerca de adopciones Encontrar una oficina del USCIS Cambio de dirección Otra (por favor, especifique)	A	Radio button, one-up vertical	S
	A	Otra razón primordial			Text area, no char limit	
		¿Qué método utiliza mayormente para encontrar información en este sitio?	Mecanismo de búsqueda del sitio Barra principal de navegación Mecanismo "Dónde empezar" Mapa del sitio (índice) Used an external search engine (i.e. Google)		Drop down, select one	S

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			Sólo navegando			
		¿Encontró lo que buscaba hoy?	Sí Parcialmente Todavía buscando No		Drop down, select one	S
	A	Si no pudo conseguir lo que estaba buscando, por favor especifique la información que estaba tratando de encontrar.		A	Text area, no char limit	
		Por favor, evalúe la consistencia con que este sitio provee la información ¿Cuán consistente es la calidad de la información en este sitio?	No es consistente No muy consistente Algo consistente Mayormente consistente Siempre consistente		Drop down, select one	S
		Por favor, evalúe la eficiencia con que este sitio provee la información ¿Cuán eficientemente provee información este sitio Web?	No es eficiente No muy eficiente Algo eficiente Mayormente eficiente Siempre eficiente		Drop down, select one	S
		Si pudiese mejorar un aspecto de este sitio, ¿cuál sería?			Text area, no char limit	

Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Role



Required Y/N	Special Instructions	CQ Label
N		Other role
Y	OPS Group	Area Visited
N		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason
Y		Method

Required Y/N	Special Instructions	CQ Label
Y	Skip Logic Group	Find info
N		Info not found
Y		Consistency
Y		Efficiency
N		Improvement