

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

Model Instance Name:

NIAMS Survey

MID: pNdwFkVhvx9dMQUowQBvVw==

Date: 8/8/2008

NIAMS Survey MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>Satisfaction (1=Poor, 10=Excellent)</p>	<p>Likelihood to Return (1=Not Very Likely, 10=Very Likely)</p>
<p>1 Please rate the accuracy of information on this site. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.</p>	<p>23 What is your overall satisfaction with this site? 24 How well does this site meet your expectations? 25 How does this site compare to your idea of an ideal website?</p>	<p>26 How likely are you to return to this site? Recommend (1=Not Very Likely, 10=Very Likely) 27 How likely are you to recommend this site to someone else?</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		<p>Primary Resource (1=Not Very Likely, 10=Very Likely)</p>
<p>4 Please rate the usefulness of the services provided on this site. 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.</p>		<p>28 How likely are you to use this site as your primary resource for obtaining information from this organization?</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>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.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate the degree to which the number of steps it took to get where you want is acceptable. 11 Please rate the ability to find the 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.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>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.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know)</p>		
<p>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 for this site. 26 Please rate how the search feature helps you to narrow the results to find the</p>		

Model Instance Name:
 NIAMS Survey
 MID: pNdwFkVhhx9dMQUowQBvVw==
 Date: 3/1/2008

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + --: REWORDING

NIAMS Survey CUSTOM QUESTION LIST

QID	Skip Logic Label / question order	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
6139		How frequently do you visit this website?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y	
6143		Which of the following best describes your role in coming to the website today?	General public Patient Family member of a patient Scientist/Researcher Student Teacher Health professional/primary care Government staff/ policy professional Non-Profit/ Professional organization staff Insurance services/ health system infrastructure staff Other	F	Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQCol0010235	F	What other role describes you?			Text field, <100 char	Open	N	Skip Logic Group
6140		Which of the following best describes what you are looking for visiting the website today?	Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other	B	Radio button, one-up vertical	Single	Y	
6141	B	What other information were you looking for today?			Text field, <100 char	Open	N	
51948		Were you able to find what you were looking for?	Yes No Still looking	A	Dropdown (Select-one)	Single	Y	
6142	A	What information could you not find?			Text field, <100 char	Open	N	
JDV00081		How do you plan to 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 in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other		Radio button, one-up vertical	Single	Y	
6144		How could we improve our information to best meet your needs?			Text area, no char limit	Single	N	

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6143		Which of the following best describes your role in coming to the website today?	General public Representative from voluntary organization Representative from professional organization Patient Family member of a patient Scientist/Researcher Student Teacher Retired Health professional/primary care Media Government staff/ policy professional Non-Profit/ Professional organization staff Insurance services/ health system infrastructure staff Other		Radio button, one-up vertical	Single	Y	Skip Logic Group Randomize
ACQCol0010235	F	What other role describes you?		F	Text field, <100 char	Open	N	Skip Logic Group Anchor Answer Ch
6140		Which of the following best describes what you are looking for visiting the website today?	Health related information Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other	A	Radio button, one-up vertical	Single	Y	
6141	B	What other information were you looking for today?		B	Text field, <100 char	Open	N	
ACQCol0002004	A	What type of health-related information were you primarily looking for today?	Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other		Radio button, one-up vertical	Single	Y	
ACQCol0002005	C	What other type of health-related information were you looking for?		C	Text field, <100 char	Open	N	
51948		Did you find what you were looking for? Were you able to find what you were looking for?	Yes No Still looking	A	Dropdown (Select-one)	Single	Y	
6142	A	What information could you not find?			Text field, <100 char	Open	N	
JDV00081		How do you plan to 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 in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other		Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQCol0010236	Z	How else do you plan to use the information you found on the site?		Z	Text area, no char limit	Single	N	Skip Logic Group
51949		How did you look for the information today?	I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing		Radio button, one-up vertical	Single	Y	
SAC6668		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (required)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums		Drop down, select one	Single	Y	Rank Group Adjust Template

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			Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other					Randomize Anchor-Answer Anchor-Answer
SAC669		Rank 2 (Optional)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop-down, select one	Single	N	Rank-Group Adjust-Template Randomize Anchor-Answer Anchor-Answer
SAC6670		Rank 3 (Optional)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop-down, select one	Single	N	Rank-Group Adjust-Template Randomize Anchor-Answer Anchor-Answer
SAC6671		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)					N	
6144		How could we improve our information to best meet your needs?			Text area, no char limit	Single	N	

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C6139		How frequently do you visit this website?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y	
C6143		Which of the following best describes your role in coming to the website today?	General public Representative from voluntary organization Representative from professional organization Patient Family member of a patient Scientist/Researcher Student Teacher Retired Health professional Media Other		Radio button, one-up vertical	Single	Y	Skip Logic Group
	F	What other role describes you?		F	Text field, <100 char	Open	N	Skip Logic Group
C6140		Which of the following best describes what you are looking for visiting the website today?	Health related information Patient research registries Grant information Contracts information NIAMS laboratories Clinical trials/studies with patients Researcher resources News and events Employment opportunities Information about NIAMS Links to other organizations Information in Spanish Other	A	Radio button, one-up vertical	Single	Y	
C6141	B	What other information were you looking for today?		B	Text field, <100 char	Open	N	
ACQOsI0002004	A	What type of health related information were you primarily looking for today?	Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other		Radio button, one-up vertical	Single	Y	
ACQOsI0002005	C	What other type of health related information were you looking for?		C	Text field, <100 char	Open	N	
C51948		Did you find what you were looking for?	Yes No Still looking	A	Dropdown (Select-one)	Single	Y	
C6142	A	What information could you not find?			Text field, <100 char	Open	N	
C3DV00081		How do you plan to 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 in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other		Radio button, one-up vertical	Single	Y	Skip Logic Group
	Z	How else do you plan to use the information you found on the site?		Z	Text area, no char limit	Single	N	Skip Logic Group
C51949		How did you look for the information today?	I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing		Radio button, one-up vertical	Single	Y	
		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional email(s) from the agency Search engine results Word of mouth recommendation from someone I know		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize

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			TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other					Anchor Answer Anchor Answer
		Rank 2 (Optional)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional emails) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop down, select one	Single	N	Anchor Answer Anchor Answer Rank Group Adjust Template Randomize
		Rank 3 (Optional)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the company on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/company/brand Promotional emails) from the agency Search engine results Word of mouth recommendation from someone I know TV, radio, newspaper, or magazine advertising Internet advertising Don't know Other		Drop down, select one	Single	N	Anchor Answer Anchor Answer Rank Group Adjust Template Randomize
		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)					N	Anchor Answer Anchor Answer
		How could we improve our information to best meet your needs?			Text area, no char limit	Single	N	
C6144		How could we improve our information to best meet your needs?			Text area, no char limit	Single	N	

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C6141	B	If you answered Other to the information you were looking for, please specify: What other information were you looking for today?		B	Text field, <100 char	Open	N	
ACQOsI0002004	A	What type of health related information were you primarily looking for today?	Arthritis/rheumatic diseases Bone health and/or diseases Skin diseases Muscle injury and/or diseases Other		Radio button, one-up vertical	Single	Y	
ACQOsI0002005	C	What other type of health related information were you looking for?			Text field, <100 char	Open	N	
C51948		Did you find what you were looking for?	Yes No Still looking	A	Dropdown (Select-one)	Single	Y	
C6142	A	If you could not find what you were looking for, what was it? What information could you not find?			Text field, <100 char	Open	N	
CJDV00081		How do you plan to 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 in the field of biomedical research To explore what you have to offer (just browsing) Physicians & other health care providers - improved understanding of basic research concepts and findings for my own clinical research Physicians & other health care providers - improved understanding of clinical research findings for my patient practice Other		Radio button, one-up vertical	Single	Y	
C51949		How did you look for the information today?	I used the search function I used links from the Home Page I navigated using the top and left side navigation bars I got to the page through a link of another site I had a bookmark on the page I wanted I was browsing		Radio button, one-up vertical	Single	Y	
C6144		How could we improve our information to best meet your needs?			Text area, no char limit	Single	N	