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

Welcome and Thank You Text

Welcome Text

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

Site Information (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the **thoroughness of information** provided on this site.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Primary Resource		How likely are you to use this site as your primary resource for heart, lung, blood and sleep information?
Please rate how **understandable** this site's **information** is.	Satisfaction - Expectations	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)			**Recommend (1=Very Unlikely, 10=Very Likely)**
Please rate how well the site's **information provides answers to your questions**.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	Recommend		How likely are you to recommend this site to someone else?
Look and Feel (1=Poor, 10=Excellent, Don't Know)					**Return (1=Very Unlikely, 10=Very Likely)**
Please rate the visual appeal of this site.					How likely are you to return to this site?
Please rate the balance of graphics and text on this site.					**Lifestyle Change (1=Very Unlikely, 10=Very Likely)**
Please rate the readability of the pages on this site.				Lifestyle Change	**based on the information you found on this site**?
Navigation (1=Poor, 10=Excellent, Don't Know)					
Please rate how well the site is organized.					
Please rate the options available for navigating this site.					
Please rate how well the site layout helps you find what you are looking for.					
Information Browsing (1=Poor, 10=Excellent, Don't Know)					
Please rate the ability to **sort information by criteria that are important to you** on this site.					
Please rate the **ability to narrow choices to find the information you are looking for** on this site.					
Please rate how well the **features** on the site **help you find the information you need**.					

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to
		How frequently do you visit the NHLBI website?	First time	**A**

Type (select from list)	Required Y/N	Special Instructions
Radio button, one-up vertical	Y	Skip Logic Group