

## 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:  
HHS Grants

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

Date: 12/28/2009

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.	23 What is your <b>overall satisfaction</b> with this site?	26 How likely are you to <b>return to this site</b> ?
2 Please rate the <b>quality of information</b> on this site.	24 How well does this site <b>meet your expectations</b> ?	<b>Recommend (1=Not Very Likely, 10=Very Likely)</b>
3 Please rate the <b>freshness of content</b> on this site.	25 How does this site <b>compare to your idea of an ideal website</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 usefulness of the services provided on this site.		How likely are you to use this site as your <b>primary resource</b> ?
5 Please rate the convenience of the services on this site.		
6 Please rate the ability to accomplish what you wanted to on this site.		
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
7 Please rate the ease of reading this site.		
8 Please rate the clarity of site organization.		
9 Please rate the clean layout of this site.		
<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>		
10 Please rate the degree to which the number of steps to get where you want is acceptable.		
11 Please rate the ability to find information you want on this site.		
12 Please rate the clarity of site map/directory.		
13 Please rate the ease of navigation on this site.		
<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>		
14 Please rate the speed of loading the page on this site.		
15 Please rate the consistency of speed on this site.		
16 Please rate the reliability of site performance on this site.		
<b>Registration (1=Poor, 10=Excellent, Don't Know)</b>		
17 Please rate how easy it is to register on this site.		
18 Please rate the clarity of the instructions for registration on this site.		
19 Please rate the ease of choosing/modifying your password on this site.		
<b>Tasks and Transactions (1=Poor, 10=Excellent, Don't Know)</b>		
20 Please rate the ease of completing task(s) on this site.		
21 Please rate the degree of privacy in completing tasks on this site.		
22 Please rate the verification of task completion on this site.		
Please rate the availability of help with questions or problems on this site.		
<b>Search (1=Poor, 10=Excellent, Don't Know)</b>		
23 Please rate the usefulness of search results on this site.		
24 Please rate how this site provides comprehensive search results.		
25 Please rate the organization of search results on this site.		
26 Please rate how the search feature helps you to narrow the results to find the information you want		

Model Instance Name: HHS Grants  
 MID: xgVRJAYcYNFtp5Jkc1Jdg==  
 Date: 5/16/2013

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 pink: ADDITION  
 blue + -->: REWORDING

HHS Grants 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
C235		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	Single	Y		Frequency of Visit
C6818		How would you classify the type of organization you represent?	Individual seeking personal financial assistance (paying off debt, small business loan) Individual seeking federal funding based on a Funding Opportunity Number (FON) City government County government State government Tribal organization Research institution (non-academic) Academic institution (such as a college or university) Faith-based organization Non-profit organization Public housing authority For profit organization Other - Grant proposal writer, consultant, etc. (those who do not have authorization to submit grant applications via Grants.gov) Federal grant-making agency (agencies who publish and post grant opportunities on Grants.gov) Other, please specify	A	Drop down, select one	S	Y	Skip Logic Group	Organization Type
C792	A	Other organization type:			Text area, no char limit		N	Skip Logic Group	Other Org Type
AED10617		What is your main role for your organization when you visit Grants.gov?	Search for grant opportunities Assess the opportunities once identified Gather necessary information and fill in grant application forms Write grant proposals Review the forms and applications for completion or authentication Handle the budgeting and financial matters related to the grants process Submit the application to the grant-making agency Maintain IT systems related to grants (S2S) Write grant application requests Find grant applications Other		Drop down, select one	s	y		Main Role for Org
AED10618		What best describes your primary reason for visiting the site today?	Submit a grant application Download a grant application package Search for grant opportunities Track a grant application package Browse the site to learn more about Grants.gov Other	B, R, S, T, O, P, Q B, U, V, W D, Z, Y, X D D C,D	Drop down, select one	S	Y	Skip Logic Group	Primary Reason for Visit
AED10620	B	If you called the contact center, please rate your experience: 1 to 5 poor/excellent	1 = Poor 2 3 4 5 = Excellent Don't Know	D	Radio button, scale, has don't know			Skip Logic Group	App Process Rating
AED10621	C	What other reason best describes your primary reason for visiting the site today?	Sign-up to be notified via email about updated opportunity postings Research information to learn about or train others about Grants.gov Find resources to train others about Grants.gov	D D D	Radio button, one-up vertical			Skip Logic Group	Other Reason for Visit

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			Publish grant opportunities	D					
			Find examples of how other agencies use Grants.gov (Outreach Conducted, Forms Developed, Application Packages Published)	D					
			Become an authorized organizational representative (AOR)	D					
			Other	D					
AED10622	D	How did you look for information today? (please select all that apply)	Grants.gov Google Search		Checkbox, one-up vertical	M	Y	Skip Logic Group	Search Method
			Basic Search (keyword)						
			Browse by category						
			Browse by agency						
			Advanced Search						
			I did not search for grants today						
LON0030360	Z	How would you rate your search for grant opportunities experience with grants.gov?	1 = Poor		Radio button, scale, has don't know	S	N	Skip Logic Group	Search Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
LON0030361	Y	What challenges (if any) do you have with searching for grants opportunities on grants.gov?			Text area, no char limit		N	Skip Logic Group	OE_Search Challenges
LON0030362	X	What improvements (if any) would you like to see with the grants.gov search capability?			Text area, no char limit		N	Skip Logic Group	OE_Search Improve
LON0030363	W	How would you rate your experience with accessing, downloading, and filling out the application packages?	1 = Poor		Radio button, scale, has don't know	S	N	Skip Logic Group	App Pkg Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
LON0030364	V	What challenges (if any) do you have with the grants.gov application packages?			Text area, no char limit		N	Skip Logic Group	OE_App Pkg Challenges
LON0030365	U	What improvements (if any) would you like to see with the grants.gov application package?			Text area, no char limit		N	Skip Logic Group	OE_App Pkg Improve
LON0030366	R	How would your rate your registration process to submit grant applications to grants.gov?	1 = Poor		Radio button, scale, has don't know	S	N	Skip Logic Group	Reg Proc Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
LON0030367	S	What challenges (if any) do you have with the grants.gov registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Proc Challenges
LON0030368	T	What improvements (if any) would you like to see with the grants.gov registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Proc Improve
LON0030369	O	How would your rate your overall experience with submitting grant applications for grant opportunities with grants.gov?	1 = Poor		Radio button, scale, has don't know	S	N	Skip Logic Group	App Submit Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
LON0030370	P	What challenges (if any) do you have with the grants.gov application process?			Text area, no char limit		N	Skip Logic Group	OE_App Submit Challenges
LON0030371	Q	What improvements (if any) would you like to see with the grants.gov grant application process?			Text area, no char limit		N	Skip Logic Group	OE_App Submit Improve
C6885		Did you find what you were looking for?	Yes	A	Drop down, select one	S	Y	Skip Logic Group	Found Information
			No - please specify:						
			Partially						
			I wasn't looking for anything in particular						

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CRJO00123	A	What were you looking for?			Text area, no char limit			Skip Logic Group	Information Seeking
AGGR901		Please describe your experience with navigation on this site today.	I had no difficulty browsing on this site <hr/> Could not navigate back to previous information <hr/> Would often feel lost, not know where I was <hr/> Links did not take me where I expected <hr/> Links/labels are difficult to understand <hr/> Too many links or navigational choices <hr/> Had technical difficulties (e.g. broken link)		Radio button, one-up vertical	S	Y		Experience with Navigation
AGGR801		If you used the search feature of the site today to find your information, what was your experience with the search functionality?	I did not encounter any difficulties <hr/> Search results were helpful <hr/> Search results were not helpful <hr/> Returned too many results <hr/> Returned not enough results <hr/> Returned no results <hr/> Returned results that were too similar/redundant <hr/> Results were not relevant to my search <hr/> I did not use the search feature today		Radio button, one-up vertical	S	Y		Experience with Search
LON0030376		How would you rate your overall experience with navigating the website and using the guides and instructions provided by grants.gov?	1 = Poor <hr/> 2 <hr/> 3 <hr/> 4 <hr/> 5 = Excellent <hr/> Don't know		Radio button, scale, has don't know	S	N		Nav Exp Scale
LON0030377		What challenges (if any) do you have with the overall grants.gov website, user guides, and instructions?			Text area, no char limit		N		OE_Nav Exp Challenges
LON0030378		What improvements (if any) would you like to see with the grants.gov website, user guides, and instructions?			Text area, no char limit		N		OE_Nav Exp Improve
LON0030379		What kind of additional functions (if any), would you like to see on grants.gov that are currently not offered?			Text area, no char limit		N		OE_Add Functionality
LON0030380		General comments regarding grants.gov.			Text area, no char limit		N		OE_Gen Comments

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C235		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	Single	Y		Frequency of Visit
C6818		How would you classify the type of organization you represent?	Individual seeking personal financial assistance (paying off debt, small business loan) Individual seeking federal funding based on a Funding Opportunity Number (FON) City government County government State government Tribal organization Research institution (non-academic) Academic institution (such as a college or university) Faith-based organization Non-profit organization Public housing authority For profit organization Other - Grant proposal writer, consultant, etc. (those who do not have authorization to submit grant applications via Grants.gov) Federal grant-making agency (agencies who publish and post grant opportunities on Grants.gov) Other, please specify	A	Drop down, select one	S	Y	Skip Logic Group	Organization Type
C792	A	Other organization type:			Text area, no char limit		N	Skip Logic Group	Other Org Type
AED10617		What is your main role for your organization when you visit Grants.gov?	Search for grant opportunities Assess the opportunities once identified Gather necessary information and fill in grant application forms Write grant proposals Review the forms and applications for completion or authentication Handle the budgeting and financial matters related to the grants process Submit the application to the grant-making agency Maintain IT systems related to grants (S2S) Write grant application requests Find grant applications Other		Drop down, select one	s	y		Main Role for Org
AED10618		What best describes your primary reason for visiting the site today?	Submit a grant application Download a grant application package Search for grant opportunities Track a grant application package Browse the site to learn more about Grants.gov Other	B, R, S, T, Q, P, Q B, U, V, W D, Z, Y, X D D C, D	Drop down, select one	S	Y	Skip Logic Group	Primary Reason for Visit
	B	<del>What was your experience with the application process today?</del>	<del>open-end</del>	B	<del>Text area, no char limit</del>			Skip Logic Group	<del>App Process Experience</del>
	B	If you called the contact center, please rate your experience: 1 to 5 poor/excellent	1 = Poor 2 3 4 5 = Excellent Don't Know	D	Radio button, one-up vertical			Skip Logic Group	App Process Rating
	C	What other reason best describes your primary reason for visiting the site today?	Sign-up to be notified via email about updated opportunity postings	D				Skip Logic Group	Other Reason for Visit

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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
			Research information to learn about or train others about Grants.gov	D					
			Find resources to train others about Grants.gov	D					
			Publish grant opportunities	D					
			Find examples of how other agencies use Grants.gov (Outreach Conducted, Forms Developed, Application Packages Published)	D					
			Become an authorized organizational representative (AOR)	D					
			Other	D					
	D	How did you look for information today? (please select all that apply)	Grants.gov Google Search		Checkbox, one-up vertical	M	Y	Skip Logic Group	Search Method
			Basic Search (keyword)						
			Browse by category						
			Browse by agency						
			Advanced Search						
			I did not search for grants today						
	Z	How would you rate your search for grant opportunities experience with grants.gov?	1 = Poor		Radio button, one-up vertical	S	N	Skip Logic Group	Search Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
	Y	What challenges (if any) do you have with searching for grants opportunities on grants.gov?			Text area, no char limit		N	Skip Logic Group	OE_Search Challenges
	X	What improvements (if any) would you like to see with the grants.gov search capability?			Text area, no char limit		N	Skip Logic Group	OE_Search Improve
	W	How would you rate your experience with accessing, downloading, and filling out the application packages?	1 = Poor		Radio button, one-up vertical	S	N	Skip Logic Group	App Pkg Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
	V	What challenges (if any) do you have with the grants.gov application packages?			Text area, no char limit		N	Skip Logic Group	OE_App Pkg Challenges
	U	What improvements (if any) would you like to see with the grants.gov application package?			Text area, no char limit		N	Skip Logic Group	OE_App Pkg Improve
	R	How would your rate your registration process to submit grant applications to grants.gov?	1 = Poor		Radio button, one-up vertical	S	N	Skip Logic Group	Reg Proc Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
	S	What challenges (if any) do you have with the grants.gov registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Proc Challenges
	T	What improvements (if any) would you like to see with the grants.gov registration process?			Text area, no char limit		N	Skip Logic Group	OE_Reg Proc Improve
	O	How would your rate your overall experience with submitting grant applications for grant opportunities with grants.gov?	1 = Poor		Radio button, one-up vertical	S	N	Skip Logic Group	App Submit Scale
			2						
			3						
			4						
			5 = Excellent						
			Don't know						
	P	What challenges (if any) do you have with the grants.gov application process?			Text area, no char limit		N	Skip Logic Group	OE_App Submit Challenges
	Q	What improvements (if any) would you like to see with the grants.gov grant application process?			Text area, no char limit		N	Skip Logic Group	OE_App Submit Improve
C6885		Did you find what you were looking for?	Yes		Drop down, select one	S	Y	Skip Logic Group	Found Information

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			No - please specify: Partially I wasn't looking for anything in particular	A					
CRJO00123	A	What were you looking for?			Text area, no char limit			Skip Logic Group	Information Seeking
AGGR901		Please describe your experience with navigation on this site today.	I had no difficulty browsing on this site Could not navigate back to previous information Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand Too many links or navigational choices Had technical difficulties (e.g. broken link)		Radio button, one-up vertical	S	Y		Experience with Navigation
AGGR801		If you used the search feature of the site today to find your information, what was your experience with the search functionality?	I did not encounter any difficulties Search results were helpful Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search I did not use the search feature today		Radio button, one-up vertical	S	Y		Experience with Search
		How would you rate your overall experience with navigating the website and using the guides and instructions provided by grants.gov?	1 = Poor 2 3 4 5 = Excellent Don't know		Radio button, one-up vertical	S	N		Nav Exp Scale
		What challenges (if any) do you have with the overall grants.gov website, user guides, and instructions?			Text area, no char limit		N		OE_Nav Exp Challenges
		What improvements (if any) would you like to see with the grants.gov website, user guides, and instructions?			Text area, no char limit		N		OE_Nav Exp Improve
		What kind of additional functions (if any), would you like to see on grants.gov that are currently not offered?			Text area, no char limit		N		OE_Add Functionality
		General comments regarding grants.gov.			Text area, no char limit		N		OE_Gen Comments

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C235		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	Single	Y
C6818		How would you classify the type of organization you represent?	<b>Individual seeking personal financial assistance (paying off debt, small business loan)</b> <b>Individual seeking federal funding based on a Funding Opportunity Number (FON)</b> <b>City government</b> <b>County government</b> <b>State government</b> <b>Tribal organization</b> <b>Research institution (non-academic)</b> <b>Academic institution (such as a college or university)</b> <b>Faith-based organization</b> <b>Non-profit organization</b> <b>Public housing authority</b> <b>For profit organization</b> <b>Other - Grant proposal writer, consultant, etc. (those who do not have authorization to submit grant applications via Grants.gov)</b> <b>Federal grant-making agency (agencies who publish and post grant opportunities on Grants.gov)</b> Other, please specify	A	Drop down, select one	S	Y
C792	A	Other organization type:			Text area, no char limit		N
CRJO00001		What is your role in the granting process for your organization?	<del>Search for grant opportunities</del> <del>Assess the opportunities once identified</del> <del>Gather necessary information and fill in grant application forms</del> <del>Write grant proposals</del> <del>Review the forms and applications for completion or authentication</del>  <del>Handle the budgeting and financial matters related to the grants process</del> <del>Submit the application to the granting agency</del>		Checkbox, one-up-vertical	M	Y

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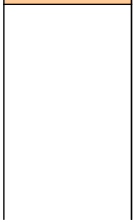
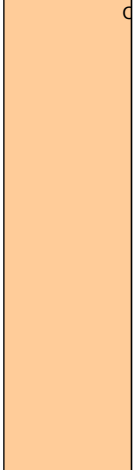
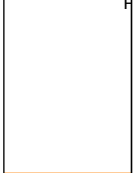
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			<del>Maintain IT systems related to grants</del> <del>Write grant application requests</del> <del>Post or distribute grant application requests to potential applicants</del> Collect grant applications Review grant applications Participate in the selection of the awardee(s) Oversee the grant function/set policy Other, please specify:	A			
CRJO00002	A	Other role in granting process:			Text area, --no char limit		N
		What is your main role for your organization when you visit Grants.gov?	Search for grant opportunities Assess the opportunities once identified Gather necessary information and fill in grant application forms Write grant proposals Review the forms and applications for completion or authentication Handle the budgeting and financial matters related to the grants process Submit the application to the grant-making agency Maintain IT systems related to grants (S2S) Write grant application requests Find grant applications Other		Drop down, select one	s	y
CRJO00003		What best describes your primary reason for visiting the site today?	<del>Submit a grant application</del> <del>Download a grant application package</del> <del>Search for grant opportunities</del> <del>Track a grant application package</del> <del>Browse the site to learn more about Grants.gov</del> Other <del>Become an authorized organizational representative (AOR)</del> <del>Sign-up to be notified via email about updated opportunity postings</del> <del>Research information to learn about or train others about Grants.gov</del> Find resources to train others about Grants.gov Publish grant opportunities Download submitted applications Find examples of how other agencies use Grants.gov (Outreach Conducted, Forms Developed, Application Packages Published) Track/followup on an opportunity already applied for	B B D D D C,D	Drop down, select one	S	Y

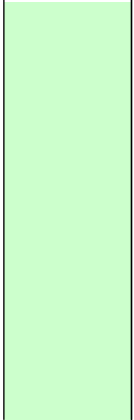


Special  
Instructions





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C235		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	Single	Y
C6818		How would you classify the type of organization you represent?	Individual City government County government State government Tribal organization Research institution (non-academic) Academic institution (such as a college or university) Faith-based organization Non-profit organization Public housing authority For profit organization Other, please specify		Radio button, one-up vertical	S	Y
C792	A	Other organization type:		A	Text area, no char limit		N
C6819		Which best describes you?	<del>Individual looking for personal financial assistance (paying off debt, small business loan)</del> Individual looking for personal financial assistance (paying off debt, small business loan) Individual representing an organization Individual not representing an organization Grant Community (i.e. grant applicant, grant writer, consultant) Grantor Agency representative		Radio button, one-up vertical	S	Y
CRJO00001		What is your role in the granting process for your organization?	Search for grant opportunities Assess the opportunities once identified Gather necessary information and fill in grant application forms		Checkbox, one-up vertical	M	Y

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pink: ADDITION  
blue + -->: REWORDING

HHS Grants 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
			Write grant proposals	A			
			Review the forms and applications for completion or authentication				
			Handle the budgeting and financial matters related to the grants process				
			Submit the application to the granting agency				
			Maintain IT systems related to grants				
			Write grant application requests				
			Post or distribute grant application requests to potential applicants				
			Collect grant applications				
			Review grant applications				
			Participate in the selection of the awardee(s)				
			Oversee the grant function/set policy				
			Other, please specify:				
CRJO00002	A	Other role in granting process:			Text area, no char limit		N
CRJO00003		What is your primary reason for visiting the site today?	Register to use Grants.gov	A	Drop down, select one	S	Y
			Become an authorized organizational representative (AOR)				
			Search for grant opportunities				
			Sign-up to be notified via email about updated opportunity postings				
			Download a grant application package				
			Submit a grant application				
			Research information to learn about or train others about Grants.gov				
			Track a grant application package				
			Learn more about Grants.gov				
			Find resources to train others about Grants.gov				
			Publish grant opportunities				
			Download submitted applications				
			Find examples of how other agencies use Grants.gov (Outreach Conducted, Forms Developed, Application Packages Published)				
			Track/followup on an opportunity already applied for				
			Other, please specify:				
CRJO00004	A	Other primary reason for visit:			Text area, no char limit		N
CAAGGR701		How did you look for information today?	Google Search on Grants site		Drop down, select one	S	Y
			Basic search				
			Advanced search				
			Used the links				
			Left navigation bar - under For Applicants				
			Browse by category				
			Browse by agency				

Model Instance Name:  
HHS Grants  
MID:  
Date: 12/28/2009

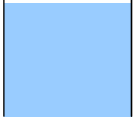
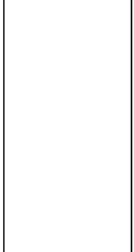
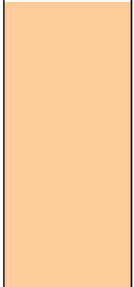
~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
pink: ADDITION  
blue + -->: REWORDING

HHS Grants CUSTOM QUESTION LIST

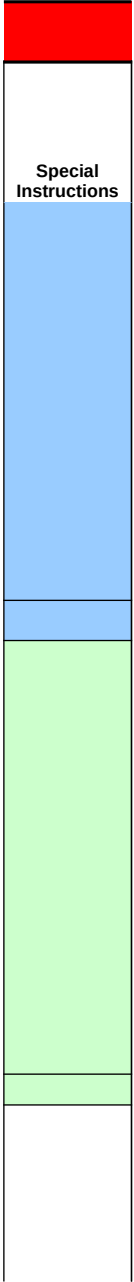
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			All of the above Other				
C6885		Did you find what you were looking for?	Yes		Drop down, select one	S	Y



**Special  
Instructions**







<b>Special Instructions</b>