Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Model and Custom Question Checks_ SRA
- 5 Model and Custom Question Checks Team LeadManager
- 6 Model and Custom Question Checks_ DOT
- 7 Foreign Language Survey Instructions

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Date: 7/14/2010



| Model q | quest | ns utilize the ACSI methodology to determine scores and impacts | | | | | |
|--|-------|--|----|---|--|--|--|
| ELEMENTS (drivers of satisfaction) | | CUSTOMER SATISFACTION | | FUTURE BEHAVIORS | | | |
| Content (1=Poor, 10=Excellent, Don't Know) | | Satisfaction | | Primary Resource (1=Very Unlikely, 10=Very Likely) | | | |
| 1Please rate the accuracy of information on the DOT Intranet site. | 20 | What is your overall satisfaction with the DOT Intranet site? (1=Very Dissatisfied, 10=Very Satisfied) | 23 | How likely are you to use the DOT Intranet site as your primary resource to obtain information pertinent to your job? | | | |
| 2Please rate the quality of information on the DOT Intranet site. | 21 | How well does the DOT Intranet site meet your expectations? (1=Falls Short, 10=Exceeds) | | Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely) | | | |
| 3 Please rate the freshness of content on the DOT Intranet site. | 22 | How does the DOT Intranet site compare to your idea of an ideal Intranet site? (1=Not Very Close, 10=Very Close) | 24 | 4 How likely are you to use this Intranet site rather than seeking information from other channels? | | | |
| Navigation (1=Poor, 10=Excellent, Don't Know) | | | | Recommend (1=Very Unlikely, 10=Very Likely) | | | |
| 4 Please rate how well this Intranet site is organized. | | | 25 | How likely are you to recommend the DOT Intranet site to a coworker? | | | |
| 5 Please rate the options available for navigating the DOT Intranet site. | | | | Communicate Experience (1=Very Unlikely, 10=Very Likely) | | | |
| 6 Please rate how well the Intranet site layout helps you find what you are looking for. | | | 26 | How likely would you be to communicate your experience with the DOT Intranet website to coworkers in the next 90 days? | | | |
| 7 Please rate the number of clicks to get where you want on the DOT Intranet site. | | | | Organization Citizenship | | | |
| Site Performance (1=Poor, 10=Excellent, Don't Know) | | | 27 | How likely are you to increase your participation in company activities as a result of information you have viewed on the Intranet? (1=Very Unlikely, 10=Very Likely) | | | |
| 8 Please rate how quickly pages load on the DOT Intranet site. | | | 28 | Please rate the degree to which you agree or disagree with the following statements. This Intranet site facilitates collaboration among departments. (1=Strongly Disagree, 10=Strongly Agree) | | | |
| 9 Please rate the consistency of speed from page to page on the DOT Intranet site. | | | 29 | This Intranet site facilitates communication in this organization. (1=Strongly Disagree, 10=Strongly Agree) | | | |
| 10 Please rate the ability to load pages without getting error messages on the DOT Intranet site. | | | | | | | |
| Functionality (1=Poor, 10=Excellent, Don't Know) | | | | | | | |
| 11 Please rate the usefulness of the features provided on the DOT Intranet site. | | | | | | | |
| 12 Please rate the convenience of the features on the DOT Intranet site. | | | | | | | |
| 13 Please rate the variety of features on the DOT Intranet site. | | | | | | | |
| Look and Feel (1=Poor, 10=Excellent, Don't Know) | | | | | | | |
| 14 Please rate the visual appeal of the DOT Intranet site. | | | | | | | |
| 15 Please rate the balance of graphics and text on the DOT Intranet site. | | | | | | | |
| Please rate the readability of the pages on the DOT Intranet site. | | | | | | | |
| Transparency (1=Poor, 10=Excellent, Don't Know) | 4 | | | | | | |
| 17 Please rate how thoroughly this Intranet site discloses information about the agency's policies and procedures. | | | | | | | |
| 18 Please rate how quickly organization policies and procedures are made available on this Intranet site. | | | | | | | |
| 19 Please rate how well information about the organization's policies and procedures can be accessed by employees on this website. | | | | | | | |

DOT Intranet

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7/14/2010 Current CQs

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pink: ADDITION blue + -->: REWORDING



DOT Intranet CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special (Group ID) Label **Question Text** (limited to 50 characters) Type (select from list) Multi ÝΝ Instructions KFB08833 OST In which department do you work? Radio button, one-up Single vertical FAA FHWA **FMCSA** FRA FTA MARAD NHTSA OIG PHMSA RITA SLSDC STB Other, please specify Α Skip Logic Group KFB08834 Please tell us in which department you work. N Skip Logic Text area, no char limit Group KFB08835 How frequently do you visit the DOTnet site? Daily Radio button, one-up Single Υ vertical Weekly Monthly Less often then Monthly KFB08836 Is DOTnet currently set as your browser homepage? Υ Yes Radio button, one-up Single vertical KFB08837 What is your main reason for visiting this Intranet site HR information Single Radio button, one-up today? vertical Download a document Contact information News & Events Other, please specify Skip Logic Α Group KFB08838 Please tell us your main reason for visiting the Intranet site. N Skip Logic Group Text area, no char limit KFB08839 Single Did you find what you were looking for? Yes Skip Logic Radio button, one-up Group vertical Still looking If you were not able to accomplish your goal, what will you do next? KFB08840 Single Skip Logic Group Radio button, one-up vertical Call office Email Give up Other (please specify) KFB08871 Please tell us what you will do next. Ν Skip Logic Group Text area, no char limit KFB08841 Have you visited any of the following sections of the site? About DOT Radio button, one-up Single Υ vertical

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DOT Intranet CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi Instructions В **Employee Services** Work Tools С D News center I did not visit any of the sections listed KFB08842 What is your overall satisfaction with the "About DOT" 1= Very dissatisfied Single Ν Skip Logic Radio button, scale, no Group section? don't know Very satisfied=10 KFB08843 What is your overall satisfaction with the "Employee 1= Very dissatisfied Single Ν Skip Logic Radio button, scale, no Services" section? Group don't know Very satisfied=10 KFB08844 What is your overall satisfaction with the "Work Tools" 1= Very dissatisfied Single Ν Skip Logic Radio button, scale, no section? Group don't know Very satisfied=10 KFB08845 What is your overall satisfaction with the "News center" 1= Very dissatisfied Single Ν Skip Logic Radio button, scale, no Group section? don't know Very satisfied=10 KFB08846 Do you find the recent enhancements made to the DOTnet | An improvement over the previous design Skip Logic Single Radio button, one-up homepage to be: Group vertical

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DOT Intranet CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required Special Instructions (Group ID) Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi On par with the previous design Inferior to the previous design Α Don't know/Didn't notice KFB08847 Please explain why you feel the design of the homepage is Ν Skip Logic inferior to the previous one. Group Text area, no char limit KFB08848 By visiting the Intranet today, about how much time do you Less than 30 minutes Single think you saved compared to the previous Intranet site? Radio button, one-up vertical 30 minutes - 1 hour 1 - 2 hours 2 hours or more Don't know KFB08849 What additional features or options would you most like to Ν see added to this Intranet site? Text area, no char limit KFB08850 How can we improve our Intranet site? Text area, no char limit Ν

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DOT Intranet CUSTOM QUESTION LIST Skip Logic Label QID (Group ID) Single or Required Y/N Special Instructions **Answer Choices Question Text** (limited to 50 characters) Skip to Type (select from list)

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| OID. | Skip | | August Obeles | | | 0 | | 0 |
|-------------------|----------------|---|---|---------|-------------------------------|--------------------|-----------------|-------------------------|
| QID (Group ID) | Logic Label | Question Text | Answer Choices (limited to 50 characters) | Skip to | Type (select from list) | Single or Multi | Required Y/N | Special Instructions |
| (Group ID) | Laber | In which department do you work? | OST (IIIIIICU to 50 CITALIACICIS) | OKIP to | Radio button, one-up | Single | Y | matructions |
| | | In which department do you work: | | | vertical | Sirigic | | |
| | | | FAA | | | | | |
| | | | FHWA | | | | | |
| | | | FMCSA | | | | | |
| | | | FRA | | | | | |
| | | | FTA | | | | | |
| | | | MARAD | | | | | |
| | | | NHTSA | | | | | |
| | | | OIG | | | | | |
| | | | PHMSA RITA | | | | | |
| | | | SLSDC | | | | | |
| | | | STB | | | | | |
| | | | Other, please specify | Α | | | | OPS Group |
| | Α | Please tell us in which department you work. | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | Text area, no char limit | | N | OPS Group |
| | | How frequently do you visit the DOTnet site? | Daily | | Radio button, one-up | Single | Υ | |
| | | | | | vertical | | | |
| | | | Weekly | | | | | |
| | | | Monthly | | | | | |
| | | | Less often then Monthly | | | 9: 1 | | |
| | | Is DOTnet currently set as your browser homepage? | Yes | | Radio button, one-up vertical | Single | Y | |
| | | | No | | vertical | | | |
| | | What is your main reason for visiting this Intranet site | HR information | | Radio button, one-up | Single | Υ | |
| | | today? | | | vertical | | | |
| | | | Download a document | | | | | |
| | | | Contact information | | | | | |
| | | | News & Events | | | | | |
| | | | Other, please specify | Α | | | | OPS Group |
| | Α | Please tell us your main reason for visiting the Intranet site. | | | Taut and a shoulingit | | N | OPS Group |
| | | Did you find what you were looking for? | Yes | | Text area, no char limit | Single | Y | Skip Logic |
| | | Did you find what you were looking for? | 163 | | Radio button, one-up vertical | Sirigie | , | Group |
| | | | No | Α | - Journal | | | |
| | | | Still looking | A | | | | |
| | Α | If you were not able to accomplish your goal, what will you | Try this site again later | | | Single | Υ | Skip Logic |
| | | do next? | | | Radio button, one-up | | | Group |
| | | | | | vertical | | | |
| | | | Call office | | | | | |
| | | | Email | | | | | |
| | | | Give up | | | | | |
| | | | Other (please specify) | | | | | |
| | | Have you visited any of the following sections of the site? | About DOT | В | Radio button, one-up | Single | Y | |
| | | | Employee Condess | В | vertical | | | |
| | | | Employee Services Work Tools | В | | | | |
| | | | News center | В | | | | |
| | | | I did not visit any of the sections listed | | | | | |
| | В | What is your overall satisfaction with this section? | Scale 1-10 (1= Very dissatisfied, 10= Very satisfied) | | Radio button, scale, no | Single | N | Skip Logic |
| | | | | | don't know | | | Group |
| | | | | | | | | |

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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 | Instructions |
|-------------------|------------------------|---|---|---------|----------------------------------|--------------------|-----------------|---------------------|
| | | | An improvement over the previous design On par with the previous design Inferior to the previous design Don't know/Didn't notice | A | Radio button, one-up vertical | Single | Y | Skip Logic Group |
| | Α | Please explain why you feel the design of the homepage is inferior to the previous one. | | | Text area, no char limit | | N | Skip Logic Group |
| | | think you saved compared to the previous Intranet site? | Less than 30 minutes 30 minutes - 1 hour 1 - 2 hours 2 hours or more Don't know | | Radio button, one-up vertical | Single | Y | |
| | | What additional features or options would you most like to see added to this Intranet site? | | | Text area, no char limit | | N | |
| | | How can we improve our Intranet site? | | | Text area, no char limit | | N | |
| | | | | | | | | |

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