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:

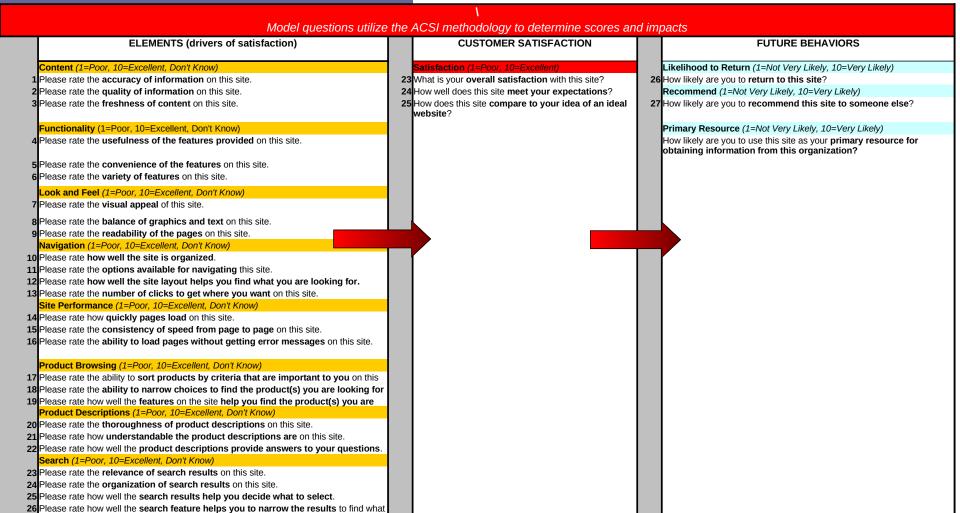
- 1 The parent question must come first, and child questions must immediately follow. Skip logic groups cannot be broken up by other questions that are not included within the skip.
- 2 A CO can only have one parent question; a single question CANNOT be triggered by different questions.
- 3 Answers within 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.

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Date: Fill In Date



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Date: 3/1/2008

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QID (Group ID) CQ0004444	Skip Logic Label		Answer Choices (limited to 50 characters) 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	Skip to	Type (select from list) Dropdown (Select-one)	Single or Multi 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	Α	Please explain why you do not intend to register?			Text field, <100 char	Single
CQ0004447			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	Α	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	В	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	С	products for the possible inclusion in a design ?	Spec 3D models Green information Product application Manufacturer's contacts Cost		Checkbox, one-up vertical	Multi

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QID	Skip Logic		Answer Choices			Single or
(Group ID)	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
200004454		University of the second secon	Other			Cira sul s
CQ0004451		How were you primarily seeking information on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature		, , , , , , , ,	
			Other (please specify)	Α		
CQ0004452	Α	Other reason seeking information	(France Charles)		Text field, <100 char	Single
Q0004453		Were you able to find what you were looking for today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
Q0004454	Α	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for	,	Radio button, one-up vertical	Single
			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			
Q0004455	В	Since you could not find what you were looking for, what do you	Continue looking for the information at this site			Single
		plan to do next?			Drop down, select one	
			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	E		
			Other			
Q0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
Q0004456	С	Why were you not sure ?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			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			
Q0004457	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
			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	F		
			Other			
Q0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
Q0004460		What other sources do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
	1		Arcat		Ī	
			Arcai			

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	

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Date: 11/2/2010

BJS MODEL QUESTION LIST Model questions utilize the ACSI methodology to determine scores and impacts **FUTURE BEHAVIORS ELEMENTS** (drivers of satisfaction) **CUSTOMER SATISFACTION** Content (1=Poor, 10=Excellent, Don't Know) Likelihood to Return (1=Very Unlikely, 10=Very Likely) Satisfaction **21** What is your **overall satisfaction** with this site? 1 Please rate the accuracy of information on this site. 24 How likely are you to return to this site? (1=Very Dissatisfied, 10=Very Satisfied) 2 Please rate the quality of information on this site. 22 How well does this site meet vour expectations? 25 Recommend (1=Very Unlikely, 10=Very Likely) (1=Falls Short, 10=Exceeds) 23 How does this site compare to your idea of an ideal 26 How likely are you to recommend this site to someone else? 3 Please rate the **freshness of content** on this site. website? (1=Not Very Close, 10=Very Close) Look and Feel (1=Poor, 10=Excellent, Don't Know) Primary Resource (1=Very Unlikely, 10=Very Likely) 27 How likely are you to use this site as your primary resource for 4 Please rate the **visual appeal** of this site. obtaining information from this organization? Trust (1=Strongly Disagree, 10=Strongly Agree) **5** Please rate the **balance of graphics and text** on this site. 6 Please rate the readability of the pages on this site. 28 can count on this agency to act in my best interests. Navigation (1=Poor, 10=Excellent, Don't Know) 29 consider this agency to be trustworthy. 7 Please rate how well the site is organized. 30 This agency can be trusted to do what is right. 8 Please rate the options available for navigating this site. 9 Please rate how well the site layout helps you find what you are looking for. Please rate the **number of clicks to get where you want** on this site. 10 Site Performance (1=Poor, 10=Excellent, Don't Know) 11 Please rate how quickly pages load on this site. 12 Please rate the consistency of speed from page to page on this site. 13 Please rate the ability to load pages without getting error messages on this site. Search (1=Poor, 10=Excellent, Don't Know) 14 Please rate the relevance of search results on this site. 15 Please rate the organization of search results on this site. 16 Please rate how well the search results help you decide what to select. 17 Please rate how well the search feature helps you to narrow the results to find what you want. Online Transparency (1=Poor, 10=Excellent, Don't Know) 18 Please rate how thoroughly this site discloses information about what this agency is doing. 19 Please rate how quickly agency information is made available on Please rate how well information about this agency's actions can be accessed by the public on this site.

BJS

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QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO08256		How frequently do you visit this site?	First time		Radio button, one-up	Single	Y
ĺ			More than once a day		vertical		
ĺ			Daily				
			About once a week	1			
			About once a month				
			Every 6 months or less				
EDO08257		Which best describes you?	Academia		Drop down, select one	Single	Y
			Corrections				
			County government				
			Courts and prosecution				
			Education/training				
			Elected/Appointed Office				
			Federal government				
			General Public				
			Human resources				
			Information systems				
			Juveniles				
			Law Enforcement				
			Legal defense				
			Local government				
			Media				
			Office of Justice Programs				
			Organization for profit	-			
			Parole and probation	-			
			Research State government				
			State government Student				
EDO08273		Diagon tell un vour rele	Other	Α	Tout area no shor limit		N.
	Α	Please tell us your role .	December and if a topic on insure		Text area, no char limit	Cira sul s	N
EDO08258		What is your primary reason for visiting the site today?	Research a specific topic or issue	A	Drop down, select one	Single	Y
			Access or download a publication	A			
			Obtain funding information	A			
			Look up a key statistic or definition Materials for a course I'm teaching	A			
			priaterials for a course fill teaching	Α			
			Materials for a course I'm taking	Λ	The second secon		
			Materials for a course I'm taking Background information on a topic	A A			

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			B33 C03 IOM Q0E3 IIOM EI3 I				
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
			Other	B,A			
EDO08259	В	Please tell us why you were visiting today.			Text area, no char limit	Single	N
EDO08260	Α	Did you find what you were looking for?	Yes No Partially	C	Radio button, one-up vertical	Single	Y
EDO08261	С	Please tell us specifically what you were looking for.			Text area, no char limit	Single	N
EDO08262	D	What do you plan to do next?	Continue looking on this site Try another website Call for assistance Email for assistance Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates Other	E	Radio button, one-up vertical	Single	Y
EDO08263	Е	What will you do next?			Text area, no char limit	Single	N
EDO08264		Please tell us about your navigation experience.	I had no difficulty navigating this site I was able to navigate to the general area, but could not find the specific content I needed Site has too many links Site has too few links Links/labels are difficult to understand Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Other	- - - - - - - - - - - - - - - - - - -	Drop down, select one	Single	Y
EDO08265	Α	Please describe your experience navigating the site.			Text area, no char limit	Single	N
EDO08266	В	Please tell us what links were broken or the errors			Text area, no char limit	Single	N
DO08267	_	Did you use the search feature today?	Yes No	A,B	Radio button, one-up vertical	Single	Y
DO08268	Α	Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y
DO08269	В	Did you encounter any difficulty with the search feature?	Yes No	С	Radio button, one-up vertical	Single	Y
DO08270	С	What type of difficulty did you primarily encounter?	It returned no results. It returned too many results. It returned too few results. Results links were broken. Results were not relevant to my search terms or needs. Results were too similar/redundant. Search required too many attempts. I was not sure what words to use in my search. Search speed was too slow.		Drop down, select one	Single	Y
			Search results were not organized well. Other	D			





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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
EDO08256		How frequently do you visit this site?	First time	Citap to	Radio button, one-up	Single	Y
LDCCC250		lifow inequently do you visit this site:	More than once a day	1	vertical	Sirigic	'
			Daily	1			
			About once a week	1			
			About once a month	1			
			Every 6 months or less	1			
EDO08257		Which best describes you?	Academia		Drop down, select one	Single	Υ
			Corrections	1			
			County government	7			
			Courts and prosecution	1			
			Education/training				
			Elected/Appointed Office				
			Federal government	1			
			General Public				
			Human resources				
			Information systems				
			Juveniles				
			Law Enforcement				
			Legal defense				
			Local government				
			Media				
			Office of Justice Programs				
			Organization for profit	4			
			Parole and probation	_			
			Research				
			State government	4			
			Student	٠.			
ED000070		Diametell	Other	Α	T		
ED008273	Α	Please tell us your role .	December of the training of the second		Text area, no char limit	Cira sul s	N
EDO08258		What is your primary reason for visiting the site today?	Research a specific topic or issue	A	Drop down, select one	Single	Υ
			Access or download a publication	A			
			Obtain funding information	A			
			Look up a key statistic or definition Materials for a course I'm teaching	A			
			Materials for a course I'm teaching Materials for a course I'm taking	A			
			Background information on a topic	A			
			Just browsing	- A			
ı			Just browsing				

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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
			Other	B,A	- 1 1: 1:	0: 1	
ED008259	В	Please tell us why you were visiting today.	V		Text area, no char limit	Single	N
EDO08260	A	Did you find what you were looking for?	Yes No Partially	C D	Radio button, one-up vertical	Single	Y
EDO08261	С	Please tell us specifically what you were looking for.			Text area, no char limit	Single	N
EDO08262	D	What do you plan to do next?	Continue looking on this site Try another website Call for assistance Email for assistance Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates Other	E	Radio button, one-up vertical	Single	Y
EDO08263	Е	What will you do next?		_	Text area, no char limit	Single	N
EDO08265 EDO08266 EDO08267	A B	Please tell us about your navigation experience. Please describe your experience navigating the site. Please tell us what links were broken or the errors Did you use the search feature today?	I had no difficulty navigating this site I was able to navigate to the general area, but could not find the specific content I needed Site has too many links Site has too few links Links/labels are difficult to understand Links did not take me where I expected Could not get started or did not know where to begin Had technical difficulties (e.g. broken links, error messages) Other Yes No	B A	Text area, no char limit Text area, no char limit Text area, no char limit Radio button, one-up vertical	Single Single Single Single	N N
EDO08268	Α	Where the search results helpful?>: Were the search results helpful?	Yes No		Radio button, one-up vertical	Single	Y
EDO08269	В	Did you encounter any difficulty with the search feature?	Yes No	С	Radio button, one-up vertical	Single	Y
EDO08270	С	What type of difficulty did you primarily encounter?	It returned no results. It returned too many results. It returned too few results. Results links were broken. Results were not relevant to my search terms or needs. Results were too similar/redundant. Search required too many attempts. I was not sure what words to use in my search. Search speed was too slow. Search results were not organized well. Other	D	Drop down, select one	Single	Y

Model Instance Name:

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Date: 11/17/2010

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			BJS 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
EDO08271	D	Please describe the search difficultie s you experienced.			Text area, no char limit		N





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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	,	Dropdown (Select-one)	Single
o Quou			Two to three times per week		Dropadiii (Goldet Gild)	C.i.g.c
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004445		Are you a registered user on this site?	I am registered			Single
CQ0004443		and you are groter ou and one.	i am registered		Radio button, one-up vertical	Sirigic
			I am not registered, and do not intend to	Α	radio battori, one up vertical	
			l am not registered, but intend to register during my visit today	─ ^		
CQ0004446	Α	Please explain why you do not intend to register?	ran not registered, but intend to register during my visit today		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		Text area, no char mint	Single
CQ0004441		What best describes your primary reason for visiting the site today.	Tresearching products for possible inclusion in a design	В	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	С	radio battori, one ap refued.	
			Other (please specify)	A		
CQ0004448	Α	Other primary reason	Cities (picase speemy)	- ~	Text area, no char limit	Single
CQ0004449	В	What type of information were you looking for when researching	Spec		Text area, no onar mine	Multi
CQ000+++3		products for the possible inclusion in a design?	Орес		Checkbox, one-up vertical	IVICILI
			3D models			
			Product application			
			Green information			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004450	С	What type of information were you looking for when researching	CAD			Multi
- (products for the possible inclusion in a design?			Checkbox, one-up vertical	- Traite
			Spec			
			3D models			
			Green information			

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

Date: 3/1/2008

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	Skip					
	Logic		Answer Choices			Single or
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
			Other			
CQ0004451		How were you primarily seeking information on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature		· ·	
			Other (please specify)	Α		
CQ0004452	Α	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to find what you were looking for today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
CQ0004454	Α	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			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			
CQ0004455	В	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
			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	E		
			Other			
CQ0004458	Е	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	С	Why were you not sure ?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			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			
CQ0004457	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site		Drop down, select one	Single
		, , , , , , , , , , , , , , , , , , , ,	Call Sweets.com customer service		1, 22, 22.000 00	Cirigio
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What other sources do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)		ap rottom	
			Reed First Source			
			4specs			
			Arcat			

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	