

Attachment C: Respondent Debriefing Interview Protocol

Purpose:

- To gain feedback from respondents about the Centurion instrument, specifically with regard to:
 - Error messages
 - Navigation
 - Layout
 - Functionality
 - Helpfulness of instructions and graphic
- To determine what changes, if any, respondents would like to see in future Centurion instruments.

Mode of Interview:

Phone and/or virtual (e.g., WebEx) meeting

Materials Needed:

- Internet access (for WebEx meetings)
- Interview protocol
- Copy of submitted data
- Access to Census Bureau's Business Help Site
- Access to Centurion instrument (screenshots will suffice if access cannot be assured; make sure graphic is included)

Part A: Introductions

- Thank you again for completing the State Government Research & Development Survey, and for agreeing to participate in this follow-up interview. The purpose of today's meeting is to gather your feedback about the online instrument used to collect data from your agency, which will help us determine what changes need to be made in the future.
 - Who is in the meeting, titles if necessary.
 - Participation is voluntary. If you don't want to answer a question we ask, just let us know, and we'll move on.
 - [Share WebEx screen.]
 - Ok, let's get started. I'll start by asking you some general questions about your experiences, then move to some more specific questions.
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Part B: General Questions

1. About how many person-hours did it take your organization to complete the survey?
_____ hours
2. Were you the only person who logged in to complete the survey online, or did other staff members also log in?
 - Did it myself
 - Other staff members also logged in
3. Would you say you had a positive or negative experience answering the questions online? What did you like about the online system? What did you not like about it?
4. As you were answering questions online, how easy or difficult was it to move from one question to another?
 - Very difficult
 - Somewhat difficult
 - Somewhat easy
 - Very easy
5. Do you happen to recall whether or not you encountered any error messages while working on the questionnaire? Do you happen to remember where these error messages appeared (and what they said)? What was your reaction to getting these messages? How easy or difficult was it to resolve the problem described in the error message? How did you go about resolving it?
6. (If R e-mailed for support) How satisfied were you with the help you received?
7. Were the instructions provided in the survey generally clear or confusing?
 - Clear
 - Confusing. Can you tell me more about that?

Part C: Specific Questions

The next several questions ask about some specific aspects or items of the survey.

8. Let's look at the instructions prior to question 3. Did you happen to notice some of the examples of R&D activities in the instructions? Were these helpful or not helpful? If not, what would you like to see? What would be an example that is more meaningful to you/your agency?
 9. The survey included a graphic, which was intended to demonstrate where agencies might obtain their R&D funding from, and who might be recipients of those funds. (Show graphic.) Do you happen to remember seeing this graphic? Where did you see it? Did you find it to be useful or not useful in completing the survey? Can you tell me more about that?
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10. (If respondent had any internal R&D) Now, let's look at question 9. Did you happen to notice some of the examples of R&D activities in the instructions? Were these helpful or not helpful? If not, what would you like to see? What would be an example that is more meaningful to you/your agency?

11. Do you have any other general comments or suggestions about the questionnaire? If necessary probe about the content of the survey, format, and the appearance of the website.

Those were all the questions we had for you. Did you have any questions for us? Thank you for your help.
