

## 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

**RegInfo v2 (Client: Regulatory Information Service Center) MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

**ELEMENTS (drivers of satisfaction)**

**CUSTOMER SATISFACTION**

**FUTURE BEHAVIORS**

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**Model Instance Name:**  
 RegInfo v2 (Client: Regulatory Information Service Center)  
**MID:** ptxE5gN0Bw5lhNQIE9Z4ZA==  
**Date:** 1/20/2011

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

**RegInfo v2 (Client: Regulatory Information Service Center) CUSTOM QUESTION LIST**

| QID      | Skip Logic Label | Question Text                            | Answer Choices<br>(limited to 50 characters) | Skip to | Type (select from list)       | Single or Multi | Required Y/N |
|----------|------------------|--|--|---------|-------------------------------|-----------------|--------------|
| EDO09253 |                  | How frequently do you visit RegInfo.gov? | First time                                   |         | Radio button, one-up vertical | Single          | Y            |

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|                             |
| <b>Special Instructions</b> |

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