

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)

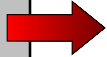
Questionnaire Resources:

- 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](#)



Model questions 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)
1 Please 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?
2 Please 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 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.
9 Please rate the consistency of speed from page to page on the DOT Intranet site.		This Intranet site facilitates collaboration among departments. (1=Strongly Disagree, 10=Strongly Agree)
10 Please rate the ability to load pages without getting error messages on the DOT Intranet site.		29 This Intranet site facilitates communication in this organization. (1=Strongly Disagree, 10=Strongly Agree)
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.		
16 Please rate the readability of the pages on the DOT Intranet site.		
Transparency (1=Poor, 10=Excellent, Don't Know)		
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
 MID: V8U8EVwkVBMAB1htNjgAxA==
 Date: 7/14/2010 Current CQs

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



DOT Intranet 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
KFB08833		In which department do you work?	OST FAA FHWA FMCSA FRA FTA MARAD NHTSA OIG PHMSA RITA SLSDC STB Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08834	A	Please tell us in which department you work.			Text area, no char limit		N	Skip Logic Group
KFB08835		How frequently do you visit the DOTnet site?	Daily Weekly Monthly Less often then Monthly		Radio button, one-up vertical	Single	Y	
KFB08836		Is DOTnet currently set as your browser homepage?	Yes No		Radio button, one-up vertical	Single	Y	
KFB08837		What is your main reason for visiting this Intranet site today?	HR information Download a document Contact information News & Events Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08838	A	Please tell us your main reason for visiting the Intranet site.			Text area, no char limit		N	Skip Logic Group
KFB08839		Did you find what you were looking for?	Yes No Still looking	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08840	A	If you were not able to accomplish your goal, what will you do next?	Try this site again later Call office Email Give up Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group
KFB08871		Please tell us what you will do next.			Text area, no char limit		N	Skip Logic Group
KFB08841		Have you visited any of the following sections of the site?	About DOT	A	Radio button, one-up vertical	Single	Y	

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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
			Employee Services Work Tools News center I did not visit any of the sections listed	B C D				
KFB08842	A	What is your overall satisfaction with the "About DOT" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08843	B	What is your overall satisfaction with the "Employee Services" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08844	C	What is your overall satisfaction with the "Work Tools" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08845	D	What is your overall satisfaction with the "News center" section?	1= Very dissatisfied 2 3 4 5 6 7 8 9 Very satisfied=10		Radio button, scale, no don't know	Single	N	Skip Logic Group
KFB08846		Do you find the recent enhancements made to the DOTnet homepage to be:	An improvement over the previous design		Radio button, one-up vertical	Single	Y	Skip Logic Group

DOT Intranet 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
		In which department do you work?	OST FAA FHWA FMCSA FRA FTA MARAD NHTSA OIG PHMSA RITA SLSDC STB Other, please specify		Radio button, one-up vertical	Single	Y	
	A	Please tell us in which department you work.		A	Text area, no char limit		N	OPS Group OPS Group
		How frequently do you visit the DOTnet site?	Daily Weekly Monthly Less often than Monthly		Radio button, one-up vertical	Single	Y	
		Is DOTnet currently set as your browser homepage?	Yes No		Radio button, one-up vertical	Single	Y	
		What is your main reason for visiting this Intranet site today?	HR information Download a document Contact information News & Events Other, please specify		Radio button, one-up vertical	Single	Y	
	A	Please tell us your main reason for visiting the Intranet site.			Text area, no char limit		N	OPS Group OPS Group
		Did you find what you were looking for?	Yes No Still looking	A A	Radio button, one-up vertical	Single	Y	Skip Logic Group
	A	If you were not able to accomplish your goal, what will you do next?	Try this site again later Call office Email Give up Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group
		Have you visited any of the following sections of the site?	About DOT Employee Services Work Tools News center I did not visit any of the sections listed	B B B B	Radio button, one-up vertical	Single	Y	
	B	What is your overall satisfaction with this section?	Scale 1-10 (1= Very dissatisfied, 10= Very satisfied)		Radio button, scale, no don't know	Single	N	Skip Logic Group

