

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: NIDDK Survey

NIDDK

MID: w5NdABloNJVJQpNdNYFoRg==

Date: 4/16/2009

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 (1=Poor, 10=Excellent)	Likelihood to Return (1=Not Very Likely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	23 What is your overall satisfaction with this site?	26 How likely are you to return to this site ?
2 Please rate your confidence in the quality of information on this site.	24 How well does this site meet your expectations ?	Recommend (1=Not Very Likely, 10=Very Likely)
3 Please rate the freshness of content on this site.	25 How does this site compare to your idea of an ideal website ?	27 How likely are you to recommend this site to someone else ?
Functionality (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Not Very Likely, 10=Very Likely)
4 Please rate the usefulness of the services provided on this site.		How likely are you to use this site as your primary resource for obtaining information about your interests ?
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.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
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.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
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.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
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.		
Search (1=Poor, 10=Excellent, Don't Know)		
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		

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

https://portal2.foreseeresults.com/surveyadmin/surveyadmin/cq_list.do?parentCQId=ACQWro

NIDDK 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
6916		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 often		Dropdown (Select-one)	Single	Y
ACQWro0013479		What type of information were you primarily looking for today? Information about...	About NIDDK Digestive Diseases Celiac Disease Diabetes Kidney Disease Urologic Disease Liver Disease Endocrine and Metabolic Disease Hematologic (Blood) Disease Nutrition Weight Control Research and Funding Research Resources News Other, please specify:	S	Radio button, one-up vertical	Single	Y
ACQWro0013480	S	The other type of information I was looking for was:			Text area, no char limit	Single	N
7825		Did you find the information you were looking for?	Yes No Partially Still looking	A A A	Radio button, one-up vertical	Single	Y
6919	A	What couldn't you find?			Text field, no limit	Single	N
ACQWro0013471		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the home page Links at the bottom of the page (in the footer) Quick links on the right side of the home page Site map Other	E F	Checkbox, one-up vertical	Multi	Y
ACQWro0013472	F	The other way I looked for information on the site was:			Text area, no char limit	Single	N
ACQWro0013473	E	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful 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)		Checkbox, one-up vertical	Multi	Y

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NIDDK 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
			Search speed was too slow				
			I experienced a different search issue (please explain):	G			
ACQWro0013474	G	The other search issue I experienced was:			Text area, no char limit	Single	N
ACQWro0013475		How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating on this site	H	Checkbox, one-up vertical	Multi	Y
			Links often did not take me where I expected				
			Had difficulty finding relevant information				
			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	H			
			I had a navigation difficulty not listed above:	J			
ACQWro0013476	H	What specific links did you encounter difficulties with?			Text area, no char limit	Open	N
ACQWro0013477	I	What specific links/labels were difficult to understand?			Text area, no char limit	Open	N
ACQWro0013478	J	The navigation difficulty I experienced was:			Text area, no char limit	Open	N
6920		Which of the following best describes your role in coming to the website today?	Person with health concerns	A	Radio button, one-up vertical	Single	Y
			Family member or friend of a patient				
			Health professional				
			Scientist /researcher				
			NIDDK staff member				
			Teacher				
			Student				
			News media				
			Other, please specify:				
ACQOsI0003315	A	What is your role?					
ACQOsI0003316		How will you use the information you find on this site?	To share and discuss with my health care provider	A	Radio button, one-up vertical	Single	Y
			To address personal health issues				
			To aid others who have health concerns				
			To pursue a career as a medical researcher				
			To support new or current research projects				
			To explore or support business opportunities				
			Other, please specify:				
ACQOsI0003317	A	How else will you use the information?					
7828		If you could make one improvement to the site, what would it be?			Text field, no limit	Single	N

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6916		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 often		Dropdown (Select-one)	Single	Y
7823		How did you find us online today?	Search engine (ex. Google) Another website/link News story (ex. radio, TV, print) Conference or workshop Healthy Moments Radio Facebook, Twitter, or You-tube NIH or other HHS site Site bookmarked Word of mouth Printed materials (ex. booklet) Other, please specify:	A C	Radio button, one-up-vertical	Single	Y
AED07017	A	Which site or link brought you to the site today?	MedlinePlus Wikipedia WebMD Email link Other, please specify:	B	drop-down	Single	y
AED07018	B	Other sites or links			Text field, <100 char	Single	N
AKR5449	C	What other source brought you to the NIDDK site?			Text field, <100 char	Single	N
7824		Which area of the site did you primarily visit today?	Health Information Health Education Funding Research About NIDDK Laboratories at NIDDK News Releases Highlights and Events Other, please specify:	A B C	Radio button, one-up-vertical	Single	Y
ACQOsl0003310	A	Which health information topics did you primarily visit today?	Diabetes Digestive diseases Liver disease Kidney disease Urologic disease Nutrition Weight Control Information Network Other, please specify:	AA	Radio button, one-up-vertical	Single	Y
ACQOsl0003311	AA	Which other health topic did you visit?					
ACQOsl0003312	B	Which health education areas did you primarily visit today?	National Diabetes Education Program		Radio button, one-up-vertical	Single	Y

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			National Kidney Disease Education Program Weight Control Information Network Celiac Disease Awareness Campaign National Diabetes Information Clearinghouse National Digestive Diseases Information Clearinghouse National Kidney and Urologic Diseases Information Clearinghouse Other, please specify:	BB			
ACQOsl0003313	BB	Which other health education area did you visit?			Text field no limit		
ACQOsl0003314	C	What other area of the site did you visit?			Text field no limit		
		What type of information were you primarily looking for today? Information about...	About NIDDK Digestive Diseases Celiac Disease Diabetes Kidney Disease Urologic Disease Liver Disease Endocrine and Metabolic Disease Hematologic (Blood) Disease Nutrition Weight Control Research and Funding Research Resources News Other, please specify:	S	Radio button, one-up vertical	Single	Y
	S	The other type of information I was looking for was:			Text area, no char limit	Single	N
7825		Did you find the information you were looking for?	Yes No Partially Still looking	A A A	Radio button, one-up vertical	Single	Y
6919	A	What couldn't you find?			Text field, no limit	Single	N
		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the home page Links at the bottom of the page (in the footer) Quick links on the right side of the home page Site map Other	E F	Checkbox, one-up vertical	Multi	Y
	F	The other way I looked for information on the site was:			Text area, no char limit	Single	N
	E	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted		Checkbox, one-up vertical	Multi	Y

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			Too many results/I needed to refine my search Not enough results Returned no results Received error message(s) Search speed was too slow I experienced a different search issue (please explain):	G			
	G	The other search issue I experienced was:			Text area, no char limit	Single	N
		How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating on this site Links often did not take me where I expected Had difficulty finding relevant information 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:	H I H J	Checkbox, one-up vertical	Multi	Y
	H	What specific links did you encounter difficulties with?			Text area, no char limit	Open	N
	I	What specific links/labels were difficult to understand?			Text area, no char limit	Open	N
	J	The navigation difficulty I experienced was:			Text area, no char limit	Open	N
6920		Which of the following best describes your role in coming to the website today?	Person with health concerns Family member or friend of a patient Health professional Scientist /researcher NIDDK staff member Teacher Student News media Other, please specify:	A	Radio button, one-up vertical	Single	Y
ACQOsI0003315	A	What is your role?					
ACQOsI0003316		How will you use the information you find on this site?	To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities Other, please specify:	A	Radio button, one-up vertical	Single	Y
ACQOsI0003317	A	How else will you use the information?					
7828		If you could make one improvement to the site, what would it be?			Text field, no limit	Single	N

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			Weight Control Information Network Other, please specify:	AA			
ACQOsI0003311	AA	Which other health topic did you visit?					
ACQOsI0003312	B	Which health education areas did you primarily visit today?	National Diabetes Education Program National Kidney Disease Education Program Weight Control Information Network Celiac Disease Awareness Campaign National Diabetes Information Clearinghouse National Digestive Diseases Information Clearinghouse National Kidney and Urologic Diseases Information Clearinghouse Other, please specify:	BB	Radio button, one-up vertical	Single	Y
ACQOsI0003313	BB	Which other health education area did you visit?			Text field no limit		
ACQOsI0003314	C	What other area of the site did you visit?			Text field no limit		
6917		Which of the following best describes what you are looking for visiting our website today?-	Health information for self or friend Health information for school or work Employment opportunities Health information for my relative Education resource for patients Details on specific disease or conditions Other Diabetes-NEW Digestive diseases-NEW Kid	A	Radio button, one-up vertical	Single	Y
6918	A	If you answered "Other" to the information you were looking for, please, specify:			Text field, <100 char	Single	N
7825		Did you find the information you were looking for?	Yes No Partially Still looking	A A A	Radio button, one-up vertical	Single	Y
6919	A	If you could not find what you were looking for, what was it? What couldn't you find?			Text field, no limit	Single	N
6920		Which of the following best describes your role in coming to the website today?	Person with health concerns Family member or friend of a patient Health professional Scientist /researcher NIDDK staff member Teacher Student Retiree News media Other, please specify:	C A	Radio button, one-up vertical	Single	Y

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ACQOsI0003315	A	What is your role?					
AED07019	C	What type of degree are you currently working towards?	High School degree or GED Associates or vocational degree Undergraduate college degree Graduate degree Post-graduate degree I prefer not to answer		Drop-down	Single	Y
51856		How did you look for the information today?	Quick Links Used Site Search Used Advanced Search Through Hyper-Links of Home Page By Browsing through the Site		Radio button, one-up vertical	Single	Y
7826		If you used the search feature of the site to find information, what type of difficulty, if any, did you encounter with the search?	Did not have a search difficulty Search results were helpful Search results were not helpful Returned too many results Returned not enough or no results Search required too many refinements to get what I wanted Search results were not relevant to my search		Radio button, one-up vertical	Single	N
7827		If you used navigation to find information, what type of difficulty, if any, did you encounter with the navigation process?	Did not have a navigation difficulty Could not determine the best link on most pages Could not navigate back to previous information Would often feel lost, not know where I was Had difficulty finding related information Had difficulty finding detailed information		Radio button, one-up vertical	Single	N
JDV00081		How do you plan to will you use the information you find on this site today?	To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities Other, please specify:	A	Radio button, one-up vertical	Single	Y
ACQOsI0003316		How will you use the information you find on this site?	To share and discuss with my health care provider To address personal health issues To aid others who have health concerns To pursue a career as a medical researcher To support new or current research projects To explore or support business opportunities Other, please specify:	A	Radio button, one-up vertical	Single	Y
ACQOsI0003317	A	How else will you use the information?		A			

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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
7828		If you could make one improvement to the site, what would it be?			Text field, no limit	Single	N

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6916		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 often		Dropdown (Select-one)	Single	Y
7823		What source brought you to the NIDDK site today?	Search engine (ex. Google) Another website/link Media/news story Marketing campaign Conference or workshop Facebook or MySpace Other government site NIH/HHS site Site bookmarked Referral Printed materials Other	A C	Radio button, one-up vertical	Single	Y
AED07017	A	Which site or link brought you to the NIDDK site?	MedlinePlus Wikipedia WebMD Email link Other, please specify:	B	drop down	Single	y
AED07018	B	Other sites or links			Text field, <100 char	Single	N



**Special
Instructions**



Randomize
Skip Logic Group

Skip Logic Group

Skip Logic Group



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
y	
N	

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6916		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 often		Dropdown (Select-one)	Single
7823		What source brought you to the NIDDK site today?	Search engine Another website/link Media/news story Marketing campaign Conference or workshop Facebook or MySpace Other government site NIH/HHS site Site bookmarked Referral Printed materials Other	A	Radio button, one-up vertical	Single
	A	Which site or link brought you to the NIDDK site?	MedlinePlus Wikipedia WebMD Email link Other, please specify:		drop down	Single
	B	Other sites or links	open	open	Text field, <100 char	Single



Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
y	
N	