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

Questionnaire Skip Set Up Guidelines

Goals:

- **Ensure all skip setup included in the questionnaire is consistent with skip logic rules**
- **Decrease down time due to skip corrections within submitted surveys**

Basic Skip Rules:

"Other Please Specify" (OPS) Skip Rules:

Type 1 "Other Please Specify" Rules (Text box to the right of the answer choice "Other, please specify:") :

1. OPS questions must be set up as a radio-button or checkbox to have the text box appear next to the answer choice "Other, please specify:"
2. The open ended text box for "Other Please Specify" has it's own question ID and needs ***full question text*** included in questionnaire. (This will be used by clients, SRAs, etc, in the portal and comment cluster to differentiate between OPS questions within a measure)
3. The open ended text box has a character limit of 100. No exceptions! if more characters are needed, please request a Type 5 group.
4. In the special instructions column, indicate that this is a "OPS Group" for the PARENT and CHILD questions.

Type 5 "Other Please Specify" Rules (More than two questions within question group):

1. Open-ended boxes will not show up next to the answer choice "Other" in this type of skip logic. They will pop as separate questions that require additional question text. Please include full question text.
2. Radio-button, checkbox or drop-down CQs can have an “other please specify” in this type of skip set up but the text box will pop as a separate question.
3. In the special instructions column, indicate that this is a "Skip Logic Group" for the PARENT and CHILD questions.

Please refer to the Current Custom Qsts tab for examples (OPS Type 1 and OPS Type 5 are marked in the comment boxes)

General Skip Rules:

1. The parent question must come first, and child questions must immediately follow. Skip logic groups cannot be broken up by other questions that are not included within the skip.
2. A CQ can only have one parent question; a single question CANNOT be triggered by different questions.
3. Answers within one question can be set up so that different answer combinations trigger different questions, through the use of "answer groups".
4. A question can only be a part of ONE group type i.e. skip logic, matrix, or multiple lists
5. Horizontal scale questions CANNOT be parent CQs, but they can be child CQs. NOTE: By changing a horizontal scale question to a dropdown they can become parent questions.
6. Open End text questions cannot be a parent questions, but they can be child CQs.
7. Multi-select questions can be used in skip logic.

As a general tip for SRAs: The more complex the skip logic, the more difficult it is to keep the tabs and labels concise in SPRs.
It is important to know when to just use filters versus creating skip logic.

Caution: **Measures without enhanced/segmented reports might require intricate skip to gather necessary data for standard reports.**

Model Instance Name:
Fill-in Measure Name

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

Date: Fill In Date

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** *(1=Poor, 10=Excellent)*		**Likelihood to Return** *(1=Not Very Likely, 10=Very Likely)*
1	Please rate the **accuracy of information** on this site.	23	What is your **overall satisfaction** with this site?	26	How likely are you to **return to this site**?
2	Please rate the **quality of information** on this site.	24	How well does this site **meet your expectations**?		**Recommend** *(1=Not Very Likely, 10=Very Likely)*
3	Please rate the **freshness of content** on this site.	25	How does this site **compare to your idea of an ideal website**?	27	How likely are you to **recommend this site to someone else**?
	Functionality (1=Poor, 10=Excellent, Don't Know)				**Primary Resource** *(1=Not Very Likely, 10=Very Likely)*
4	Please rate the **usefulness of the features provided** on this site.				How likely are you to use this site as your **primary resource for obtaining information from this organization?**
5	Please rate the **convenience of the features** on this site.				
6	Please rate the **variety of features** on this site.				
	Look and Feel *(1=Poor, 10=Excellent, Don't Know)*				
7	Please rate the **visual appeal** of this site.				
8	Please rate the **balance of graphics and text** on this site.				
9	Please rate the **readability of the pages** on this site.				
	Navigation *(1=Poor, 10=Excellent, Don't Know)*				
10	Please rate **how well the site is organized**.				
11	Please rate the **options available for navigating** this site.				
12	Please rate **how well the site layout helps you find what you are looking for.**				
13	Please rate the **number of clicks to get where you want** on this site.				
	Site Performance *(1=Poor, 10=Excellent, Don't Know)*				
14	Please rate how **quickly pages load** on this site.				
15	Please rate the **consistency of speed from page to page** on this site.				
16	Please rate the **ability to load pages without getting error messages** on this site.				
	Product Browsing *(1=Poor, 10=Excellent, Don't Know)*				
17	Please rate the ability to **sort products by criteria that are important to you** on this				
18	Please rate the **ability to narrow choices to find the product(s) you are looking for**				
19	Please rate how well the **features** on the site **help you find the product(s) you are**				
	Product Descriptions *(1=Poor, 10=Excellent, Don't Know)*				
20	Please rate the **thoroughness of product descriptions** on this site.				
21	Please rate how **understandable the product descriptions are** on this site.				
22	Please rate how well the **product descriptions provide answers to your questions**.				
	Search *(1=Poor, 10=Excellent, Don't Know)*				
23	Please rate the **relevance of search results** on this site.				
24	Please rate the **organization of search results** on this site.				
25	Please rate how well the **search results help you decide what to select**.				
26	Please rate how well the **search feature helps you to narrow the results** to find				

Model Instance Name:
Fill-in Measure Name
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

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

Fill-in Measure Name 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
CQ0004444		How **frequently** do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004445		Are you a **registered user** on this site?	I am registered		Radio button, one-up vertical	Single
			I am not registered, and do not intend to	A		
			I am not registered, but intend to register during my visit today			
CQ0004446	A	Please explain why you do not intend to register?			Text field, <100 char	Single
CQ0004447		What best describes your **primary reason** for visiting the site today?	Researching products for possible inclusion in a design	B	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	C		
			Other (please specify)	A		
CQ0004448	A	Please specify your other primary reason.			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the **possible inclusion in a design**?	Spec		Checkbox, one-up vertical	Multi
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004450	C	What type of information were you looking for when researching products for the **possible inclusion in a design**?	CAD		Checkbox, one-up vertical	Multi
			Spec			
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			

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Fill-in Measure Name 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
			Other			
CQ0004451		How were you primarily **seeking information** on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature			
			Other (please specify)	A		
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to **find what you were looking for** today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
CQ0004454	A	Why were you **not able to find** what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
CQ0004455	B	Since you could not find what you were looking for, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	E		
			Other			
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you **not sure**?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
CQ0004457	D	Since you were not sure, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What **other sources** do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
			Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group

Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	

Model Name	**(BJS)**
Model ID	**(dN1h5EEogct1wh4BU0lFcQ==)**
Partitioned	**(Yes - 2MQ)**
Date	**3/7/2016)**

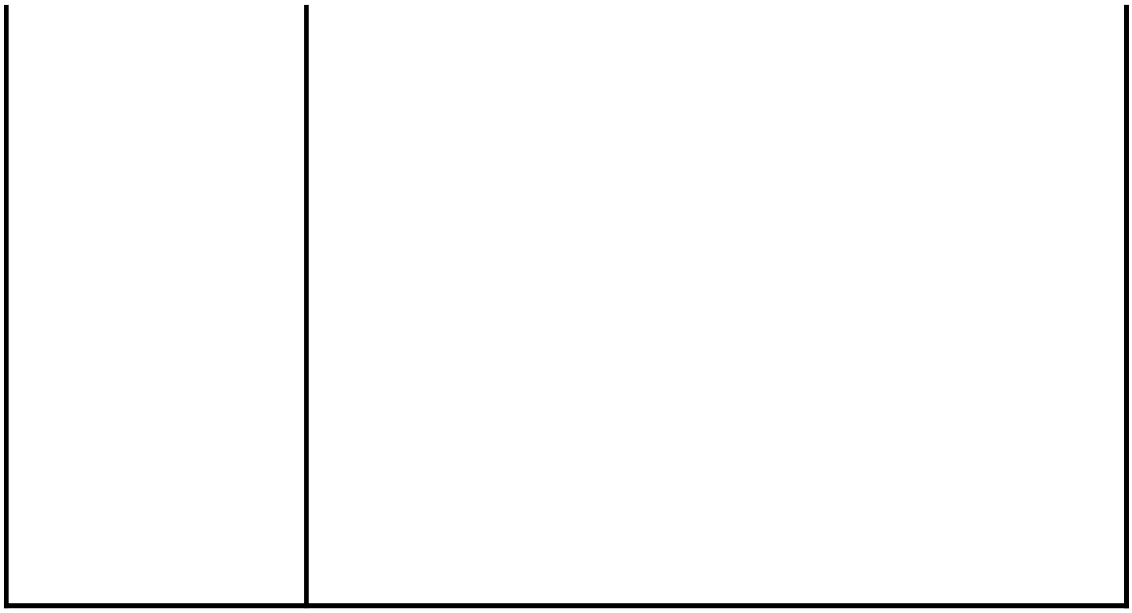
	Label	Element Questions	
		Look and Feel (1=Poor, 10=Excellent, Don't Know)	
1	**Look and Feel - Appeal**	Please rate the **visual appeal** of this site.	16
2	**Look and Feel - Balance**	Please rate the **balance of graphics and text** on this site.	17
3	**Look and Feel - Readability**	Please rate the **readability of the pages** on this site.	18
		Site Performance (1=Poor, 10=Excellent, Don't Know)	
4	**Site Performance - Loading**	Please rate how **quickly pages load** on this site.	
5	**Site Performance - Consistency**	Please rate the **consistency of speed from page to page** on this site.	
6	**Site Performance - Completeness**	Please rate how **completely the page content loads** on this site.	
		Navigation (1=Poor, 10=Excellent, Don't Know)	
7	**Navigation - Organized**	Please rate **how well this site is organized**.	
8	**Navigation - Options**	Please rate the **options available for navigating** this site.	
9	**Navigation - Layout**	Please rate **how well the site layout helps you find what you need.**	
		Information Browsing (1=Poor, 10=Excellent, Don't Know)	
10	**Information Browsing - Sort**	Please rate the ability to **sort information by criteria that are important to you** on this site.	
11	**Information Browsing - Narrow**	Please rate the **ability to narrow choices to find the information you are looking for** on this site.	
12	**Information Browsing - Features**	Please rate how well the **features** on the site **help you find the information you need**.	
		Site Information (1=Poor, 10=Excellent, Don't Know)	
13	**Site Information - Thoroughness**	Please rate the **thoroughness of information** provided on this site.	
14	**Site Information - Understandable**	Please rate how **understandable** this site's **information** is.	
15	**Site Information - Answers**	Please rate how well the site's **information provides answers to your questions**.	

Model Questions

Label	Satisfaction Questions	
	Satisfaction	
Satisfaction - Overall	What is your **overall satisfaction** with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19
Satisfaction - Expectations	How well does this site **meet your expectations**? (1=Falls Short, 10=Exceeds)	
Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**? (1=Not Very Close, 10=Very Close)	20
		21
		22

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword

Label	Future Behaviors
	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Return	How likely are you to **return to this site**?
	Recommend (1=Very Unlikely, 10=Very Likely)
Recommend	How likely are you to **recommend this site to someone else**?
	Primary Resource (1=Very Unlikely, 10=Very Likely)
Primay Resource	How likely are you to use this site as your **primary resource for obtaining information from this organization?**
	Trust (1=Strongly Disagree, 10=Strongly Agree)
Follow on Social Media	How likely are you to **follow BJS on social media** such as Twitter?



Model Instance Name:
BJS
MID: dN1h5EEogct1wh4BU0lFcQ==
Date: 03/07/2016

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BJS 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	CQ Label
		How **frequently** do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y		Visit Frequency
		Which **best describes you**?	Academia Education/training Elected/Appointed Office General Public Government Law enforcement, corrections, parole, or probation Research Student Other	**A**	Drop down, select one	Single	Y	Skip Logic Group	Role
	A	Please tell us your **role**.			Text area, no char limit		N	Skip Logic Group	OE Role
		What is your **primary reason for visiting** the site today?	Research a specific topic or issue		Drop down, select one	Single	Y	Skip Logic Group	Reason

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BJS 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	CQ Label
			Access or download a publication						
			Obtain funding information						
			Look up a key statistic or definition						
			Materials for a course I'm teaching						
			Materials for a course I'm taking						
			Background information on a topic						
			Just browsing						
			Other	**A**					
	A	Please tell us **why you were visiting** today.			Text area, no char limit	Single	N	Skip Logic Group	OE_Reason
		How did you find the BJS website?	Search Engine (Google, Yahoo, Bing, etc.)		Drop down, select one	Single	Y	Skip Logic Group	Acquisition Source
			Email						
			Social Media (Twitter, Facebook)						
			Other	**A**					
	A	Please tell us **how you found** the BJS website.					N	Skip Logic Group	OE_Acq Source
		Did you accomplish what you wanted to do today on this site?	Yes	B	Drop down, select one	Single	Y	Skip Logic Group*	Accomplish
			No	A,B,C					
			Partially	A,B,C					
	A	Please tell us why you were unable or partially unable to accomplish your task today:			Text area, no char limit	Single	N	Skip Logic Group*	OE_Not Accomplish
	B	How would you best describe the information on this site?	Very difficult to understand		Drop down, select one	Single	Y	Skip Logic Group	Ease of Use
			Somewhat difficult to understand						
			Somewhat easy to understand						
			Very easy to understand						
	C	What do you plan to do next?	Continue looking on this site		Radio button, one-up vertical	Single	Y	Skip Logic Group	Do Next
			Try another website						
			Call for assistance						
			Email for assistance						
			Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates						
			Other	D					
	D	What will you do next?			Text area, no char limit	Single	N	Skip Logic Group	OE_Do Next
		Please tell us about your **navigation experience**.	I had no difficulty navigating this site		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Navigation
			I was able to navigate to the general area, but could not find the specific content I needed						
			Site has too many links						
			Site has too few links						
			Links/labels are difficult to understand						
			Links did not take me where I expected						
			Could not get started or did not know where to begin						
			Had technical difficulties (e.g. broken links, error messages)	**B**					
			Other	**A**					
	A	Please **describe your experience navigating the site**.			Text area, no char limit	Single	N	Skip Logic Group	OE_Navigation
	B	Please tell us **what links were broken or the errors**			Text area, no char limit	Single	N	Skip Logic Group	OE_Nav Errors
		What tools did you use today? Please select all that apply.	Data Analysis Tools	**A**	Checkbox, one-up vertical	Single	Y	Skip Logic Group	Tools
			Key Statistics	**A**					
			Data Collections	**A**					
			Did not use any tools					Mutually Exclusive	
	A	Were these tools helpful?	Yes	**B**	Radio button, one-up vertical	Single	Y	Skip Logic Group	Tools_Useful
			No	**B**					
			Partially	**B**					
	B	Please tell us your experience with the tools on the BJS website.			Text area, no char limit	Single	N	Skip Logic Group	Tools_OE

Model Instance Name:
BJS
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Date: 03/07/2016

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BJS 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	CQ Label
		What form of data is the most useful to you?	PDF .xlsx (Excel) Csv API None of these Other	A	Checkbox, two-up vertical	Multi	N	Skip Logic Group Mutually Exclusive	Data Pref
	A	Please tell us **what form of data** is useful to you.			Text area, no char limit	Single	N	Skip Logic Group	OE_ Data Pref
		Did you **use the search feature today**?	Yes No	A,B,C	Radio button, one-up vertical	Single	Y	Skip Logic Group	Search
	A	What **specific search terms** did you use to try to find the information/product?			Text area, no char limit	Single	N	Skip Logic Group	OE_Search Terms
	B	Were the **search results helpful**?	Yes No		Radio button, one-up vertical	Single	Y	Skip Logic Group	Search results
	C	Did you **encounter any difficulty with the search feature**?	Yes No	D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Difficulty with Search
	D	What t**ype of difficulty did you primarily encounter**?	It returned no results. It returned too many results. It returned too few results. Results links were broken. Results were not relevant to my search terms or needs. Results were too similar/redundant. Search required too many attempts. I was not sure what words to use in my search. Search speed was too slow. Search results were not organized well. Other	E	Drop down, select one	Single	Y	Skip Logic Group	What Difficulties
	E	Please describe the **search difficulties** you experienced.			Text area, no char limit		N	Skip Logic Group	OE_ Difficulties
		Please select your **age**	13-15 16-17 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65 or older Prefer not to answer		Drop down, select one	Single	Y		Age
		Please select your **gender**	Male Female Prefer not to answer		Radio button, one-up vertical	Single	Y		Gender
		If you could **improve one thing about this website**, what would it be?			Text area, no char limit	Single	N		Improvements

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Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CQ0004444		How **frequently** do you visit this site?	Daily		Dropdown (Select-one)	Single
			Two to three times per week			
			About once a month			
			Every few months			
			Every 6 months or less often			
			This is my first time visiting this site			
CQ0004445		Are you a **registered user** on this site?	I am registered		Radio button, one-up vertical	Single
			I am not registered, and do not intend to	A		
			~~I am not registered, but intend to register during my visit today~~			
CQ0004446	A	Please explain why you do not intend to register?			Text area, no char limit	Single
CQ0004447		What best describes your **primary reason** for visiting the site today?	Researching products for possible inclusion in a design	B	Radio button, one-up vertical	Single
			Gathering information on a product or manufacturer specified in a design	C		
			Other (please specify)	A		
CQ0004448	A	Other primary reason			Text area, no char limit	Single
CQ0004449	B	What type of information were you looking for when researching products for the **possible inclusion in a design**?	Spec		Checkbox, one-up vertical	Multi
			3D models			
			Product application			
			Green information			
			Manufacturer's contacts			
			Cost			
			Other			
CQ0004450	C	What type of information were you looking for when researching products for the **possible inclusion in a design**?	CAD		Checkbox, one-up vertical	Multi
			Spec			
			3D models			
			Green information			
			Product application			
			Manufacturer's contacts			
			Cost			

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Fill-in Measure Name CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Other			
CQ0004451		How were you primarily **seeking information** on sweets.com?	Search by keyword feature		Radio button, one-up vertical	Single
			Browse by master format feature			
			Other (please specify)	A		
CQ0004452	A	Other reason seeking information			Text field, <100 char	Single
CQ0004453		Were you able to **find what you were looking for** today?	Yes		Radio button, one-up vertical	Single
			No	A,B		
			Not sure	C,D		
CQ0004454	A	Why were you **not able to find** what you were looking for?	I could not find the manufacturer I was looking for		Radio button, one-up vertical	Single
			I could not find the product I was looking for			
			I haven't completed my search on sweets.com yet			
			The search results did not appear relevant			
			Other			
CQ0004455	B	Since you could not find what you were looking for, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	E		
			Other			
CQ0004458	E	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004456	C	Why were you **not sure**?	I haven't completed my search on sweets.com yet		Radio button, one-up vertical	Single
			I am not sure how to find the product I am looking for			
			Could not find the product I was looking for under the division it should be listed in			
			The search results did not appear relevant			
			Other			
CQ0004457	D	Since you were not sure, **what do you plan to do next**?	Continue looking for the information at this site		Drop down, select one	Single
			Call Sweets.com customer service			
			E-mail Sweets.com customer service			
			Return to this site later and try again			
			Conduct a new internet search			
			Visit other building product sites	F		
			Other			
CQ0004459	F	What other site(s) do you plan to visit?			Text area, no char limit	Single
CQ0004460		What **other sources** do you use to search for construction product information?	Google		Checkbox, one-up vertical	Multi
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)			
			Reed First Source			
			4specs			
			Arcat			
			Manufacturers websites			

Required Y/N	Special Instructions
Y	
Y	Randomize OPS Group
N	OPS Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group

Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group
Y	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
N	Skip Logic Group
Y	Skip Logic Group
Y	Skip Logic Group
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