

Questionnaire Management Guidelines

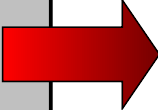

Goals:

- 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](#)

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 11/18/2010

Citizenship Resource Center Satisfaction Survey		
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	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on the Citizenship Resource Center.	18 What is your overall satisfaction with the Citizenship Resource Center?	21 How likely are you to return to the Citizenship Resource Center?
2 Please rate the quality of information on the Citizenship Resource Center.	19 How well does the Citizenship Resource Center meet your expectations ?	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on the Citizenship Resource Center.	20 How does the Citizenship Resource Center compare to your idea of an ideal website ?	22 How likely are you to recommend the Citizenship Resource Center to someone else?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Please rate the visual appeal of the Citizenship Resource Center.		23 How likely are you to use the Citizenship Resource Center as your primary resource for obtaining information about citizenship?
5 Please rate the balance of graphics and text on the Citizenship Resource Center.		
6 Please rate the readability of the pages on the Citizenship Resource Center.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate how well the Citizenship Resource Center is organized .		
8 Please rate the options available for navigating the Citizenship Resource Center.		
9 Please rate how well the Citizenship Resource Center layout helps you find what you are looking for .		
10 Please rate the number of clicks to get where you want on the Citizenship Resource Center.		
Search (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the relevance of search results on the Citizenship Resource Center.		
12 Please rate the organization of search results on the Citizenship Resource Center.		
13 Please rate how well the search results help you decide what to select .		
14 Please rate how well the search feature helps you to narrow the results to find what you want.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
15 Please rate how quickly pages load on the Citizenship Resource Center.		
16 Please rate the consistency of speed from page to page on the Citizenship Resource Center.		
17 Please rate the ability to load pages without getting error messages on the Citizenship Resource Center.		

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 7/11/2013

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

Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi
EDO08676		How often do you visit the Citizenship Resource Center?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical	M
EDO08678	A	Other source			Text field, <100 char	
EDO08679		What best describes your role when coming to the Citizenship Resource Center?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical	S
EDO08680	A	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center are you primarily visiting today?	Learners Teachers Organizations Other Languages Other, please specify:	A	Radio button, one-up vertical	S
EDO08682	A	Other area visited			Text field, <100 char	
EDO08683		What is your primary reason for visiting the Citizenship Resource Center today?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical	S
EDO08684	A	Other primary reason			Text area, no char limit	

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Citizenship Resource Center 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
EDO08685		If you were looking for a specific resource, please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What method do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G A	Drop down, select one	S
EDO08687	A	Other method			Text field, <100 char	
ACQDom0006690	B	What search terms did you use today to find what you were looking for?				
ACQDom0006691	C	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty		D	Text area, no char limit	
ACQDom0006692	E	If you used the top navigational bar today, did you have any difficulties with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty		F	Text area, no char limit	
ACQDom0006693	G	If you used links today, did you have any difficulties with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006696	H	Other difficulty with links		H	Text area, no char limit	
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

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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
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit	
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont		Drop down, select one	S

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Citizenship Resource Center 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
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	A		
EDO08692	A	Other location			Text field, <100 char	

Required Y/N		
Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
Y	OPS Group	Area Visited
N		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason

Required Y/N	Special Instructions	CQ Label
Y		Resource
Y	Skip Logic Group	Method
N		Other method
		Search Terms
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational Difficulty
N		Other nav diff
N	Skip Logic Group	Links Difficulty
N		Other link diff
Y	Skip Logic Group	Find info
N		Info not found

Required Y/N	Special Instructions	CQ Label
N		Improvement
Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

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Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi
EDO08676		How often do you visit the Citizenship Resource Center?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical	M
EDO08678	A	Other source			Text field, <100 char	
EDO08679		What best describes your role when coming to the Citizenship Resource Center?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical	S
EDO08680	A	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center are you primarily visiting today?	Learners Teachers Organizations Other Languages Other, please specify:	A	Radio button, one-up vertical	S
EDO08682	A	Other area visited			Text field, <100 char	
EDO08683		What is your primary reason for visiting the Citizenship Resource Center today?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical	S
EDO08684	A	Other primary reason			Text area, no char limit	

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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
EDO08685		If you were looking for a specific resource, please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What method do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G A	Drop down, select one	S
EDO08687	A	Other method			Text field, <100 char	
ACQDom0006690	B	What search terms did you use today to find what you were looking for?				
ACQDom0006691	C	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty		D	Text area, no char limit	
ACQDom0006692	E	If you used the top navigational bar today, did you have any difficulties with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty		F	Text area, no char limit	
ACQDom0006693	G	If you used links today, did you have any difficulties with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006696	H	Other difficulty with links		H	Text area, no char limit	
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

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Citizenship Resource Center 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
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit	
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont		Drop down, select one	S

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Citizenship Resource Center 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
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	A		
EDO08692	A	Other location			Text field, <100 char	

Required Y/N		
Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
Y	OPS Group	Area Visited
N		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason

Required Y/N	Special Instructions	CQ Label
Y		Resource
Y	Skip Logic Group	Method
N		Other method
		Search Terms
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational Difficulty
N		Other nav diff
N	Skip Logic Group	Links Difficulty
N		Other link diff
Y	Skip Logic Group	Find info
N		Info not found

Required Y/N	Special Instructions	CQ Label
N		Improvement
Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 2/12/2013

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Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi
EDO08676		How often do you visit the Citizenship Resource Center?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical	M
EDO08678	A	Other source			Text field, <100 char	
EDO08679		What best describes your role when coming to the Citizenship Resource Center?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical	S
EDO08680	A	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center are you primarily visiting today?	Learners Teachers Organizations Other Languages Other, please specify:	A	Radio button, one-up vertical	S
EDO08682	A	Other area visited			Text field, <100 char	
EDO08683		What is your primary reason for visiting the Citizenship Resource Center today?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical	S
EDO08684	A	Other primary reason			Text area, no char limit	

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Citizenship Resource Center 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
EDO08685		If you were looking for a specific resource, please tell us which resource(s) were you trying to locate?			Text area, no char limit	
EDO08686		What method do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G A	Drop down, select one	S
EDO08687	A	Other method			Text field, <100 char	
ACQDom0006690	B	What search terms did you use today to find what you were looking for?				
ACQDom0006691	C	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty		D	Text area, no char limit	
ACQDom0006692	E	If you used the top navigational bar today, did you have any difficulties with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty		F	Text area, no char limit	
ACQDom0006693	G	If you used links today, did you have any difficulties with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006696	H	Other difficulty with links		H	Text area, no char limit	
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

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Citizenship Resource Center 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
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit	
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont		Drop down, select one	S

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Citizenship Resource Center 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
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:			
			I prefer not to respond			
EDO08692	A	Other location		A	Text field, <100 char	

Required Y/N		
Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
Y	OPS Group	Area Visited
N		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason

Required Y/N	Special Instructions	CQ Label
Y		Resource
Y	Skip Logic Group	Method
N		Other method
		Search Terms
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational Difficulty
N		Other nav diff
N	Skip Logic Group	Links Difficulty
N		Other link diff
Y	Skip Logic Group	Find info
N		Info not found

Required Y/N	Special Instructions	CQ Label
N		Improvement
Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 11/8/2012

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Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi
EDO08676		How often do you visit the Citizenship Resource Center?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical	M
EDO08678	A	Other source			Text field, <100 char	
EDO08679		What best describes your role when coming to the Citizenship Resource Center?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical	S
EDO08680	A	Other role			Text field, <100 char	
EDO08681		What area of the Citizenship Resource Center are you primarily visiting today?	Learners Teachers Organizations Other Resources Other Languages Other, please specify:	A	Radio button, one-up vertical	S
EDO08682	A	Other area visited			Text field, <100 char	
EDO08683		What is your primary reason for visiting the Citizenship Resource Center today?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical	S
EDO08684	A	Other primary reason			Text area, no char limit	

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 11/8/2012

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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
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EDO08686		What method do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B,C E G A	Drop down, select one	S
EDO08687	A	Other method			Text field, <100 char	
ACQDom0006690	B	What search terms did you use today to find what you were looking for?				
ACQDom0006691	C	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006694	D	Other search difficulty		D	Text area, no char limit	
ACQDom0006692	E	If you used the top navigational bar today, did you have any difficulties with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006695	F	Other navigation difficulty		F	Text area, no char limit	
ACQDom0006693	G	If you used links today, did you have any difficulties with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:		Checkbox, one-up vertical	M
ACQDom0006696	H	Other difficulty with links		H	Text area, no char limit	
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit	

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 11/8/2012

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

Citizenship Resource Center 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
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit	
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina South Dakota Tennessee Texas Utah Vermont		Drop down, select one	S

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
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Citizenship Resource Center 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
			Virginia			
			Washington			
			West Virginia			
			Wisconsin			
			Wyoming			
			American Samoa			
			Guam			
			Puerto Rico			
			U.S. Virgin Islands			
			Northern Mariana Islands			
			Other, please specify:	A		
			I prefer not to respond			
EDO08692	A	Other location			Text field, <100 char	

Required Y/N		
Required Y/N	Special Instructions	CQ Label
Y		Frequency
Y	OPS Group	Source
		Other source
Y	OPS Group	Role
N		Other role
Y	OPS Group	Area Visited
N		Other area
Y	Skip Logic Group	Primary Reason
N		Other reason

Required Y/N	Special Instructions	CQ Label
Y		Resource
Y	Skip Logic Group	Method
N		Other method
		Search Terms
N	Skip Logic Group	Search Difficulty
N		Other search diff
N	Skip Logic Group	Navigational Difficulty
N		Other nav diff
N	Skip Logic Group	Links Difficulty
N		Other link diff
Y	Skip Logic Group	Find info
N		Info not found

Required Y/N	Special Instructions	CQ Label
N		Improvement
Y	OPS Group	State

Required Y/N	Special Instructions	CQ Label
N		Other location

Model Instance Name:
 Citizenship Resource Center
 MID: QcUxIRJBEE4YQYIYgoJY1g==
 Date: 8/3/2011

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Citizenship Resource Center CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi S	Required Y/N Y	Special Instructions
EDO08676		How often do you visit the Citizenship Resource Center?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Drop down, select one	S	Y	
EDO08677		How did you hear about us ?	USCIS website Online ad/media Offline ad (print, radio, television) Email Brochure/publication Public event USCIS Official Word-of-mouth Family/Friends Community Organization Citizenship class Other, please specify:	A	Checkbox, one-up vertical	M	Y	OPS Group
EDO08678	A	Other source			Text field, <100 char			
EDO08679		What best describes your role when coming to the Citizenship Resource Center?	Naturalization applicant/permanent resident Family or friend of a naturalization applicant/permanent resident Adult educator/teacher Volunteer Immigrant-serving organization staff State or local government employee Attorney USCIS employee Other, please specify:	A	Radio button, one-up vertical	S	Y	OPS Group
EDO08680	A	Other role			Text field, <100 char		N	
EDO08681		What area of the Citizenship Resource Center are you primarily visiting today?	Learners Teachers Organizations Other Resources Other, please specify:	A	Radio button, one-up vertical	S	Y	OPS Group
EDO08682	A	Other area visited			Text field, <100 char		N	
EDO08683		What is your primary reason for visiting the Citizenship Resource Center today?	Just browsing Learn about the Citizenship Resource Center Learn about naturalization Apply for citizenship Study for the test Find free information events Learn about citizenship rights and responsibilities Find classroom tools (for professionals) Learn about current USCIS grant opportunities Find links to program administration, professional development, and training resources Find a citizenship class Other, please specify:	A	Radio button, one-up vertical	S	Y	Skip Logic Group

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Citizenship Resource Center 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
EDO08684	A	Other primary reason			Text area, no char limit		N	
EDO08685		If you were looking for a specific resource , please tell us which resource(s) were you trying to locate?			Text area, no char limit		Y	
EDO08686		What method do you primarily use to find information on the Citizenship Resource Center?	Site's search feature Top navigation bar Links in the page Site map Other, please specify:	B, C E G A	Drop down, select one	S	Y	Skip Logic Group
EDO08687	A	Other method			Text field, <100 char		N	
ACQDom0006690	B	What search terms did you use today to find what you were looking for?						
ACQDom0006691	C	If you used the site's search feature today, did you have any difficulties with the search?	No difficulty encountered Search results were not helpful Returned too many results Returned not enough results Returned no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs Search speed was too slow Other, please specify:	D	Checkbox, one-up vertical	M	N	Skip Logic Group
ACQDom0006694	D	Other search difficulty			Text area, no char limit		N	
ACQDom0006692	E	If you used the top navigational bar today, did you have any difficulties with the navigation?	No difficulty encountered Too many navigational choices Navigation bar did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Navigation bar did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	F	Checkbox, one-up vertical	M	N	Skip Logic Group
ACQDom0006695	F	Other navigation difficulty			Text area, no char limit		N	
ACQDom0006693	G	If you used links today, did you have any difficulties with the links?	No difficulty encountered Too many links Links did not take me where I expected Had difficulty finding detailed information on your web pages Had difficulty finding related information on your web pages Links did not support what I was trying to accomplish Would often feel lost, and did not know where I was on your site		Checkbox, one-up vertical	M	N	Skip Logic Group

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Citizenship Resource Center 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
			Had various technical difficulties (links didn't work, received error messages, etc.) Could not navigate back to previous information Other, please specify:	H				
ACQDom0006696	H	Other difficulty with links			Text area, no char limit		N	
EDO08688		Did you find what you were looking for today?	Yes Partially Still looking No	A A	Drop down, select one	S	Y	Skip Logic Group
EDO08689	A	If you were unable to find what you were looking for, please specify the information you were trying to find.			Text area, no char limit		N	
EDO08690		If you could make one improvement to the Citizenship Resource Center, what would it be?			Text area, no char limit		N	
EDO08691		In which state do you reside?	Outside of US Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware District of Columbia Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey New Mexico New York		Drop down, select one	S	Y	OPS Group

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Citizenship Resource Center 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
			North Carolina					
			North Dakota					
			Ohio					
			Oklahoma					
			Oregon					
			Pennsylvania					
			Rhode Island					
			South Carolina					
			South Dakota					
			Tennessee					
			Texas					
			Utah					
			Vermont					
			Virginia					
			Washington					
			West Virginia					
			Wisconsin					
			Wyoming					
			American Samoa					
			Guam					
			Puerto Rico					
			U.S. Virgin Islands					
			Northern Mariana Islands					
			Other, please specify:	A				
			I prefer not to respond					
EDO08692	A	Other location			Text field, <100 char		N	

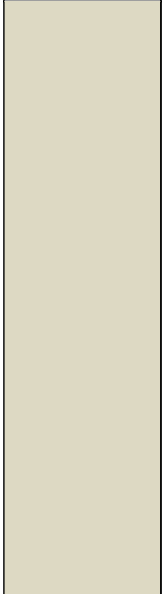
CQ Label
Frequency
Source
Other source
Role
Other role
Area Visited
Other area
Primary Reason

CQ Label
Other reason
Resource
Method
Other method
Search Terms
Search Difficulty
Other search diff
Navigational Difficulty
Other nav diff
Links Difficulty

CQ Label
Other link diff
Find info
Info not found
Improvement
State



CQ Label



Other location