

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

|                    |                                 |
|--------------------|---------------------------------|
| <b>Model Name</b>  | <b>BJS V2</b>                   |
| <b>Model ID</b>    | <b>sMlpVUksx0d8pl1gBA0UMQ4C</b> |
| <b>Partitioned</b> | <b>Yes - 2MQ</b>                |
| <b>Date</b>        | <b>1/30/2018</b>                |

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

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### Model Questions

| Label                              | Satisfaction Questions  |    |
|------------------------------------|---|----|
|                                    | <b>Satisfaction</b>   |    |
| <b>Satisfaction - Overall</b>      | What is your <b>overall satisfaction</b> with this site?<br>(1=Very Dissatisfied, 10=Very Satisfied)      | 19 |
| <b>Satisfaction - Expectations</b> | How well does this site <b>meet your expectations</b> ?<br>(1=Falls Short, 10=Exceeds)                    |    |
| <b>Satisfaction - Ideal</b>        | How does this site <b>compare to your idea of an ideal website</b> ?<br>(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   |
|------------------------|--|
| Return                 | <b>Return (1=Very Unlikely, 10=Very Likely)</b>  |
|                        | How likely are you to <b>return to BJS</b> ?   |
| Recommend              | <b>Recommend (1=Very Unlikely, 10=Very Likely)</b>   |
|                        | How likely are you to <b>recommend BJS to someone else</b> ?   |
| Primay Resource        | <b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>  |
|                        | How likely are you to use BJS as your <b>primary resource for obtaining information from this organization</b> ? |
| Follow on Social Media | <b>Follow on Social Media (1=Very Unlikely, 10=Very Likely)</b>  |
|                        | How likely are you to <b>follow BJS on social media</b> such as Twitter?   |
|                        |  |

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/30/2018

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

CUSTOM QUESTION LIST

| QID         | QUESTION META TAG  | Skip From | Question Text   | Answer Choices   | Skip to             | Required Y/N | Type                          | Special Instructions | CQ L               |
|-------------|--------------------|-----------|---|--|---------------------|--------------|-------------------------------|----------------------|--------------------|
| KMJ6747Q001 |                    |           | How frequently do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less   |                     | Y            | Radio button, one-up vertical |                      | Visit Fre          |
| KMJ6747Q002 | Role               |           | Which best describes you?   | Student<br>Academia<br>Research<br>General Public<br>Education/training<br>Corrections: jails, prisons, parole, probation<br>Law enforcement<br>Courts and prosecution<br>Government<br>Media<br>Elected/Appointed Office<br>Other   | A                   | Y            | Drop down, select one         | Skip Logic Group     | Role               |
| KMJ6747Q003 |                    | A         | Please tell us your role.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Role            |
| MAD0209147  |                    |           | What portions of the site did you visit today? (Please select all that apply)         | Corrections<br>Courts<br>Crime Type<br>Criminal Justice Data Improvement Program<br>Employment and Expenditure<br>Recidivism<br>Indian Country Justice Statistics<br>Law Enforcement<br>Victims<br>Other   | A                   | Y            | Checkbox, one-up vertical     | Skip Logic Group     | Section Visit      |
| VAN0209644  |                    | A         | Please tell us which portion(s) of the site you visited today.                        |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Section         |
| KMJ6747Q004 | Primary Reason     |           | What is your primary reason for visiting the site today?                              | Research a specific topic or issue<br>Access or download a publication<br>Obtain funding information<br>Look up a key statistic or definition<br>Materials for a course I'm teaching<br>Materials for a course I'm taking<br>Background information on a topic<br>Just browsing<br>Other | A                   | Y            | Drop down, select one         | Skip Logic Group     | Reason             |
| KMJ6747Q005 |                    | A         | Please tell us why you were visiting today.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Reason          |
| KMJ6747Q006 | Acquisition Source |           | How did you find the BJS website?   | Search Engine (Google, Yahoo, Bing, etc.)<br>Email<br>Social Media (Twitter, Facebook)<br>Other  | A                   | Y            | Drop down, select one         | Skip Logic Group     | Acquisition Source |
| KMJ6747Q007 |                    | A         | Please tell us how you found the BJS website.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE_Acq Source      |
| KMJ6747Q008 |                    |           | Did you accomplish what you wanted to do today on this site?                          | Yes<br>No<br>Partially   | B<br>A,B,C<br>A,B,C | Y            | Drop down, select one         | Skip Logic Group*    | Accomplish         |
| KMJ6747Q009 |                    | A         | Please tell us why you were unable or partially unable to accomplish your task today. |  |                     | N            | Text area, no char limit      | Skip Logic Group*    | OE_Not Accomplish  |
| KMJ6747Q010 |                    | B         | How would you best describe the information on this site?                             | Very difficult to understand<br>Somewhat difficult to understand<br>Somewhat easy to understand<br>Very easy to understand   |                     | Y            | Drop down, select one         | Skip Logic Group     | Ease of Use        |

25 character limit.  
 Leave blank if you want.  
 DOT to fill this part out.

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8p1gBA0UMQ4C  
 Date: 1/30/2018

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG | Skip From | Question Text  | Answer Choices   | Skip to     | Required Y/N | Type                          | Special Instructions                   | CQ L                   | 25 character limit |
|-------------|-------------------|-----------|--|--|-------------|--------------|-------------------------------|--|------------------------|--------------------|
| KMJ6747Q011 |                   | C         | What do you plan to do next?   | Continue looking on this site<br>Try another website<br>Call for assistance<br>Email for assistance<br>Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates<br>Other   | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Do Next                |                    |
| KMJ6747Q012 |                   | D         | What will you do next?   |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE Do Next             |                    |
| KMJ6747Q013 |                   |           | Please tell us about your <b>navigation experience</b> .   | I had no difficulty navigating this site<br>I was able to navigate to the general area, but could not find the specific content I needed<br>Site has too many links<br>Site has too few links<br>Links/labels are difficult to understand<br>Links did not take me where I expected<br>Could not get started or did not know where to begin<br>Had technical difficulties (e.g. broken links, error messages)<br>Other | B<br>A      | Y            | Checkbox, one-up vertical     | Mutually Exclusive<br>Skip Logic Group | Navigation             |                    |
| KMJ6747Q014 |                   | A         | Please <b>describe your experience navigating the site</b> .   |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Navigation          |                    |
| KMJ6747Q015 |                   | B         | Please tell us <b>what links were broken or the errors received</b> .  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Nav Errors          |                    |
| KMJ6747Q016 |                   |           | What data-related resources did you use today? Please select all that apply.   | Data Analysis Tools<br>Key Statistics<br>Data Collections<br>Data and Product Finder<br>Did not use any tools  | A<br>A<br>A | Y            | Checkbox, one-up vertical     | Skip Logic Group<br>Mutually Exclusive | Tools                  |                    |
| KMJ6747Q017 |                   | A         | Were these tools helpful?  | Yes<br>No<br>Partially   | B<br>B<br>B | Y            | Radio button, one-up vertical | Skip Logic Group                       | Tools_Useful           |                    |
| KMJ6747Q018 |                   | B         | Please tell us about your experience with the data analysis tools and other data-related resources on the BJS website. |  |             | N            | Text area, no char limit      | Skip Logic Group                       | Tools_OE               |                    |
| KMJ6747Q019 |                   |           | <b>What form of data</b> is the most useful to you?  | PDF<br>.xlsx (Excel)<br>Csv<br>API<br>None of these<br>Other   | A           | N            | Checkbox, two-up vertical     | Skip Logic Group<br>Mutually Exclusive | Data Pref              |                    |
| KMJ6747Q020 |                   | A         | Please tell us <b>what form of data</b> is useful to you.  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Data Pref           |                    |
| KMJ6747Q021 |                   |           | Did you <b>use the search feature</b> today?   | Yes<br>No  | A,B,C       | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search                 |                    |
| KMJ6747Q022 |                   | A         | What <b>specific search terms</b> did you use to try to find the information/product?                                  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Search Terms        |                    |
| KMJ6747Q023 |                   | B         | Were the <b>search results</b> helpful?  | Yes<br>No  |             | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search results         |                    |
| KMJ6747Q024 |                   | C         | Did you <b>encounter any difficulty with the search feature</b> ?  | Yes<br>No  | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Difficulty with Search |                    |
| KMJ6747Q025 |                   | D         | What <b>type of difficulty</b> did you primarily encounter?  | It returned no results.<br>It returned too many results.<br>It returned too few results.<br>Results links were broken.   |             | Y            | Drop down, select one         | Skip Logic Group                       | What Difficulties      |                    |



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 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/30/2018

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 pink: ADDITION  
 blue + -->: REWORDING

CUSTOM QUESTION LIST

| QID         | QUESTION META TAG     | Skip From | Question Text  | Answer Choices  | Skip to | Required Y/N | Type                          | Special Instructions | CQ L             | 25 character limit. |
|-------------|-----------------------|-----------|--|---|---------|--------------|-------------------------------|----------------------|------------------|---------------------|
|             |                       |           |  | Results were not relevant to my search terms or needs.<br>Results were too similar/redundant.<br>Search required too many attempts.<br>I was not sure what words to use in my search.<br>Search speed was too slow.<br>Search results were not organized well.<br>Other | E       |              |                               |                      |                  |                     |
| KMJ6747Q026 |                       | E         | Please describe the <b>search difficulties</b> you experienced.              |   |         | N            | Text area, no char limit      | Skip Logic Group     | OE_ Difficulties |                     |
| KMJ6747Q027 | Demographics: Age     |           | Please select your <b>age</b> .  | Under 18<br>18 - 24<br>25 - 34<br>35 - 44<br>45 - 54<br>55 - 64<br>65 or older<br>Prefer not to answer  |         | Y            | Drop down, select one         |                      | Age              |                     |
| KMJ6747Q028 | Demographics: Gender  |           | Please select your <b>gender</b> .   | Male<br>Female<br>Prefer not to answer  |         | Y            | Radio button, one-up vertical |                      | Gender           |                     |
| KMJ6747Q029 | OE_Improve Experience |           | If you could <b>improve one thing about this website</b> , what would it be? |   |         | N            | Text area, no char limit      |                      | Improvements     |                     |

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| QID         | QUESTION META TAG  | Skip From | Question Text   | Answer Choices   | Skip to             | Required Y/N | Type                          | Special Instructions | CQ L               |
|-------------|--------------------|-----------|---|--|---------------------|--------------|-------------------------------|----------------------|--------------------|
| KMJ6747Q001 |                    |           | How frequently do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less   |                     | Y            | Radio button, one-up vertical |                      | Visit Fre          |
| KMJ6747Q002 | Role               |           | Which best describes you?   | Student<br>Academia<br>Research<br>General Public<br>Education/training<br>Corrections: jails, prisons, parole, probation<br>Law enforcement<br>Courts and prosecution<br>Government<br>Media<br>Elected/Appointed Office<br>Other   | A                   | Y            | Drop down, select one         | Skip Logic Group     | Role               |
| KMJ6747Q003 |                    | A         | Please tell us your role.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Role            |
| MAD0209147  |                    |           | What portions of the site did you visit today? (Please select all that apply)         | Corrections<br>Courts<br>Crime Type<br>Criminal Justice Data Improvement Program<br>Employment and Expenditure<br>Recidivism<br>Indian Country Justice Statistics<br>Law Enforcement<br>Victims<br>Other   | A                   | Y            | Checkbox, one-up vertical     | Skip Logic Group     | Section Visit      |
| VAN0209644  |                    | A         | Please tell us which portion(s) of the site you visited today.                        |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Section         |
| KMJ6747Q004 | Primary Reason     |           | What is your primary reason for visiting the site today?                              | Research a specific topic or issue<br>Access or download a publication<br>Obtain funding information<br>Look up a key statistic or definition<br>Materials for a course I'm teaching<br>Materials for a course I'm taking<br>Background information on a topic<br>Just browsing<br>Other | A                   | Y            | Drop down, select one         | Skip Logic Group     | Reason             |
| KMJ6747Q005 |                    | A         | Please tell us why you were visiting today.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE Reason          |
| KMJ6747Q006 | Acquisition Source |           | How did you find the BJS website?   | Search Engine (Google, Yahoo, Bing, etc.)<br>Email<br>Social Media (Twitter, Facebook)<br>Other  | A                   | Y            | Drop down, select one         | Skip Logic Group     | Acquisition Source |
| KMJ6747Q007 |                    | A         | Please tell us how you found the BJS website.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE_Acq Source      |
| KMJ6747Q008 |                    |           | Did you accomplish what you wanted to do today on this site?                          | Yes<br>No<br>Partially   | B<br>A,B,C<br>A,B,C | Y            | Drop down, select one         | Skip Logic Group*    | Accomplish         |
| KMJ6747Q009 |                    | A         | Please tell us why you were unable or partially unable to accomplish your task today. |  |                     | N            | Text area, no char limit      | Skip Logic Group*    | OE_Not Accomplish  |
| KMJ6747Q010 |                    | B         | How would you best describe the information on this site?                             | Very difficult to understand<br>Somewhat difficult to understand<br>Somewhat easy to understand<br>Very easy to understand   |                     | Y            | Drop down, select one         | Skip Logic Group     | Ease of Use        |

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| QID         | QUESTION META TAG | Skip From | Question Text  | Answer Choices   | Skip to     | Required Y/N | Type                          | Special Instructions                   | CQ L                   | 25 character limit |
|-------------|-------------------|-----------|--|--|-------------|--------------|-------------------------------|--|------------------------|--------------------|
| KMJ6747Q011 |                   | C         | What do you plan to do next?   | Continue looking on this site<br>Try another website<br>Call for assistance<br>Email for assistance<br>Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates<br>Other   | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Do Next                |                    |
| KMJ6747Q012 |                   | D         | What will you do next?   |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE Do Next             |                    |
| KMJ6747Q013 |                   |           | Please tell us about your <b>navigation experience</b> .   | I had no difficulty navigating this site<br>I was able to navigate to the general area, but could not find the specific content I needed<br>Site has too many links<br>Site has too few links<br>Links/labels are difficult to understand<br>Links did not take me where I expected<br>Could not get started or did not know where to begin<br>Had technical difficulties (e.g. broken links, error messages)<br>Other | B<br>A      | Y            | Checkbox, one-up vertical     | Mutually Exclusive<br>Skip Logic Group | Navigation             |                    |
| KMJ6747Q014 |                   | A         | Please <b>describe your experience navigating the site</b> .   |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Navigation          |                    |
| KMJ6747Q015 |                   | B         | Please tell us <b>what links were broken or the errors received</b> .  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Nav Errors          |                    |
| KMJ6747Q016 |                   |           | What data-related resources did you use today? Please select all that apply.   | Data Analysis Tools<br>Key Statistics<br>Data Collections<br>Data and Product Finder<br>Did not use any tools  | A<br>A<br>A | Y            | Checkbox, one-up vertical     | Skip Logic Group<br>Mutually Exclusive | Tools                  |                    |
| KMJ6747Q017 |                   | A         | Were these tools helpful?  | Yes<br>No<br>Partially   | B<br>B<br>B | Y            | Radio button, one-up vertical | Skip Logic Group                       | Tools_Useful           |                    |
| KMJ6747Q018 |                   | B         | Please tell us about your experience with the data analysis tools and other data-related resources on the BJS website. |  |             | N            | Text area, no char limit      | Skip Logic Group                       | Tools_OE               |                    |
| KMJ6747Q019 |                   |           | <b>What form of data</b> is the most useful to you?  | PDF<br>.xlsx (Excel)<br>Csv<br>API<br>None of these<br>Other   | A           | N            | Checkbox, two-up vertical     | Skip Logic Group<br>Mutually Exclusive | Data Pref              |                    |
| KMJ6747Q020 |                   | A         | Please tell us <b>what form of data</b> is useful to you.  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Data Pref           |                    |
| KMJ6747Q021 |                   |           | Did you <b>use the search feature</b> today?   | Yes<br>No  | A,B,C       | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search                 |                    |
| KMJ6747Q022 |                   | A         | What <b>specific search terms</b> did you use to try to find the information/product?                                  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Search Terms        |                    |
| KMJ6747Q023 |                   | B         | Were the <b>search results</b> helpful?  | Yes<br>No  |             | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search results         |                    |
| KMJ6747Q024 |                   | C         | Did you <b>encounter any difficulty with the search feature</b> ?  | Yes<br>No  | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Difficulty with Search |                    |
| KMJ6747Q025 |                   | D         | What <b>type of difficulty</b> did you primarily encounter?  | It returned no results.<br>It returned too many results.<br>It returned too few results.<br>Results links were broken.   |             | Y            | Drop down, select one         | Skip Logic Group                       | What Difficulties      |                    |

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/30/2018

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 blue + -->: REWORDING

CUSTOM QUESTION LIST

| QID         | QUESTION META TAG     | Skip From | Question Text  | Answer Choices  | Skip to | Required Y/N | Type                          | Special Instructions | CQ L             | 25 character limit. |
|-------------|-----------------------|-----------|--|---|---------|--------------|-------------------------------|----------------------|------------------|---------------------|
|             |                       |           |  | Results were not relevant to my search terms or needs.<br>Results were too similar/redundant.<br>Search required too many attempts.<br>I was not sure what words to use in my search.<br>Search speed was too slow.<br>Search results were not organized well.<br>Other | E       |              |                               |                      |                  |                     |
| KMJ6747Q026 |                       | E         | Please describe the <b>search difficulties</b> you experienced.              |   |         | N            | Text area, no char limit      | Skip Logic Group     | OE_ Difficulties |                     |
| KMJ6747Q027 | Demographics: Age     |           | Please select your <b>age</b> .  | Under 18<br>18 - 24<br>25 - 34<br>35 - 44<br>45 - 54<br>55 - 64<br>65 or older<br>Prefer not to answer  |         | Y            | Drop down, select one         |                      | Age              |                     |
| KMJ6747Q028 | Demographics: Gender  |           | Please select your <b>gender</b> .   | Male<br>Female<br>Prefer not to answer  |         | Y            | Radio button, one-up vertical |                      | Gender           |                     |
| KMJ6747Q029 | OE_Improve Experience |           | If you could <b>improve one thing about this website</b> , what would it be? |   |         | N            | Text area, no char limit      |                      | Improvements     |                     |

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/26/2018

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 blue + -->: REWORDING

CUSTOM QUESTION LIST

| QID         | QUESTION META TAG  | Skip From | Question Text   | Answer Choices   | Skip to             | Required Y/N | Type                          | Special Instructions | CQ L               |
|-------------|--------------------|-----------|---|--|---------------------|--------------|-------------------------------|----------------------|--------------------|
| KMJ6747Q001 |                    |           | How frequently do you visit this site?  | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less   |                     | Y            | Radio button, one-up vertical |                      | Visit Fre          |
| KMJ6747Q002 | Role               |           | Which best describes you?   | Student<br>Academia<br>Research<br>General Public<br>Education/training<br>Corrections: jails, prisons, parole, probation<br>Law enforcement<br>Courts and prosecution<br>Government<br>Media<br>Elected/Appointed Office<br>Other   | A                   | Y            | Drop down, select one         | Skip Logic Group     | Role               |
| KMJ6747Q003 |                    | A         | Please tell us your role.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE_Role            |
| MAD0209147  |                    |           | What portions of the site did you visit today? (Please select all that apply)         | Corrections<br>Courts<br>Crime Type<br>Criminal Justice Data Improvement Program<br>Employment and Expenditure<br>Recidivism<br>Indian Country Justice Statistics<br>Law Enforcement<br>Victims<br>Other   |                     | Y            | Checkbox, one-up vertical     | Multi Select         | Section Visit      |
| KMJ6747Q004 | Primary Reason     |           | What is your primary reason for visiting the site today?                              | Research a specific topic or issue<br>Access or download a publication<br>Obtain funding information<br>Look up a key statistic or definition<br>Materials for a course I'm teaching<br>Materials for a course I'm taking<br>Background information on a topic<br>Just browsing<br>Other | A                   | Y            | Drop down, select one         | Skip Logic Group     | Reason             |
| KMJ6747Q005 |                    | A         | Please tell us why you were visiting today.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE_Reason          |
| KMJ6747Q006 | Acquisition Source |           | How did you find the BJS website?   | Search Engine (Google, Yahoo, Bing, etc.)<br>Email<br>Social Media (Twitter, Facebook)<br>Other  | A                   | Y            | Drop down, select one         | Skip Logic Group     | Acquisition Source |
| KMJ6747Q007 |                    | A         | Please tell us how you found the BJS website.   |  |                     | N            | Text area, no char limit      | Skip Logic Group     | OE_Acq Source      |
| KMJ6747Q008 |                    |           | Did you accomplish what you wanted to do today on this site?                          | Yes<br>No<br>Partially   | B<br>A,B,C<br>A,B,C | Y            | Drop down, select one         | Skip Logic Group*    | Accomplish         |
| KMJ6747Q009 |                    | A         | Please tell us why you were unable or partially unable to accomplish your task today. |  |                     | N            | Text area, no char limit      | Skip Logic Group*    | OE_Not Accomplish  |
| KMJ6747Q010 |                    | B         | How would you best describe the information on this site?                             | Very difficult to understand<br>Somewhat difficult to understand<br>Somewhat easy to understand  |                     | Y            | Drop down, select one         | Skip Logic Group     | Ease of Use        |

25 character limit.  
 Leave blank if you want.  
 DOT to fill this part out.

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/26/2018

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG | Skip From | Question Text  | Answer Choices   | Skip to     | Required Y/N | Type                          | Special Instructions                   | CQ L                   | 25 character limit. |
|-------------|-------------------|-----------|--|--|-------------|--------------|-------------------------------|--|------------------------|---------------------|
| KMJ6747Q011 |                   | C         | What do you plan to do next?   | Very easy to understand  | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Do Next                |                     |
|             |                   |           |  | Continue looking on this site  |             |              |                               |  |                        |                     |
|             |                   |           |  | Try another website  |             |              |                               |  |                        |                     |
|             |                   |           |  | Call for assistance  |             |              |                               |  |                        |                     |
|             |                   |           |  | Email for assistance   |             |              |                               |  |                        |                     |
| KMJ6747Q012 |                   | D         | What will you do next?   | Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates                           |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Do Next             |                     |
|             |                   |           |  | Other  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
| KMJ6747Q013 |                   |           | Please tell us about your <b>navigation experience</b> .   | I had no difficulty navigating this site   | B<br>A      | Y            | Checkbox, one-up vertical     | Mutually Exclusive<br>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)                               |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
| KMJ6747Q014 |                   | A         | Please <b>describe your experience navigating the site</b> .   |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Navigation          |                     |
| KMJ6747Q015 |                   | B         | Please tell us <b>what links were broken or the errors received</b> .  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Nav Errors          |                     |
| KMJ6747Q016 |                   |           | What data-related resources did you use today? Please select all that apply.   | Data Analysis Tools  | A<br>A<br>A | Y            | Checkbox, one-up vertical     | Skip Logic Group                       | Tools                  |                     |
|             |                   |           |  | Key Statistics   |             |              |                               |  |                        |                     |
|             |                   |           |  | Data Collections   |             |              |                               |  |                        |                     |
|             |                   |           |  | Data and Product Finder  |             |              |                               |  |                        |                     |
|             |                   |           |  | Did not use any tools  |             |              |                               |  |                        |                     |
| KMJ6747Q017 |                   | A         | Were these tools helpful?  | Yes  | B<br>B<br>B | Y            | Radio button, one-up vertical | Skip Logic Group                       | Tools_Useful           |                     |
|             |                   |           |  | No   |             |              |                               |  |                        |                     |
|             |                   |           |  | Partially  |             |              |                               |  |                        |                     |
| KMJ6747Q018 |                   | B         | Please tell us about your experience with the data analysis tools and other data-related resources on the BJS website. |  |             | N            | Text area, no char limit      | Skip Logic Group                       | Tools_OE               |                     |
| KMJ6747Q019 |                   |           | <b>What form of data</b> is the most useful to you?  | PDF  | A           | N            | Checkbox, two-up vertical     | Skip Logic Group                       | Data Pref              |                     |
|             |                   |           |  | .xlsx (Excel)  |             |              |                               |  |                        |                     |
|             |                   |           |  | Csv  |             |              |                               |  |                        |                     |
|             |                   |           |  | API  |             |              |                               |  |                        |                     |
|             |                   |           |  | None of these  |             |              |                               |  |                        |                     |
| KMJ6747Q020 |                   | A         | Please tell us <b>what form of data</b> is useful to you.  | Other  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Data Pref           |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
|             |                   |           |  |  |             |              |                               |  |                        |                     |
| KMJ6747Q021 |                   |           | Did you <b>use the search feature today</b> ?  | Yes  | A,B,C       | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search                 |                     |
|             |                   |           |  | No   |             |              |                               |  |                        |                     |
| KMJ6747Q022 |                   | A         | What <b>specific search terms</b> did you use to try to find the information/product?                                  |  |             | N            | Text area, no char limit      | Skip Logic Group                       | OE_Search Terms        |                     |
| KMJ6747Q023 |                   | B         | Were the <b>search results helpful</b> ?   | Yes  |             | Y            | Radio button, one-up vertical | Skip Logic Group                       | Search results         |                     |
|             |                   |           |  | No   |             |              |                               |  |                        |                     |
| KMJ6747Q024 |                   | C         | Did you <b>encounter any difficulty with the search feature</b> ?  | Yes  | D           | Y            | Radio button, one-up vertical | Skip Logic Group                       | Difficulty with Search |                     |
|             |                   |           |  | No   |             |              |                               |  |                        |                     |
| KMJ6747Q025 |                   | D         | What <b>type of difficulty</b> did you primarily encounter?  | It returned no results.  |             | Y            | Drop down, select one         | Skip Logic Group                       | What Difficulties      |                     |

Model Instance Name: BJS V2  
 MID sMlpVUksx0d8pl1gBA0UMQ4C  
 Date: 1/26/2018

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG     | Skip From | Question Text  | Answer Choices   | Skip to | Required Y/N | Type                          | Special Instructions | CQ L             | 25 character limit. |
|-------------|-----------------------|-----------|--|--|---------|--------------|-------------------------------|----------------------|------------------|---------------------|
|             |                       |           |  | It returned too many results.<br>It returned too few results.<br>Results links were broken.<br>Results were not relevant to my search terms or needs.<br>Results were too similar/redundant.<br>Search required too many attempts.<br>I was not sure what words to use in my search.<br>Search speed was too slow.<br>Search results were not organized well.<br>Other | E       |              |                               |                      |                  |                     |
| KMJ6747Q026 |                       | E         | Please describe the <b>search difficulties</b> you experienced.              |  |         | N            | Text area, no char limit      | Skip Logic Group     | OE_ Difficulties |                     |
| KMJ6747Q027 | Demographics: Age     |           | Please select your <b>age</b> .  | Under 18<br>18 - 24<br>25 - 34<br>35 - 44<br>45 - 54<br>55 - 64<br>65 or older<br>Prefer not to answer   |         | Y            | Drop down, select one         |                      | Age              |                     |
| KMJ6747Q028 | Demographics: Gender  |           | Please select your <b>gender</b> .   | Male<br>Female<br>Prefer not to answer   |         | Y            | Radio button, one-up vertical |                      | Gender           |                     |
| KMJ6747Q029 | OE_Improve Experience |           | If you could <b>improve one thing about this website</b> , what would it be? |  |         | N            | Text area, no char limit      |                      | Improvements     |                     |

Model Instance Name: BJS V2  
 MID  
 Date: 5/18/2016

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG | Skip From | Question Text  | Answer Choices   | Skip to | Required Y/N | Type                          | Special Instructions | CQ L      |
|-------------|-------------------|-----------|--|--|---------|--------------|-------------------------------|----------------------|-----------|
| KMJ6747Q001 |                   |           | How frequently do you visit this site?                   | First time<br>More than once a day<br>Daily<br>About once a week<br>About once a month<br>Every 6 months or less   |         | Y            | Radio button, one-up vertical |                      | Visit Fre |
| KMJ6747Q002 | Role              |           | Which best describes you?                                | Student<br>Academia<br>Research<br>General Public<br>Education/training<br>Corrections: jails, prisons, parole, probation<br>Law enforcement<br>Courts and prosecution<br>Government<br>Media<br>Elected/Appointed Office<br>Other | A       | Y            | Drop down, select one         | Skip Logic Group     | Role      |
| KMJ6747Q003 |                   | A         | Please tell us your role.                                |  |         | N            | Text area, no char limit      | Skip Logic Group     | OE_Role   |
| KMJ6747Q004 | Primary Reason    |           | What is your primary reason for visiting the site today? | Research a specific topic or issue   |         | Y            | Drop down, select one         | Skip Logic Group     | Reason    |

25 character limit.  
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Model Instance Name: BJS V2  
 MID  
 Date: 5/18/2016

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG  | Skip From | Question Text   | Answer Choices   | Skip to             | Required Y/N | Type                          | Special Instructions                   | CQ L               | 25 character limit. |
|-------------|--------------------|-----------|---|--|---------------------|--------------|-------------------------------|--|--------------------|---------------------|
|             |                    |           |   | Access or download a publication<br>Obtain funding information<br>Look up a key statistic or definition<br>Materials for a course I'm teaching<br>Materials for a course I'm taking<br>Background information on a topic<br>Just browsing<br>Other   | A                   |              |                               |  |                    |                     |
| KMJ6747Q005 |                    | A         | Please tell us <b>why you were visiting</b> today.                                    |  |                     | N            | Text area, no char limit      | Skip Logic Group                       | OE_Reason          |                     |
| KMJ6747Q006 | Acquisition Source |           | <b>How did you find</b> the BJS website?  | Search Engine (Google, Yahoo, Bing, etc.)<br>Email<br>Social Media (Twitter, Facebook)<br>Other  | A                   | Y            | Drop down, select one         | Skip Logic Group                       | Acquisition Source |                     |
| KMJ6747Q007 |                    | A         | Please tell us <b>how you found</b> the BJS website.                                  |  |                     | N            | Text area, no char limit      | Skip Logic Group                       | OE_Acq Source      |                     |
| KMJ6747Q008 |                    |           | Did you accomplish what you wanted to do today on this site?                          | Yes<br>No<br>Partially   | B<br>A,B,C<br>A,B,C | Y            | Drop down, select one         | Skip Logic Group*                      | Accomplish         |                     |
| KMJ6747Q009 |                    | A         | Please tell us why you were unable or partially unable to accomplish your task today. |  |                     | N            | Text area, no char limit      | Skip Logic Group*                      | OE_Not Accomplish  |                     |
| KMJ6747Q010 |                    | B         | How would you best describe the information on this site?                             | Very difficult to understand<br>Somewhat difficult to understand<br>Somewhat easy to understand<br>Very easy to understand   |                     | Y            | Drop down, select one         | Skip Logic Group                       | Ease of Use        |                     |
| KMJ6747Q011 |                    | C         | What do you plan to do next?  | Continue looking on this site<br>Try another website<br>Call for assistance<br>Email for assistance<br>Subscribe to RSS/JUSTSTATS/GovDelivery for notification of updates<br>Other   | D                   | Y            | Radio button, one-up vertical | Skip Logic Group                       | Do Next            |                     |
| KMJ6747Q012 |                    | D         | What will you do next?  |  |                     | N            | Text area, no char limit      | Skip Logic Group                       | OE_Do Next         |                     |
| KMJ6747Q013 |                    |           | Please tell us about your <b>navigation experience</b> .                              | I had no difficulty navigating this site<br>I was able to navigate to the general area, but could not find the specific content I needed<br>Site has too many links<br>Site has too few links<br>Links/labels are difficult to understand<br>Links did not take me where I expected<br>Could not get started or did not know where to begin<br>Had technical difficulties (e.g. broken links, error messages)<br>Other | B<br>A              | Y            | Checkbox, one-up vertical     | Mutually Exclusive<br>Skip Logic Group | Navigation         |                     |
| KMJ6747Q014 |                    | A         | Please <b>describe your experience navigating</b> the site.                           |  |                     | N            | Text area, no char limit      | Skip Logic Group                       | OE_Navigation      |                     |
| KMJ6747Q015 |                    | B         | Please tell us <b>what links were broken or the errors received</b> .                 |  |                     | N            | Text area, no char limit      | Skip Logic Group                       | OE_Nav Errors      |                     |
| KMJ6747Q016 |                    |           | What data-related resources did you use today? Please select all that apply.          | Data Analysis Tools<br>Key Statistics<br>Data Collections<br>Data and Product Finder<br>Did not use any tools  | A<br>A<br>A         | Y            | Checkbox, one-up vertical     | Skip Logic Group                       | Tools              |                     |
| KMJ6747Q017 |                    | A         | Were these tools helpful?   | Yes  | B                   | Y            | Radio button, one-up vertical | Mutually Exclusive<br>Skip Logic Group | Tools_Useful       |                     |

Model Instance Name: BJS V2  
 MID  
 Date: 5/18/2016

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CUSTOM QUESTION LIST

| QID         | QUESTION META TAG     | Skip From | Question Text  | Answer Choices  | Skip to | Required Y/N | Type                          | Special Instructions                   | CQ L | 25 character limit.    |
|-------------|-----------------------|-----------|--|---|---------|--------------|-------------------------------|--|------|------------------------|
|             |                       |           |  | No  | B       |              |                               |  |      |                        |
| KMJ6747Q018 |                       | B         | Please tell us about your experience with the data analysis tools and other data-related resources on the BJS website. | Probably  | B       | N            | Text area, no char limit      | Skip Logic Group                       |      | Tools_OE               |
| KMJ6747Q019 |                       |           | What form of data is the most useful to you?   | Pdf<br>.xlsx (Excel)<br>Csv<br>API<br>None of these<br>Other  | A       | N            | Checkbox, two-up vertical     | Skip Logic Group<br>Mutually Exclusive |      | Data Pref              |
| KMJ6747Q020 |                       | A         | Please tell us what form of data is useful to you.   |   |         | N            | Text area, no char limit      | Skip Logic Group                       |      | OE_Data Pref           |
| KMJ6747Q021 |                       |           | Did you use the search feature today?  | Yes<br>No   | A,B,C   | Y            | Radio button, one-up vertical | Skip Logic Group                       |      | Search                 |
| KMJ6747Q022 |                       | A         | What specific search terms did you use to try to find the information/product?   |   |         | N            | Text area, no char limit      | Skip Logic Group                       |      | OE_Search Terms        |
| KMJ6747Q023 |                       | B         | Were the search results helpful?   | Yes<br>No   |         | Y            | Radio button, one-up vertical | Skip Logic Group                       |      | Search results         |
| KMJ6747Q024 |                       | C         | Did you encounter any difficulty with the search feature?  | Yes<br>No   | D       | Y            | Radio button, one-up vertical | Skip Logic Group                       |      | Difficulty with Search |
| KMJ6747Q025 |                       | D         | What type of difficulty did you primarily encounter?   | It returned no results.<br>It returned too many results.<br>It returned too few results.<br>Results links were broken.<br>Results were not relevant to my search terms or needs.<br>Results were too similar/redundant.<br>Search required too many attempts.<br>I was not sure what words to use in my search.<br>Search speed was too slow.<br>Search results were not organized well.<br>Other | E       | Y            | Drop down, select one         | Skip Logic Group                       |      | What Difficulties      |
| KMJ6747Q026 |                       | E         | Please describe the search difficulties you experienced.   |   |         | N            | Text area, no char limit      | Skip Logic Group                       |      | OE_Difficulties        |
| KMJ6747Q027 | Demographics: Age     |           | Please select your age.  | Under 18<br>18 - 24<br>25 - 34<br>35 - 44<br>45 - 54<br>55 - 64<br>65 or older<br>Prefer not to answer  |         | Y            | Drop down, select one         |  |      | Age                    |
| KMJ6747Q028 | Demographics: Gender  |           | Please select your gender.   | Male<br>Female<br>Prefer not to answer  |         | Y            | Radio button, one-up vertical |  |      | Gender                 |
| KMJ6747Q029 | OE_Improve Experience |           | If you could improve one thing about this website, what would it be?   |   |         | N            | Text area, no char limit      |  |      | Improvements           |

**Kearley, Timothy:**  
 More specifics about what we mean by "tools"

Model Instance Name:

Fill-in Measure Name

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

Date: 3/1/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Fill-in Measure Name 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 |
|-----------|------------------|---|---|-------------|-------------------------------|-----------------|
| CQ0004444 |                  | How frequently do you visit this site?  | Daily<br>Two to three times per week<br>About once a month<br>Every few months<br>Every 6 months or less often<br>This is my first time visiting this site    |             | Dropdown (Select-one)         | Single          |
| CQ0004445 |                  | Are you a registered user on this site?   | I am registered<br>I am not registered, and do not intend to<br><del>I am not registered, but intend to register during my visit today</del>                  | A           | Radio button, one-up vertical | Single          |
| 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<br>Gathering information on a product or manufacturer specified in a design<br>Other (please specify) | B<br>C<br>A | Radio button, one-up vertical | Single          |
| 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<br>3D models<br>Product application<br><i>Green information</i><br>Manufacturer's contacts<br>Cost<br>Other  |             | Checkbox, one-up vertical     | Multi           |
| CQ0004450 | C                | What type of information were you looking for when researching products for the possible inclusion in a design? | CAD<br>Spec<br>3D models<br>Green information<br>Product application<br>Manufacturer's contacts<br>Cost   |             | Checkbox, one-up vertical     | Multi           |

Model Instance Name:

Fill-in Measure Name

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

Date: 3/1/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

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



| Required<br>Y/N | Special<br>Instructions |
|-----------------|-------------------------|
| Y               |                         |
| Y               | Randomize<br>OPS Group  |
| N               | OPS Group               |
| Y               | Skip Logic Group        |
| N               | Skip Logic Group        |
| Y               | Skip Logic Group        |
| Y               | Skip Logic Group        |



| Required<br>Y/N | Special<br>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               |                         |