

Questionnaire Management Guidelines

Goals:

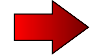
- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

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](#)
- 7 [Foreign Language Survey Instructions](#)

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</p>	<p>Primary Resource (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate the accuracy of information on the DOT Intranet site.</p>	<p>What is your overall satisfaction with the DOT Intranet site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>How likely are you to use the DOT Intranet site as your primary resource to obtain information pertinent to your job?</p>
<p>Please rate the quality of information on the DOT Intranet site.</p>	<p>How well does the DOT Intranet site meet your expectations? (1= Falls Short, 10=Exceeds)</p>	<p>Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate the freshness of content on the DOT Intranet site.</p>	<p>How does the DOT Intranet site compare to your idea of an ideal Intranet site? (1=Not Very Close, 10=Very Close)</p>	<p>How likely are you to use this Intranet site rather than seeking information from other channels?</p>
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate how well this Intranet site is organized.</p>		<p>How likely are you to recommend the DOT Intranet site to a coworker?</p>
<p>Please rate the options available for navigating the DOT Intranet site.</p>		<p>Communicate Experience (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate how well the Intranet site layout helps you find what you are looking for.</p>		<p>How likely would you be to communicate your experience with the DOT Intranet website to coworkers in the next 90 days?</p>
<p>Please rate the number of clicks to get where you want on the DOT Intranet site.</p>		<p>Organization Citizenship</p>
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		<p>How likely are you to increase your participation in company activities as a result of information you have viewed on the Intranet? (1=Very Unlikely, 10=Very Likely)</p>
<p>Please rate how quickly pages load on the DOT Intranet site.</p>		<p>Please rate the degree to which you agree or disagree with the following statements.</p>
<p>Please rate the consistency of speed from page to page on the DOT Intranet site.</p>		<p>This Intranet site facilitates collaboration among departments. (1=Strongly Disagree, 10=Strongly Agree)</p>
<p>Please rate the ability to load pages without getting error messages on the DOT Intranet site.</p>		<p>This Intranet site facilitates communication in this organization. (1=Strongly Disagree, 10=Strongly Agree)</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate the usefulness of the features provided on the DOT Intranet site.</p>		
<p>Please rate the convenience of the features on the DOT Intranet site.</p>		
<p>Please rate the variety of features on the DOT Intranet site.</p>		
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate the visual appeal of the DOT Intranet site.</p>		
<p>Please rate the balance of graphics and text on the DOT Intranet site.</p>		
<p>Please rate the readability of the pages on the DOT Intranet site.</p>		
<p>Transparency (1=Poor, 10=Excellent, Don't Know)</p>		
<p>Please rate how thoroughly this Intranet site discloses information about the company's policies and procedures.</p>		
<p>Please rate how quickly organization policies and procedures are made available on this Intranet site.</p>		
<p>Please rate how well information about the organization's policies and procedures can be accessed by employees on this website.</p>		



DOT Intranet
 MID:
 Date: 7/14/2010

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

DOT Intranet CUSTOM QUESTION LIST

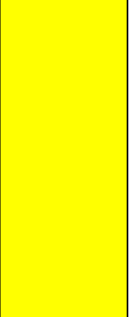
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
		In which department do you work?	OST FAA FHWA FMCSA FRA FTA MARAD NHTSA OIG PHMSA RITA SLSDC STB Other, please specify		Radio button, one-up vertical	Single	Y
	A	Please tell us in which department you work.		A	Text area, no char limit		N
		How frequently do you visit the DOTnet site?	Daily Weekly Monthly Less often then Monthly		Radio button, one-up vertical	Single	Y
		Is DOTnet currently set as your browser homepage?	Yes No		Radio button, one-up vertical	Single	Y
		What is your main reason for visiting this Intranet site today?	HR information Download a document Contact information News & Events Other, please specify	A	Radio button, one-up vertical	Single	Y
	A	Please tell us your main reason for visiting the Intranet site.			Text area, no char limit		N
		Did you find what you were looking for?	Yes No Still looking	A A	Radio button, one-up vertical	Single	Y
	A	If you were not able to accomplish your goal, what will you do next?	Try this site again later Call office Email Give up Other (please specify)		Radio button, one-up vertical	Single	Y
		Have you visited any of the following sections of the site?	About DOT Employee Services Work Tools News center I did not visit any of the sections listed	B B B B	Radio button, one-up vertical	Single	Y



FORE



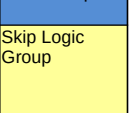
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