

## 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**

2 All changes to the live measure need to be tracked and archived in **one 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

## Questionnaire Skip Set Up Guidelines

### Goals:

- Ensure all skip setup included in the questionnaire is consistent with skip logic rules
- Decrease down time due to skip corrections within submitted surveys

### Basic Skip Rules:

#### "Other Please Specify" (OPS) Skip Rules:

Type 1 "Other Please Specify" Rules (Text box to the right of the answer choice "Other, please specify:") :

- 1 OPS questions must be set up as a radio-button or checkbox to have the text box appear next to the answer choice "Other, please specify:"
- 2 The open ended text box for "Other Please Specify" has it's own question ID and needs **full question text** included in questionnaire. (This will be used by clients, SRAs, etc, in the portal and comment cluster to differentiate between OPS questions within a measure)
- 3 The open ended text box has a character limit of 100. No exceptions! if more characters are needed, please request a Type 5 group.
- 4 In the special instructions column, indicate that this is a "OPS Group" for the PARENT and CHILD questions.

Type 5 "Other Please Specify" Rules (More than two questions within question group):

- 1 Open-ended boxes will not show up next to the answer choice "Other" in this type of skip logic. They will pop as separate questions that require additional question text. Please include full question text.
- 2 Radio-button, checkbox or drop-down CQs can have an "other please specify" in this type of skip set up but the text box will pop as a separate question.
- 3 In the special instructions column, indicate that this is a "Skip Logic Group" for the PARENT and CHILD questions.

*Please refer to the Current Custom Qsts tab for examples (OPS Type 1 and OPS Type 5 are marked in the comment boxes)*

#### General Skip Rules:

- 1 The parent question must come first, and child questions must immediately follow. Skip logic groups cannot be broken up by other questions that are not included within the skip.
- 2 A CQ can only have one parent question; a single question CANNOT be triggered by different questions.
- 3 Answers within one question can be set up so that different answer combinations trigger different questions, through the use of "answer groups".
- 4 A question can only be a part of ONE group type i.e. skip logic, matrix, or multiple lists
- 5 Horizontal scale questions CANNOT be parent CQs, but they can be child CQs. NOTE: By changing a horizontal scale question to a dropdown they can become parent questions.
- 6 Open End text questions cannot be a parent questions, but they can be child CQs.
- 7 Multi-select questions can be used in skip logic.

**As a general tip for SRAs: The more complex the skip logic, the more difficult it is to keep the tabs and labels concise in SPRs. It is important to know when to just use filters versus creating skip logic.**

**Caution: Measures without enhanced/segmented reports might require intricate skip to gather necessary data for standard reports.**

Model Instance Name:

Fill-in Measure Name

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

Date: Fill In Date

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content (1=Poor, 10=Excellent, Don't Know)</b>	<b>Satisfaction (1=Poor, 10=Excellent)</b>	<b>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</b>
1 Please rate the <b>accuracy of information</b> on this site. 2 Please rate the <b>quality of information</b> on this site. 3 Please rate the <b>freshness of content</b> on this site.	23 What is your <b>overall satisfaction</b> with this site? 24 How well does this site <b>meet your expectations</b> ? 25 How does this site <b>compare to your idea of an ideal website</b> ?	26 How likely are you to <b>return to this site</b> ? <b>Recommend (1=Not Very Likely, 10=Very Likely)</b> 27 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality (1=Poor, 10=Excellent, Don't Know)</b>		<b>Primary Resource (1=Not Very Likely, 10=Very Likely)</b>
4 Please rate the <b>usefulness of the features provided</b> on this site. 5 Please rate the <b>convenience of the features</b> on this site. 6 Please rate the <b>variety of features</b> on this site.		How likely are you to use this site as your <b>primary resource for obtaining information from this organization</b> ?
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate the <b>visual appeal</b> of this site. 8 Please rate the <b>balance of graphics and text</b> on this site. 9 Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate <b>how well the site is organized</b> . 11 Please rate the <b>options available for navigating</b> this site. 12 Please rate <b>how well the site layout helps you find what you are looking for</b> . 13 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate how <b>quickly pages load</b> on this site. 15 Please rate the <b>consistency of speed from page to page</b> on this site. 16 Please rate the <b>ability to load pages without getting error messages</b> on this site.		
<b>Product Browsing (1=Poor, 10=Excellent, Don't Know)</b>		
17 Please rate the ability to <b>sort products by criteria that are important to you</b> on this 18 Please rate the <b>ability to narrow choices to find the product(s) you are looking for</b> 19 Please rate how well the <b>features on the site help you find the product(s) you are</b>		
<b>Product Descriptions (1=Poor, 10=Excellent, Don't Know)</b>		
20 Please rate the <b>thoroughness of product descriptions</b> on this site. 21 Please rate how <b>understandable the product descriptions are</b> on this site. 22 Please rate how well the <b>product descriptions provide answers to your questions</b> .		
<b>Search (1=Poor, 10=Excellent, Don't Know)</b>		
23 Please rate the <b>relevance of search results</b> on this site. 24 Please rate the <b>organization of search results</b> on this site. 25 Please rate how well the <b>search results help you decide what to select</b> . 26 Please rate how well the <b>search feature helps you to narrow the results</b> to find what		

Model Instance Name:

Fill-in Measure Name

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

Date: 3/1/2008

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Fill-in Measure Name 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
CQ0004444		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Dropdown (Select-one)	Single
CQ0004445		Are you a registered user on this site?	I am registered I am not registered, and do not intend to I am not registered, but intend to register during my visit today	A	Radio button, one-up vertical	Single
CQ0004446	A	Please explain why you do not intend to register?			Text field, <100 char	Single
CQ0004447		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004448	A	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the possible inclusion in a design?	Spec 3D models Green information Product application Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004450	C	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

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Fill-in Measure Name 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
CQ0004451		How were you primarily <b>seeking information</b> on sweets.com?	Other Search by keyword feature Browse by master format feature Other (please specify)	A	Radio button, one-up vertical	Single
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to <b>find what you were looking for</b> today?	Yes No Not sure	A,B C,D	Radio button, one-up vertical	Single
CQ0004454	A	Why were you <b>not able to find</b> what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other		Radio button, one-up vertical	Single
CQ0004455	B	Since you could not find what you were looking for, <b>what do you plan to do next?</b>	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites Other	E	Drop down, select one	Single
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you <b>not sure?</b>	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other		Radio button, one-up vertical	Single
CQ0004457	D	Since you were not sure, <b>what do you plan to do next?</b>	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites Other	F	Drop down, select one	Single
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What <b>other sources</b> do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites		Checkbox, one-up vertical	Multi



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group



Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	

Model Instance Name:  
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 Date: 6/10/2009

**BLS Full Site Measure MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Content</b> (1=Poor, 10=Excellent, Don't Know)	<b>Satisfaction</b> (1=Poor, 10=Excellent)	<b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)
1 Please rate your perception of the <b>accuracy of information</b> on this site.	21 What is your <b>overall satisfaction</b> with this site?	24 How likely are you to <b>return to this site</b> ?
2 Please rate the <b>quality of information</b> on this site.	22 How well does this site <b>meet your expectations</b> ?	<b>Recommend</b> (1=Not Very Likely, 10=Very Likely)
3 Please rate the <b>freshness of content</b> on this site.	23 How does this site <b>compare to your idea of an ideal website</b> ?	25 How likely are you to <b>recommend this site to someone else</b> ?
<b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)		
4 Please rate the <b>usefulness of the features provided</b> on this site.		
5 Please rate the <b>convenience of the features</b> on this site.		
6 Please rate the <b>variety of features</b> on this site.		
<b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)		
7 Please rate the <b>visual appeal</b> of this site.		
8 Please rate the <b>balance of graphics and text</b> on this site.		
9 Please rate the <b>readability of the pages</b> on this site.		
<b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)		
10 Please rate <b>how well the site is organized</b> .		
11 Please rate the <b>options available for navigating</b> this site.		
12 Please rate <b>how well the site layout helps you find what you are looking for</b> .		
13 Please rate the <b>number of clicks to get where you want</b> on this site.		
<b>Search</b> (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the <b>relevance of search results</b> on this site.		
15 Please rate the <b>organization of search results</b> on this site.		
16 Please rate how well the <b>search results help you decide what to select</b> .		
17 Please rate how well the <b>search feature helps you to narrow the results</b> to find what you want.		
<b>Site Performance</b> (1=Poor, 10=Excellent, Don't Know)		
18 Please rate how <b>quickly pages load</b> on this site.		
19 Please rate the <b>consistency of speed from page to page</b> on this site.		
20 Please rate the <b>ability to load pages without getting error messages</b> on this site.		



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BLS Full Site Measure 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	CQ Label
		What information were you primarily looking for on this website when our survey appeared?	The Occupational Outlook Handbook Inflation or Price Information Pay or Benefits Information Employment or Unemployment Information Productivity Information Workplace Health or Safety Information Nothing Specific Something Else	A	Radio button, one-up vertical	Single	Y	OPS Group	Primary Info Seeking
	A	Please tell us what you were looking for			Text field, <100 char				Other_Primary Info
AED07451		Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking Not looking for anything specific/Just browsing	X	Radio button, one-up vertical	Single	Y	Skip Logic Group	Found Info
ACQOsI0003719	X	You indicated you could not find the information you were looking for. If you are willing to provide your e-mail address, someone from BLS will contact you to help you with your request.			Text field, <100 char		N	Skip Logic Group	Email_cannot find
		How would you prefer to find information on this website?	Navigate to the information Use an A-Z index Search for the information with a search engine		Radio button, one-up vertical	Single	Y		How Prefer Find Info
		What would <b>most improve navigation or the layout</b> on this website?	Using a more graphical interface to find information A brochure that describes all BLS products and how to find them Simplifying the homepage Consolidating/using fewer links Something else	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Improve Nav
	B	Please tell us <b>what would most improve navigation or the layout</b> of this website			Text field, <100 char		N	Skip Logic Group	OE_How Most Improve Nav
		What would <b>most improve the search function</b> on this website?	Filtering search results by topic, year, geography, etc. Having the search box offer search suggestions as you begin to type Providing suggestions on related search-terms or sources of information The search function worked effectively I did not use the search function I'm not sure what would improve the search function Something Else	C	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Improve Search
	C	Please tell us <b>what would most improve the search function</b> on this website			Text field, <100 char		N	Skip Logic Group	OE_How Most Improve Search
		Was the information on this website easy to understand?	Yes Somewhat No		Radio button, one-up vertical	Single	Y		Info Understandable
AED07460		How often do you visit the BLS website?	First time visitor 1 to 6 times a year 7 to 12 times a year 13 or more times a year		Drop down, select one	Single	Y		Visit Frequency
AED07464		Which one of the following BEST describes you?	Accounting, Contracting, or Payroll Professional Employer or Business Owner, or CEO/COO IT/IS professional, or Librarian Healthcare Professional Employment Law, Safety, Healthcare, or Insurance Specialist Journalist Marketing or Sales Professional Economist or Social Scientist Financial Professional/Analyst		Radio button, one-up vertical	Single	Y	OPS Group	Best Describes

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BLS Full Site Measure 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	CQ Label
			Student: Elementary, Middle or High School Level Student: College or Graduate Level Educational Faculty, Adviser, or Administrator Changing Careers or Unemployed Jobseeker Parent Assisting Children Private Citizen Seeking Information (visit is not career-related) Other (please specify):	P					
AED07465	P	Please tell us what best describes your occupation			Text field, <100 char		N	OPS Group	OE Best Describes
		How satisfied are you with the products and information provided by the Bureau of Labor Statistics?	Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied		Drop down, select one	Single	Y		Sat with BLS Products and Info
AED07466		Do you have any suggestions for improving this site?	No Yes	Q	Drop down, select one	Single	N	Skip Logic Group	Suggestion
AED07467	Q	Please share your suggestions with us.			Text area, no char limit		N	Skip Logic Group	OE Suggestions

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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	CQ Label
		What information were you primarily looking for on this website when our survey appeared?	<u>The Occupational Outlook Handbook</u> <u>Inflation or Price Information</u> <u>Pay or Benefits Information</u> <u>Employment or Unemployment Information</u> <u>Productivity Information</u> <u>Workplace Health or Safety Information</u> <u>Nothing Specific</u> <u>Something Else</u>	A	Radio button, one-up vertical	Single	Y	OPS Group	Primary Info Seeking
	A	Please tell us what you were looking for			Text field, <100 char				Other Primary Info
AED07438		When the survey popped up, were you primarily looking for information about jobs or careers?	Yes No Not sure/Don't know	A,Z,Y,X B B	Drop-down, select one	Single	N	Skip-Logic-Group	OOH
AED07439	B	What information were you looking for on this website	<u>Employment or unemployment statistics</u> <u>Import or export price data</u> <u>Inflation, price, or cost indices</u> <u>Productivity data</u> <u>Wages or benefits data</u> <u>Workplace safety or health data</u> <u>Nothing specific</u> <u>Something else</u>	C	Checkbox, one-up vertical	Multi	N	Skip-Logic-Group	Info Sought
AED07440	C	Please tell us what you were looking for.			Text field, <100 char		N	Skip-Logic-Group	OE Info Sought
AED07441	A	What specific information about jobs and careers were you looking for? (Please check all that apply)	Planning my career <u>Considering what to study in school</u> <u>Looking for a new job</u> <u>Finding out more about my current job or occupation</u> <u>Getting career information for someone else</u> <u>Completing a school assignment</u> <u>Other</u>	D	Checkbox, one-up vertical	Multi	N	Skip-Logic-Group	Specific OOH Info
AED07442	D	Please tell us what information about jobs and careers you were looking for.			Text area, no char limit		N	Skip-Logic-Group	OE Specific Info
AED07443	Z	Which information did you find the most useful? (Please check all that apply)	<u>Advancement opportunities</u> <u>Ease or difficulty of find a job (Job Prospects)</u> <u>Education and training</u> <u>Industry information</u> <u>Number of jobs expected to go up or down (Employment Change)</u> <u>Pay (Earnings)</u> <u>Related occupations</u> <u>Sources of additional information</u> <u>What workers do (Nature of the Work)</u> <u>Working conditions/environment</u> <u>Nothing yet</u> <u>Other</u>	E	Checkbox, one-up vertical	Multi	N	Skip-Logic-Group	OOH Useful Info
AED07444	E	Please tell us what information you found the most useful.			Text field, <100 char		N	Skip-Logic-Group	OE OOH Useful Info
AED07445	Y	How did you find out about this site? (Please check all)	<u>Bureau of Labor Statistics website</u> <u>Career center or guidance counselor</u> <u>Other website</u> <u>Print version of the Occupational Outlook Handbook</u> <u>Search engine (such as Google, Yahoo!, etc.)</u> <u>School or public library</u> <u>Word of mouth</u> <u>Other</u>	F G	Checkbox, one-up vertical	Multi	N	Skip-Logic-Group	OOH Find Site
AED07446	F	Please specify the website.			Text field, <100 char		N	Skip-Logic-Group	OOH Specific Website
AED07447	G	Please tell us how you found out about this site.			Text field, <100 char		N	Skip-Logic-Group	OE Find Site

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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	CQ Label
AED07451		Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking Not looking for anything specific/Just browsing	L, X	Radio button, one-up vertical	Single	N Y	Skip Logic Group	Found Info
AED07454	L	Why were you unable to find the information you needed? (Please check all that apply)	Still looking, questionnaire popped-up too soon Approach tried (A-Z Index, calculator, customized table, etc.) did not work BLS data were too complex to understand or use Information was not available for my area of interest Information was not published with the right amount of detail Information too old or dated Search box gave poor results The website's layout and design made it difficult Don't know why I couldn't find the information Other	Z M	Checkbox, one-up vertical		N	Skip Logic Group	Why Unable
AED07455	M	Please specify why you were unable to find the information.			Text area, no char limit		N	Skip Logic Group	OE_Why Unable
ACQOsI0003717	Z	You indicated the Search box gave poor results, what was wrong with the search results?	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow Other (please explain):	Y	Text area, no char limit		N	Skip Logic Group	Search results poor
ACQOsI0003718	Y	Please explain what was wrong with the search results.			Text area, no char limit		N	Skip Logic Group	OE_Search results poor
ACQOsI0003719	X	You indicated you could not find the information you were looking for. If you are willing to provide your e-mail address, someone from BLS will contact you to help you with your request.			Text field, <100 char		N	Skip Logic Group	Email cannot find
ACQOsI0003720		How would you describe your navigation experience on this site today? (Please check all that apply)	I had no difficulty navigating/browsing on this site Links did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:	W	Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Navigation experience
ACQOsI0003721	W	What difficulty with navigation did you encounter?			Text area, no char limit		N	Skip Logic Group	OE_Navigation experience
		How would you prefer to find information on this website?	Navigate to the information Use an A-Z index Search for the information with a search engine		Radio button, one-up vertical	Single	Y		How Prefer Find Info
		What would most improve navigation or the layout on this website?	Using a more graphical interface to find information A brochure that describes all BLS products and how to find them Simplifying the homepage Consolidating/using fewer links Something else	B	Radio button, one-up vertical	Single	Y	Skip Logic Group	How Improve Nav
	B	Please tell us what would most improve navigation or the layout of this website			Text field, <100 char		N	Skip Logic Group	OE_How Most Improve Nav
		What would most improve the search function on this website?	Filtering search results by topic, year, geography, etc. Having the search box offer search suggestions as you begin to type		Radio button, one-up vertical	Single	Y	Skip Logic Group	How Improve Search

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BLS Full Site Measure 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	CQ Label
			Providing suggestions on related search-terms or sources of information The search function worked effectively I did not use the search function I'm not sure what would improve the search function Something Else	C					
	C	Please tell us what would most improve the search function on this website			Text field, <100 char		N	Skip Logic Group	OE_How Most Improve Search
		Was the information on this website easy to understand?	Yes Somewhat No		Radio button, one-up vertical	Single	Y		Info Understandable
AED07460		How often do you visit the BLS website?	First time visitor 1 to 6 times a year 7 to 12 times a year 13 or more times a year Other (please specify):	O	Drop down, select one	Single	N Y	OPS-Group	Visit Frequency
AED07461	O	Other-visit frequency			Text field, <100 char		N	OPS-Group	OE_Visit Frequency
AED07462		What is your gender?	Male Female I prefer not to answer		Drop-down, select one	Single	N		Gender
AED07463		How old are you?	Under-13 13 to 17 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 or older I prefer not to answer		Drop-down, select one	Single	N		Age
AED07464		Which one of the following BEST describes you?	Accounting, Contracting, or Payroll Professional Employer or Business Owner, or CEO/COO Information Technology Professional IT/S professional, or Librarian Healthcare Professional Employment Law, Safety, Healthcare, or Insurance Specialist Legal Professional Journalist Marketing or Sales Professional Social Science Researcher Economist or Social Scientist Financial Professional/Analyst Student: Elementary, Middle or High School Level Student: College or Graduate Level K-12 Teacher, Professor, or School Counselor Educational Faculty, Adviser, or Administrator Unemployed Job-Seeker, or Changing Careers Changing Careers or Unemployed Jobseeker Parent Assisting Children Private Citizen Seeking Information (visit is not career-related) Human Resources Professional Other (please specify):	P	Radio button, one-up vertical	Single	N Y	OPS Group	Best Describes
AED07465	P	Other-best describes Please tell us what best describes your occupation			Text field, <100 char		N	OPS Group	OE_Best Describes
		How satisfied are you with the products and information provided by the Bureau of Labor Statistics?	Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied		Drop down, select one	Single	Y		Sat with BLS Products and Info

Model Instance Name:  
 BLS Full Site Measure  
 MID: ZttZt14wgJ5BBdsll0xY8Q==  
 Date: 8/1/2012

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*underlined & italicized*: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

BLS Full Site Measure 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	CQ Label
AED07466		Do you have any suggestions for improving this site?	No Yes		Drop down, select one	Single	N	Skip Logic Group	Suggestion
AED07467	Q	Please share your suggestions with us.		Q	Text area, no char limit		N	Skip Logic Group	OE_Suggestions

Model Instance Name:  
 BLS Full Site Measure  
 MID: ZttZt14wgJ5BBdsII0xY8Q==  
 Date: 2/27/2012

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BLS Full Site Measure 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	CQ Label
AED07464		Which one of the following BEST describes you?	<del>Contract specialist</del> <del>Accounting, Contracting, or Payroll Professional</del> Employer or business owner --> Employer or Business Owner, or CEO/COO <del>Government employee or contractor—Federal</del> <del>Government employee or contractor—State or Local</del> <del>Information Technology Professional</del> <del>Healthcare Professional</del> <del>Legal Professional</del> <del>International visitor</del> Journalist Marketing or sales professional Researcher --> Social Science Researcher Student -eElementary, mMiddle or hHigh school level Student -eCollege or graduate level Teacher, professor, or counselor --> K-12 Teacher, Professor, or School Counselor <del>Unemployed Job-Seeker, or Changing Careers</del> <del>Parent Assisting Children</del> <del>Private Citizen Seeking Information (visit is not career-related)</del> <del>HR specialist --&gt; Human Resources Professional</del> Other (please specify):	P	Radio button, one-up vertical	Single	N	OPS Group	Best Describes
AED07465	P	Other best describes			Text field, <100 char		N	OPS Group	OE_Best Describes

Model Instance Name:  
 BLS Full Site Measure  
 MID: ZttZt14wgJ5BBDs10xY8Q==  
 Date: 6/10/2009

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**BLS Full Site Measure 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	CQ Label
AED07438		When the survey popped up, were you primarily looking for information about jobs or careers?	Yes No Not sure/Don't know	A,Z,Y,X B B	Drop down, select one	Single	N	Skip Logic Group	OOH
AED07439	B	What information were you looking for on this website	Employment or unemployment statistics Import or export price data Inflation, price, or cost indices Productivity data Wages or benefits data Workplace safety or health data Nothing specific Something else	C	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Info Sought
AED07440	C	Please tell us what you were looking for.			Text field, <100 char		N	Skip Logic Group	OE_Info Sought
AED07441	A	What specific information about jobs and careers were you looking for? (Please check all that apply)	Planning my career Considering what to study in school Looking for a new job Finding out more about my current job or occupation Getting career information for someone else Completing a school assignment Other	D	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Specific OOH Info
AED07442	D	Please tell us what information <del>or</del> about jobs and careers you were looking for.			Text area, no char limit		N	Skip Logic Group	OE_Specific Info
AED07443	Z	Which information did you find the most useful? (Please check all that apply)	Advancement opportunities Ease or difficulty of find a job (Job Prospects) Education and training Industry information Number of jobs expected to go up or down (Employment Change) Pay (Earnings) Related occupations Sources of additional information What workers do (Nature of the Work) Working conditions/environment Nothing yet Other	E	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Useful Info
AED07444	E	Please tell us what information you found the most useful.			Text field, <100 char		N	Skip Logic Group	OE_OOH Useful Info
AED07445	Y	How did you find out about this site? (Please check all	Bureau of Labor Statistics website Career center or guidance counselor Other website Print version of the Occupational Outlook Handbook Search engine (such as Google, Yahoo!, etc.) School or public library Word of mouth Other	F G	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Find Site
AED07446	F	Please specify the website.			Text field, <100 char		N	Skip Logic Group	OOH Specific Website
AED07447	G	Please tell us how you found out about this site.			Text field, <100 char		N	Skip Logic Group	OE Find Site
AED07451		Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking Not looking for anything specific/Just browsing	L, X	Drop down, select one	Single	N	Skip Logic Group	Found Info
AED07454	L	Why were you unable to find the information you needed? (Please check all that apply)	Still looking, questionnaire popped up too soon Approach tried (A-Z Index, calculator, customized table, etc.) did not work BLS data were too complex to understand or use Information was not available for my area of interest Information was not published with the right amount of detail Information too old or dated Search box gave poor results The website's layout and design made it difficult Don't know why I couldn't find the information Other	Z M	Checkbox, one-up vertical		N	Skip Logic Group	Why Unable
AED07455	M	Please specify why you were unable to find the information.			Text area, no char limit		N	Skip Logic Group	OE_Why Unable
ACQOs10003717	Z	You indicated the Search box gave poor results, what was wrong with the search results?	Results were not relevant/not what I wanted Too many results/ I needed to refine my search Not enough results Returned NO results Received error message(s) Search opened way too slow Other (please explain)	Y	Text area, no char limit		N	Skip Logic Group	Search results poor
ACQOs10003718	Y	Please explain what was wrong with the search results.			Text area, no char limit		N	Skip Logic Group	OE_Search results poor
ACQOs10003719	X	You indicated you could not find the information you were looking for. If you are willing to provide your e-mail address, someone from BLS will contact you to help you with your request.			Text area, no char limit		N	Skip Logic Group	Could not find
ACQOs10003720		How would you describe your navigation experience on this site today? (Please check all that apply)	I had no difficulty navigating/browsing on this site Links did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above	W	Checkbox, one-up vertical	Multiple	Y	Skip Logic Group	Navigation experience
ACQOs10003721	W	What difficulty with navigation did you encounter?			Text area, no char limit		N	Skip Logic Group	OE_Navigation experience
AED07460		How often do you visit the BLS website?	First time visitor 1 to 6 times a year 7 to 12 times a year 13 or more times a year Other (please specify):	O	Drop down, select one	Single	N	OPS Group	Visit Frequency
AED07461	O	Other visit frequency			Text field, <100 char		N	OPS Group	OE_Visit Frequency
AED07462		What is your gender?	Male Female I prefer not to answer		Drop down, select one	Single	N		Gender
AED07463		How old are you?	Under 13 13 to 17 18 to 24 25 to 34 35 to 44 45 to 54		Drop down, select one	Single	N		Age



Model Instance Name:  
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BLS Full Site Measure 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	CQ Label
			55 to 64 65 or older I prefer not to answer						
AED07464		Which one of the following BEST describes you?	Contract specialist Employer or business owner Government employee or contractor - Federal Government employee or contractor - State or Local HR specialist International visitor Journalist Marketing or sales professional Researcher Student - elementary, middle or high school level Student - college or graduate level Teacher, professor, or counselor Other (please specify):		Radio button, one-up	Single	N	OPS Group	Best Describes
AED07465	P	Other best describes		P	Text field, <100 char		N	OPS Group	OE_Best Describes
AED07466		Do you have any suggestions for improving this site?	No Yes		Drop down, select one	Single	N	Skip Logic Group	Suggestion
AED07467	Q	Please share your suggestions with us.		Q	Text area, no char limit		N	Skip Logic Group	OE_Suggestions

Model Instance Name:  
 BLS Full Site Measure  
 MID: ZttZ114wgJ5BBdsl0xY8Q==  
 Date: 6/10/2009

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BLS Full Site Measure 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	CQ Label
AED07438		<del>When this survey popped up, were you primarily looking for information about jobs/careers or what might be good jobs in the future?</del> When the survey popped up, were you primarily looking for information about jobs or careers?	Yes No Not sure/Don't know	A,Z,Y,X B B	Drop down, select one	Single	N	Skip Logic Group	OOH
AED07439	B	What information were you looking for on this website when our survey appeared? (Please check all that apply)	Employment or unemployment statistics Import or export price data Inflation, price, or cost indices Productivity data Wages or benefits data Workplace safety or health data Nothing specific Something else	C	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Info Sought
AED07440	C	Please tell us what you were looking for.			Text field, <100 char		N	Skip Logic Group	OE_Info Sought
AED07441	A	What specific information about jobs and careers were you looking for? (Please check all that apply)	Planning my career Considering what to study in school Looking for a new job Finding out more about my current job/ or occupation Getting career information for someone else Completing a school assignment Other	D	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Specific OOH Info
AED07442	D	Please tell us what information on jobs and careers you were looking for.			Text area, no char limit		N	Skip Logic Group	OE_Specific Info
AED07443	Z	Which information did you find the most useful? (Please check all that apply)	Advancement opportunities Ease or difficulty of find a job (Job Prospects) Education and training Industry information Number of jobs expected to go up or down (Employment) Pay (Earnings) Related occupations Sources of additional information What workers do (Nature of the Work) Working conditions/environment Nothing yet Other	E	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Useful Info
AED07444	E	Please tell us what information you found the most useful.			Text field, <100 char		N	Skip Logic Group	OE_OOH Useful Info
AED07445	Y	How did you find out about this site? (Please check all that apply)	Bureau of Labor Statistics website Career center or guidance counselor Other website Print version of the Occupational Outlook Handbook Search engine (such as Google, Yahoo!, etc.) School or public library Word of mouth Other	F G	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Find Site
AED07446	F	Please specify the website.			Text field, <100 char		N	Skip Logic Group	OOH Specific Website
AED07447	G	Please tell us how you found out about this site.			Text field, <100 char		N	Skip Logic Group	OE_Find Site
AED07448	X	What do you plan to do after you complete this survey? (Please check all that apply)	<del>Continue to look on this same website now for information</del> <del>Return to this same website later</del> <del>Visit another, non-BLS website</del> <del>Visit a library or career center</del> <del>Talk to a career/employment counselor</del> <del>Contact the Bureau of Labor Statistics</del> Other	H I	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Do-Next
AED07449	H	What other website(s) do you plan to visit?			Text area, no char limit		N	Skip Logic Group	OOH-Next-Site
AED07450	I	Please tell us what you plan to do.			Text area, no char limit		N	Skip Logic Group	OE_OOH Do-Next
AED07451 (AED07451G00)	11	Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking Not looking for anything specific/Just browsing	W,V,U W,V,U,J K,L	Drop down, select one	Single	N	Skip Logic Group	Found Info
AED07452	J	What additional information are you looking for?			Text area, no char limit		N	Skip Logic Group	OE_Additional Info
AED07453	K	What specifically were you looking for?			Text area, no char limit		N	Skip Logic Group	OE_Specifically Sought
AED07454	L	Why were you unable to find the information you needed? (Please check all that apply)	Still looking, questionnaire popped up too soon Approach tried (A-Z Index, calculator, customized table, etc.) did not work BLS data was/were too complex to understand or use Information was not available for my area of interest Information was not published with the right amount of detail Information too old or dated Search box gave poor results The website's layout and design made it difficult Don't know why I couldn't find the information Other	M	Checkbox, one-up vertical		N	Skip Logic Group	Why Unable
AED07455	M	Please specify why you were unable to find the information.			Text area, no char limit		N	Skip Logic Group	OE_Why Unable
AED07456	W	How easy or difficult was it to find the information that you were looking for?	Very easy Easy <del>Neither easy nor difficult</del> Difficult Very difficult		Drop down, select one	Single	N	Skip Logic Group	Ease-to-Find
AED07457	V	How quickly did you find the information you were looking for?	Very quickly Quickly <del>Neither quickly nor slowly</del> Slowly Very slowly		Drop down, select one	Single	N	Skip Logic Group	Quick-to-Find
AED07458	U	Which of the following BLS website features or tools did you use? (Please check all that apply)	A-Z index of topics Calculators (i.e. inflation-location quotient, or wage) Contacted BLS for help Create customized tables FTP files Information (text) on a web page Latest numbers Top picks (Most Requested Series) Search box or advanced search		Checkbox, one-up vertical	Multi	N	Skip Logic Group	Features-Used

Model Instance Name:  
 BLS Full Site Measure  
 MID: ZttZ14wgJ5BBdsII0xY8Q==  
 Date: 6/10/2009

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BLS Full Site Measure 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	CQ Label
			<u>Series-Report</u> <u>Top or left navigation bars</u> <u>Word links (hyperlinks) on a page</u> Other						
AED07450	N	What other feature(s) or tool(s) did you use?		N	Text area, no char limit		N	Skip Logic Group	OE_Features Used
AED07460		How often do you visit the BLS website?	First time visitor 1 to 6 times a year 7 to 12 times a year 13 or more times a year Other (please specify):	O	Drop down, select one	Single	N	OPS Group	Visit Frequency
AED07461	O	Other visit frequency			Text field, <100 char		N	OPS Group	OE_Visit Frequency
AED07462		What is your gender?	Male Female I prefer not to answer		Drop down, select one	Single	N		Gender
AED07463		How old are you?	Under 13 13 to 17 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 or older I prefer not to answer		Drop down, select one	Single	N		Age
AED07464		Which one of the following BEST describes you?	Contract specialist Employer or business owner Government employee or contractor - Federal Government employee or contractor - State or Local HR specialist International visitor Journalist Marketing or sales professional Researcher Student - elementary, middle or high school level Student - college or graduate level Teacher, professor, or counselor Other (please specify):	P	Radio button, one-up vertical	Single	N	OPS Group	Best Describes
AED07465	P	Other best describes			Text field, <100 char		N	OPS Group	OE_Best Describes
AED07466		Do you have any suggestions for improving this site?	No Yes	Q	Drop down, select one	Single	N	Skip Logic Group	Suggestion
AED07467	Q	Please share your suggestions with us.			Text area, no char limit		N	Skip Logic Group	OE_Suggestions

Model Instance Name:  
BLS Full Site Measure

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Date: 6/10/2009

**BLS Full Site Measure MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content</b> (1=Poor, 10=Excellent, Don't Know)</p>	<p><b>Satisfaction</b> (1=Poor, 10=Excellent)</p>	<p><b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)</p>
<p>1 Please rate your perception of the <b>accuracy of information</b> on this site.</p>	<p>21 What is your <b>overall satisfaction</b> with this site?</p>	<p>24 How likely are you to <b>return to this site</b>?</p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>22 How well does this site <b>meet your expectations</b>?</p>	<p><b>Recommend</b> (1=Not Very Likely, 10=Very Likely)</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>	<p>23 How does this site <b>compare to your idea of an ideal website</b>?</p>	<p>25 How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>4 Please rate the <b>usefulness of the features provided</b> on this site.</p>		
<p>5 Please rate the <b>convenience of the features</b> on this site.</p>		
<p>6 Please rate the <b>variety of features</b> on this site.</p>		
<p><b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the <b>visual appeal</b> of this site.</p>		
<p>8 Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>9 Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate <b>how well the site is organized</b>.</p>		
<p>11 Please rate the <b>options available for navigating</b> this site.</p>		
<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Search</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate the <b>relevance of search results</b> on this site.</p>		
<p>15 Please rate the <b>organization of search results</b> on this site.</p>		
<p>16 Please rate how well the <b>search results help you decide what to select</b>.</p>		
<p>17 Please rate how well the <b>search feature helps you to narrow the results to find what you want</b>.</p>		
<p><b>Site Performance</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>18 Please rate how <b>quickly pages load</b> on this site.</p>		
<p>19 Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>20 Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		

Model Instance Name: **red & strike-through:** DELETE  
 BLS Full Site Measure **underlined & italicized:** RE-ORDER  
 MID: ZttZt14wgJ5BBdsII0xY8Q== **pink:** ADDITION  
 Date: 5/18/2009 For 07/01/2009 Implemen**blue + -->:** REWORDING

**BLS Full Site Measure 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	CQ Label
AED07438		When this survey popped up, were you primarily looking for information about jobs/careers or what might be good jobs in the future?	Yes No Not sure/Don't know	A,Z,Y,X B B	Drop down, select one	Single	N	Skip Logic Group	OOH
AED07439	B	What information were you looking for on this website when our survey appeared? (Please check all that apply)	Employment or unemployment statistics Import or export price data Inflation, price, or cost indices Productivity data Wages or benefits data Workplace safety or health data Nothing specific Something else	C	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Info Sought
AED07440	C	Please tell us what you were looking for.			Text field, <100 char		N	Skip Logic Group	OE_Info Sought
AED07441	A	What specific information about jobs and careers were you looking for? (Please check all that apply)	Planning my career Considering what to study in school Looking for a new job Finding out more about my current job/occupation Getting career information for someone else Completing a school assignment Other	D	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Specific OOH Info
AED07442	D	Please tell us what information on jobs and careers you were looking for.			Text area, no char limit		N	Skip Logic Group	OE_Specific Info
AED07443	Z	Which information did you find the most useful? (Please check all that apply)	Advancement opportunities Ease or difficulty of find a job (Job Prospects) Education and training Industry information Number of jobs expected to go up or down Pay (Earnings) Related occupations Sources of additional information What workers do (Nature of the Work) Working conditions/environment Nothing yet Other	E	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Useful Info
AED07444	E	Please tell us what information you found the most useful.			Text field, <100 char		N	Skip Logic Group	OE_OOH Useful Info
AED07445	Y	How did you find out about this site? (Please check all that apply)	Bureau of Labor Statistics website Career center or guidance counselor Other website Print version of the Occupational Outlook Handbook Search engine (such as Google, Yahoo!, etc.) School or public library Word of mouth Other	F G	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Find Site
AED07446	F	Please specify the website.			Text field, <100 char		N	Skip Logic Group	OOH Specific Website
AED07447	G	Please tell us how you found out about this site.			Text field, <100 char		N	Skip Logic Group	OE_Find Site
AED07448	X	What do you plan to do after you complete this survey? (Please check all that apply)	Continue to look on this same website now for information Return to this same website later Visit another, non-BLS website Visit a library or career center Talk to a career/employment counselor Contact the Bureau of Labor Statistics Other	H I	Checkbox, one-up vertical	Multi	N	Skip Logic Group	OOH Do Next
AED07449	H	What other website(s) do you plan to visit?			Text area, no char limit		N	Skip Logic Group	OOH Next Site
AED07450	I	Please tell us what you plan to do.			Text area, no char limit		N	Skip Logic Group	OE_OOH Do Next
AED07451		Did you find the information you were looking for?	Yes, all of it Yes, some of it No Not yet but still looking Not looking for anything specific/Just browsing	W,V,U W,V,U,J K,L	Drop down, select one	Single	N	Skip Logic Group	Found Info
AED07452	J	What additional information are you looking for?			Text area, no char limit		N	Skip Logic Group	OE_Additional Info
AED07453	K	What specifically were you looking for?			Text area, no char limit		N	Skip Logic Group	OE_Specifically Sought
AED07454	L	Why were you unable to find the information you needed? (Please check all that apply)	Still looking, questionnaire popped up too soon Approach tried (A-Z Index, calculator, customized table, etc.) did not work BLS data was too complex to understand or use Information was not available for my area of interest Information was not published with the right amount of detail Information too old or dated Search box gave poor results Website's layout and design made it difficult Don't know why I couldn't find the information Other	M	Checkbox, one-up vertical		N	Skip Logic Group	Why Unable
AED07455	M	Please specify why you were unable to find the information.			Text area, no char limit		N	Skip Logic Group	OE_Why Unable
AED07456	W	How easy or difficult was it to find the information that you	Very easy Easy		Drop down, select one	Single	N	Skip Logic Group	Ease to Find

Model Instance Name: **red & strike-through:** DELETE  
 BLS Full Site Measure **underlined & italicized:** RE-ORDER  
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**BLS Full Site Measure 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	CQ Label
		were looking for?	Neither easy nor difficult Difficult Very difficult						
AED07457	V	How quickly did you find the information you were looking for?	Very quickly Quickly Neither quickly nor slowly Slowly Very slowly		Drop down, select one	Single	N	Skip Logic Group	Quick to Find
AED07458	U	Which of the following BLS website features or tools did you use? (Please check all that apply)	A-Z index of topics Calculators (i.e. inflation, location quotient, or wage) Contacted BLS for help Create customized tables FTP files Information (text) on a web page Latest numbers Top picks (Most Requested Series) Search box or advanced search Series Report Top or left navigation bars Word links (hyperlinks) on a page Other	N	Checkbox, one-up vertical	Multi	N	Skip Logic Group	Features Used
AED07459	N	What other feature(s) or tool(s) did you use?			Text area, no char limit		N	Skip Logic Group	OE_Features Used
AED07460		How often do you visit the BLS website?	First time visitor 1 to 6 times a year 7 to 12 times a year 13 or more times a year Other (please specify):	O	Drop down, select one	Single	N	OPS Group	Visit Frequency
AED07461	O	Other visit frequency			Text field, <100 char		N	OPS Group	OE_Visit Frequency
AED07462		What is your gender?	Male Female I prefer not to answer		Drop down, select one	Single	N		Gender
AED07463		How old are you?	Under 13 13 to 17 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 or older I prefer not to answer		Drop down, select one	Single	N		Age
AED07464		Which of the following BEST describes you?	Contract specialist Employer or business owner Government employee or contractor - Federal Government employee or contractor - State or Local HR specialist International visitor Journalist Marketing or sales professional Researcher Student - elementary, middle or high school level Student - college or graduate level Teacher, professor, or counselor Other (please specify):	P	Radio button, one-up vertical	Single	N	OPS Group	Best Describes
AED07465	P	Other best describes			Text field, <100 char		N	OPS Group	OE_Best Describes
AED07466		Do you have any suggestions for improving this site?	No Yes	Q	Drop down, select one	Single	N	Skip Logic Group	Suggestion
AED07467	Q	Please share your suggestions with us.			Text area, no char limit		N	Skip Logic Group	OE_Suggestions

Model Instance Name:  
BLS Full Site Measure

MID: ZttZt14wgJ5BBdsII0xY8Q==

Date: 5/18/2009 For 07/01/2009 Implementation

**BLS Full Site Measure MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><b>Content</b> (1=Poor, 10=Excellent, Don't Know)</p>	<p><b>Satisfaction</b> (1=Poor, 10=Excellent)</p>	<p><b>Likelihood to Return</b> (1=Not Very Likely, 10=Very Likely)</p>
<p>1 Please rate the <b>accuracy of information</b> on this site.</p>	<p>17 What is your <b>overall satisfaction</b> with this site?</p>	<p>20 How likely are you to <b>return to this site</b>?</p>
<p>2 Please rate the <b>quality of information</b> on this site.</p>	<p>18 How well does this site <b>meet your expectations</b>?</p>	<p><b>Recommend</b> (1=Not Very Likely, 10=Very Likely)</p>
<p>3 Please rate the <b>freshness of content</b> on this site.</p>	<p>19 How does this site <b>compare to your idea of an ideal website</b>?</p>	<p>21 How likely are you to <b>recommend this site to someone else</b>?</p>
<p><b>Functionality</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>4 Please rate the <b>usefulness of the features provided</b> on this site.</p>		
<p>5 Please rate the <b>convenience of the features</b> on this site.</p>		
<p>6 Please rate the <b>variety of features</b> on this site.</p>		
<p><b>Look and Feel</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>7 Please rate the <b>visual appeal</b> of this site.</p>		
<p>8 Please rate the <b>balance of graphics and text</b> on this site.</p>		
<p>9 Please rate the <b>readability of the pages</b> on this site.</p>		
<p><b>Navigation</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate <b>how well the site is organized</b>.</p>		
<p>11 Please rate the <b>options available for navigating</b> this site.</p>		
<p>12 Please rate <b>how well the site layout helps you find what you are looking for</b>.</p>		
<p>13 Please rate the <b>number of clicks to get where you want</b> on this site.</p>		
<p><b>Site Performance</b> (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate how <b>quickly pages load</b> on this site.</p>		
<p>15 Please rate the <b>consistency of speed from page to page</b> on this site.</p>		
<p>16 Please rate the <b>ability to load pages without getting error messages</b> on this site.</p>		

Model Instance Name:

Fill-in Measure Name

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

Date: 3/1/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How frequently do you visit this site?	Daily Two to three times per week About once a month Every few months Every 6 months or less often This is my first time visiting this site		Dropdown (Select-one)	Single
CQ0004445		Are you a registered user on this site?	I am registered I am not registered, and do not intend to <del>I am not registered, but intend to register during my visit today</del>	A	Radio button, one-up vertical	Single
CQ0004446	A	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004447		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design Gathering information on a product or manufacturer specified in a design Other (please specify)	B C A	Radio button, one-up vertical	Single
CQ0004448	A	Other primary reason			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the possible inclusion in a design?	Spec 3D models Product application <i>Green information</i> Manufacturer's contacts Cost Other		Checkbox, one-up vertical	Multi
CQ0004450	C	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi



Model Instance Name:

Fill-in Measure Name

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

Date: 3/1/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004451		How were you primarily <b>seeking information</b> on sweets.com?	Other Search by keyword feature Browse by master format feature Other (please specify)	A	Radio button, one-up vertical	Single
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to <b>find what you were looking for</b> today?	Yes No Not sure	A,B C,D	Radio button, one-up vertical	Single
CQ0004454	A	Why were you <b>not able to find</b> what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other		Radio button, one-up vertical	Single
CQ0004455	B	Since you could not find what you were looking for, <b>what do you plan to do next?</b>	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites Other	E	Drop down, select one	Single
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you <b>not sure</b> ?	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other		Radio button, one-up vertical	Single
CQ0004457	D	Since you were not sure, <b>what do you plan to do next?</b>	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites Other	F	Drop down, select one	Single
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What <b>other sources</b> do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites		Checkbox, one-up vertical	Multi



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group



Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	