

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](#)

Welcome and Thank You Text

FOR

Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Model Instance Name:

NHLBI

MID: ZMAMIJhp9UxRxFlplEEUsw==

Partit Yes

Date: 12/20/2011



Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the accuracy of information on this site.	What is your overall satisfaction with this site?	How likely are you to use this site as your primary resource for heart, lung, blood and sleep information ?
Please rate the quality of information on this site.	How well does this site meet your expectations ?	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the freshness of content on this site.	How does this site compare to your idea of an ideal website ?	How likely are you to recommend this site to someone else ?
Functionality (1=Poor, 10=Excellent, Don't Know)		Return (1=Very Unlikely, 10=Very Likely)
Please rate the usefulness of the features provided on this site.		How likely are you to return to this site ?
Please rate the convenience of the features on this site.		Future Participation (1=Very Unlikely, 10=Very Likely)
Please rate the variety of features on this site.		How likely are you to express your thoughts or ideas to this Institute in the next 90 days ?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Trust (1=Strongly Disagree, 10=Strongly Agree)
Please rate the visual appeal of this site.		I can count on this Institute to act in my best interests.
Please rate the balance of graphics and text on this site.		I consider this Institute to be trustworthy.
Please rate the readability of the pages on this site.		This Institute can be trusted to do what is right.
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized .		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for .		
Please rate the number of clicks to get where you want on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
Please rate how thoroughly this site discloses information about what this Institute is doing.		
Please rate how quickly Institute information is made available on this site.		
Please rate how well information about this institute's actions can be accessed by the public on this site.		

NHLBI

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CQID	Skip Logic Label	Question Text	Answer ID	Answer Choices (limited to 50 characters)	Skip to
MMW1026		How frequently do you visit this site (NHLBI)?	MMW1026A01	First time	

Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio button, one-up vertical	Single	Y	