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 Osts 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 CO 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.

Partitioned: Yes

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Nov. 10, 2009 (Date Updated to New Format)

	BEA Customer Satisfaction Survey	
Model questi	ons utilize the Foresee methodology to determine scores a	and impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Very Dissatisfied, Very Satisfied=10)	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Please rate the accuracy of information on this site.	What is your overall satisfaction with this site?	How likely are you to return to this site?
Please rate the quality of information on this site.	Satisfaction (1=Falls Short , Exceeds=10)	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the freshness of content on this site.	How well does this site meet your expectations?	How likely are you to recommend this site to someone else?
Look and Feel (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Not Very Close, Very Close=10)	Primary Resource (1=Very Unlikely, 10=Very Likely)
Please rate the visual appeal of this site.	How does this site compare to your idea of an ideal website?	How likely are you to use this site as your primary resource fo r obtaining information from this agency?
Please rate the balance of graphics and text on this site.		
Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate how well the site is organized.		
Please rate the options available for navigating this site.		
Please rate how well the site layout helps you find what you are looking for.		
Please rate the number of clicks to get where you want on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
Please rate how thoroughly this website discloses information about what this agency is doing.		
Please rate how quickly agency information is made available on this website.		
Please rate how well information about this agency's actions can be accessed by public on this website.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how quickly pages load on this site.		
Please rate the consistency of speed from page to page on this site.		
Please rate the ability to load pages without getting error messages on this si	ite.	

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pink: ADDITION

blue + -->: REWORDING

			DEA 3a	tistaction survey (NEW) COSTOM QUESTION LIST					
QID (Group ID) CMB081	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Congressional Members, Staff, and Offices	Skip to	Type (select from list)	Single or Multi		Special Instructions
CMBUOI			Which category best describes your role?	Economists and /Statisticians Educators Federal Departments and Agencies General Public International Statistical Agencies News Media State and Local Government Officials Students Trade or Policy Association Representative Other, please specify:	A B	Radio button, one-up vertical	Single		Skip Logic Group
CMB082		<u>В</u>	Please specify your role: If you are a student, what is your current level of education?	Other High School College (Undergraduate) Graduate (Master's) Graduate (Doctoral) Does not apply Other		Text area, no char limit Radio button, one-up vertical	Single	N N	Skip Logic Group Skip Logic Group
CMB083			What type of information were you primarily looking for on the BEA website today?	News releases Interactive data tables BEA eFile information/forms Survey of Current Business GDP Job growth/loss Personal Income International / Trade Contact information for BEA Career information at BEA General information on the U.S. economy Other, please specify:	В	Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQCol0003597		A	Please specify what other type of information you were primarily looking for:	Other		Text area, no char limit		N	Skip Logic Group
UNG0130794		В	Did you use the BEA eFile system today?	Yes No	C,D,E	Radio button, one-up vertical	Single	Y	Skip Logic Group
UNG0130777		С	What is your satisfaction with the BEA eFile system?	1=Very Dissatisfied 2 3 4 5 6 7 8 Very Satisfied=10		Radio button, scale, no don't know	S	Y	Skip Logic Group
UNG0130795		D	Were the instructions on how to use the BEA eFile system sufficient?	Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group
UNG0130797		E	What would make BEA eFile more convenient to use?			Text area, no char limit		N	Skip Logic Group
CMB084			Did you use the BEA interactive data today to access an account or topic?	Yes No Not sure	A, B, C	Radio button, one-up vertical	Single	Y	Skip Logic Group
KAU0146671		А	What is your satisfaction with the interactive data application?	1=Very Dissatisfied		Radio button, scale, no don't know	Single	Y	Skip Logic Group

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			BEA S	atisfaction Survey (NEW) CUSTOM QUESTION LIST					
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructio
					2				
					4				
					5				
					7				
					8				
				Very Satisfied=10	9				
AU0146672		В	What type of data were you most interested in today?	National GDP and personal income			Multi	Y	Skip Logic Group
			(Please select all that apply)			Charleboy and un vertical			
				Regional GDP and personal income		Checkbox, one-up vertical			
				Fixed assets					
				GDP-by-industry Input-Output					
				International Transactions, Services, IIP					
				Direct Investment and MNEs					
AU0146673		С	What would make the interactive data application more	Other				N	Skip Logic Group
100140070			useful?			L		"	Skip Logic Group
000587	Task					Text area, no char limit		Y	Skip Logic Group
700307	Accomplishm		Did you find what you were looking for today?	Yes					OKIP Logic Group
	ent		Sid you mid mad you work looking for today.			Radio button, one-up vertical			
				No	Α				
MB086		Α	Please specify what were you looking for today:			Text area, no char limit		N	Skip Logic Group
MB087	Visit Frequency		How frequently do you visit the BEA website?	First time		Radio button, one-up vertical	Single	Y	OPS Group
	requeries			Daily		radio buttori, orie-up vertical			
				Once a week					
				Once a month Every 6 months or less					
MB088			How did you first learn about the BEA.gov website?	Government website/link			Single	Y	OPS Group
				Friend/Colleague		Radio button, two-up vertical			
				Exhibit/Conference					
				Search Engine (such as Yahoo, Google, MSN, etc.)					
				Offline publication Professor/College course	_				
				Just browsing					
				Other					
CQCol0003598			How did you look for information on the site today? (Pleas	Don't recall	A,Z	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
5400.000000			select all that apply.)	Search feature	7.,_	Chookson, the up versual		·	Chip Logic Croup
				Advanced search feature/tool	A,Z				
				Top navigation bar Left navigation bar	B,Y B,Y				
				Links in the center of the page	B,Y				
				Quick links Site map	B,Y				
				Other (please specify):	B,Y C				
CQCol0003599		С	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group
CQCol0003600		Α	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful			Multiple	Y	Skip Logic Group
			reature today. (Please Select all that apply.)	Deputte were not relevent/not what I wasted					
				Results were not relevant/not what I wanted Too many results/I needed to refine my search					
				Not enough results					
				Returned NO results					

Model Instance Name:

BEA Satisfaction Survey (NEW)

MID: YIAooMRsZMcI4dMFdAtppg==

Partitioned: Yes

Date: 1/31/2011

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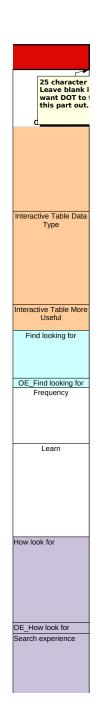
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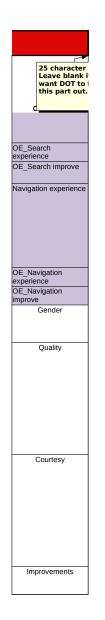
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BEA Satisfaction Survey (NEW) CUSTOM QUESTION LIST Skip **Answer Choices** Logic Single or Required (Group ID) Meta tag Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi Ϋ́/N Special Instructions Received error message(s) Search speed was too slow I experienced a different search issue (please explain): D ACQCol0003601 Other search issue: D Text Area - no character limit Skip Logic Group ACQCol0003602 Z How can we make the search feature more useful to you? Text Area - no character limit N Skip Logic Group ACQCol0003603 Checkbox, one-up vertical Multiple Skip Logic Group How would you describe your navigation experience on this site today? (Please select all that apply.) I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above: ACQCol0003604 Other navigation difficulty: Open-ended Text Area - no character limit Skip Logic Group F N ACQCol0003605 What specific ways can we improve your experience Text Area - no character limit Skip Logic Group navigating on this site? CMB089 What is your gender? Male single OPS Group Radio button, one-up vertical Female Prefer not to answer CMB090 How satisfied are you with the overall quality of BEA OPS Group 1=Very Dissatisfied Radio button, scale, has don't Single products and services? Very Satisfied=10 Don't know CMB091 How satisfied are you with the courtesy and 1=Very Dissatisfied Radio button, scale, has don't Single OPS Group responsiveness of BEA staff? know Very Satisfied=10 Don't know CMB092 Please give us specific ways in which we could improve Ν OPS Group our products and services, including our website:

Text area, no char limit







Model Instance Name:

BEA Satisfaction Survey (NEW)

MID: YIAooMRsZMcI4dMFdAtppg==

Partitioned: Yes

Date: 1/31/2011

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BEA Satisfaction Survey (NEW) CUSTOM QUESTION LIST Skip QID Logic **Answer Choices** Single or Required (Group ID) Meta tag Label **Question Text** (limited to 50 characters) Skip to Type (select from list) Multi ÝΝ Special Instructions CMB081 Congressional Members, Staff, and Offices Which category best describes your role? Radio button, one-up vertical Single Skip Logic Group Economists and /Statisticians Educators Federal Departments and Agencies General Public International Statistical Agencies News Media State and Local Government Officials Α Students Trade or Policy Association Representative Other, please specify: Text area, no char limit Skip Logic Group Please specify your role: Other В N CMB082 If you are a student, what is your current level of education? High School Single Skip Logic Group Α Radio button, one-up vertical College (Undergraduate) Graduate (Master's) Graduate (Doctoral) Does not apply Other CMB083 What type of information were you primarily looking for News releases Single Υ Skip Logic Group on the BEA website today? Radio button, one-up vertical Interactive data tables BEA eFile information/forms В Survey of Current Business Job growth/loss Personal Income International / Trade Contact information for BEA Career information at BEA General information on the U.S. economy Other, please specify: Α ACQCol000359 Please specify what other type of information you were Other Skip Logic Group primarily looking for: Text area, no char limit UNG0130794 Did you use the BEA eFile system today? Yes Single Skip Logic Group C,D,E Radio button, one-up vertical No UNG0130777 What is your satisfaction with the BEA eFile system? 1=Very Dissatisfied Radio button, scale, no don't S Skip Logic Group Very Satisfied=10 UNG0130795 ח Were the instructions on how to use the BEA eFile system Yes S Skip Logic Group sufficient? Radio button, one-up vertical lΝο UNG0130797 What would make BEA eFile more convenient to use? Ν Skip Logic Group Text area, no char limit CMB084 Did you use the BEA interactive data today to access Yes Single Skip Logic Group A, B, C an account or topic? Radio button, one-up vertical Nο Not sure hat is your satisfaction with the interactive data adio button, scale, no don' kip Logic Group

Model Instance Name: BEA Satisfaction Survey (NEW)

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Date: 1/31/2011

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BEA Satisfaction Survey (NEW) CUSTOM QUESTION LIST Skip **Answer Choices** QID Logic Single or Required (Group ID) Meta tag Label **Question Text** (limited to 50 characters) Skip to Type (select from list) ÝΝ Special Instructions at type of data were you most interested in today? Skip Logic Group Please select all that apply) Checkbox, one-up vertical hat would make the interactive data application more kip Logic Group lease rate your satisfaction with the navigation of those kip Logic Group ED00587 Task Skip Logic Group Accomplishm Did you find what you were looking for today? Yes ent Radio button, one-up vertical No Α CMB086 Please specify what were you looking for today: Text area, no char limit N Skip Logic Group CMB087 How frequently do you visit the BEA website? First time Single OPS Group Radio button, one-up vertical Frequency Daily Once a week Once a month Every 6 months or less CMB088 How did you first learn about the BEA.gov website? Government website/link Single OPS Group Radio button, two-up vertical Friend/Colleague Exhibit/Conference Search Engine (such as Yahoo, Google, MSN, etc.) Offline publication Professor/College course Just browsing Other Don't recall How did you *look for information on* the site today? (Please select all that apply.) A,Z Checkbox, one-up vertical Multi Skip Logic Group Search feature Advanced search feature/tool A,Z B,Y Top navigation bar Left navigation bar в,ү

Date: 1/31/2011

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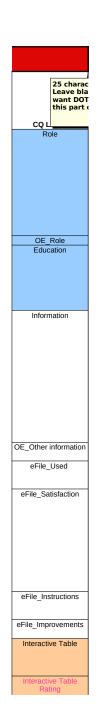
				data action survey (NEW) 66516 in QUESTION EIST					
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QID (Group ID)	Meta tag	Logic Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
				Links in the center of the page	В,Ү				i i
				Quick links	В,Ү				
				Site map Other (please specify):	B,Y C				
		С	Other way I looked for information:	Other (please specify).		Text area, no char limit		N	Skip Logic Group
			Please tell us about your experience with the site's search	Search results were helnful		Text area, no char innic	Multiple	Y	Skip Logic Group
			feature today. (Please select all that apply.)	·			Manapio		Citip Logic Group
				Results were not relevant/not what I wanted					
				Too many results/I needed to refine my search Not enough results	-				
				Returned NO results	-				
				Received error message(s)					
				Search speed was too slow					
				l experienced a different search issue (please explain):	D				
		D	Other search issue:			Text Area – no character limit		N	Skip Logic Group
		Z	How can we make the search feature more useful to you?			Text Area – no character limit		N	Skip Logic Group
		В	How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty <i>navigating/browsing on</i> this site Links often did not take me where I expected		Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
				Had difficulty finding relevant information/products					
				Links/labels are difficult to understand					
				Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.)	-				
				Could not navigate back to previous information	-				
				I had a navigation difficulty not listed above:	F				
		F	Other navigation difficulty:	Open-ended		Text Area – no character limit		N	Skip Logic Group
			What specific ways can we improve your experience navigating on this site?			Text Area – no character limit		N	Skip Logic Group
CMB089			What is your gender?	Male		Radio button, one-up vertical	single	Y	OPS Group
				Female					
CMDOOO				Prefer not to answer		5 5 1 11 1 1 1 1	Cinale	Y	ODC C
СМВ090			How satisfied are you with the overall quality of BEA products and services ?	1=Very Dissatisfied		Radio button, scale, has don't know	Single	Y	OPS Group
				2	-				
				4	1				
				5	1				
				6					
				7					
				8					
				Very Satisfied=10	-				
				Don't know	-				
CMB091			How satisfied are you with the courtesy and	1=Very Dissatisfied		Radio button, scale, has don't	Single	Y	OPS Group
			responsiveness of BEA staff?			know		'	
				2	1				
				3	1				
				4	4				
				6	+				
				7	1				
				8	1				
				9	1				
				Very Satisfied=10	1				
	I	1		Don't know					

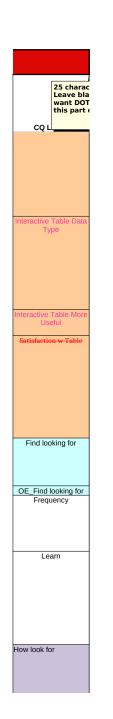
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pink: ADDITION

blue + -->: REWORDING

			BEA S	atisfaction Survey (NEW) CUSTOM QUESTION LIST					
QID (Group ID)	Meta tag	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
CMB092	-		Please give us specific ways in which we could improve our products and services, including our website:		-	Text area, no char limit		N	OPS Group









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1/31/2011

QID (Group ID) M	Meta tag	Skip Logic Label							
CMB081	J		Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
			Which category best describes your role?	Congressional Members, Staff, and Offices		Radio button, one-up vertical	Single		Skip Logic Group
				Economists and /Statisticians					
				Educators					
				Federal Departments and Agencies					
				General Public International Statistical Agencies	-				
				News Media					
				State and Local Government Officials	1				
				Students	Α				
				Trade or Policy Association Representative	1				
				Other, please specify:	В				
		В	Please specify your role:	Other		Text area, no char limit		N	Skip Logic Group
CMB082		A	If you are a student, what is your current level of	High School			Single	N	Skip Logic Group
			education?			Radio button, one-up vertical			
				College (Undergraduate)					
				Graduate (Master's)	-				
				Graduate (Doctoral)	-				
				Does not apply Other	+				
CMB083			What type of information were you primarily looking for	News releases			Single	Y	Skip Logic Group
			on the BEA website today?	None isolates		Radio button, one-up vertical	Cig.C		Cimp Edgio Group
				Interactive data tables	1	Radio buttori, orie-up vertical			
				BEA eFile information/forms	В				
				Survey of Current Business	1				
				GDP					
				Job growth/loss					
				Personal Income					
				International / Trade	-				
				Contact information for BEA Career information at BEA	1				
				General information on the U.S. economy	-				
				Other, please specify:	А				
ACQCol000359		Α	Please specify what other type of information you were	Other				N	Skip Logic Group
<i>!</i>			primarily looking for:			Text area, no char limit			
JNG0130794	I	В	Did you use the BEA eFile system today?	Yes	C,D,E	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
JNG0130777		С	What is your satisfaction with the BEA eFile system?	1=Very Dissatisfied		Radio button, scale, no don't know	S	Y	Skip Logic Group
				2	_				
				3	4				
				5	5				
				6	5				
				7	7				
				8	3				
				9	9				
INICO12070E			Many the instructions of bounts are the DEA ET	Very Satisfied=10				\	Chia I ania Car
JNG0130795		D	Were the instructions on how to use the BEA eFile system sufficient?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group
JNG0130797	l	E	What would make BEA eFile more convenient to use?	No				N	Skip Logic Group
CMB084			Did you use an interactive table today?	Yes		Text area, no char limit	Single	Y	Skip Logic Group
.1-15004			bid you use an interactive table today?	163	Α	Radio button, one-up vertical	Single	, T	Skip Logic Group
				No					
				Not sure					
CMB085		Α	Please rate your satisfaction with the navigation of those tables:	1=Very Dissatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group

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				atisfaction salvey (NEW) costom gozofich Eist					
QID (Group ID)	Meta tag	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
				3					
				4					
				5					
				7					
				8					
				9					
ED00587	Task			Very Satisfied=10				Y	Skip Logic Group
LD00387	Accomplishm ent		Did you find what you were looking for today?	Yes		Radio button, one-up vertical		'	Skip Logic Group
				No	Α				
CMB086		Α	Please specify what were you looking for today:			Text area, no char limit		N	Skip Logic Group
CMB087	Visit		How frequently do you visit the BEA website?	First time		Dadia huttan ana un vertical	Single	Y	OPS Group
	Frequency			Daily		Radio button, one-up vertical			
				Once a week					
				Once a month					
				Every 6 months or less					
CMB088			How did you first learn about the BEA.gov website?	Government website/link		Radio button, two-up vertical	Single	Y	OPS Group
				Friend/Colleague					
				Exhibit/Conference					
				Search Engine (such as Yahoo, Google, MSN, etc.) Offline publication					
				Professor/College course					
				Just browsing					
				Other					
				Don't recall	. 7	Charliban are made at	Multi	Y	Skip Logic Group
			How did you <i>look for information on</i> the site today? (Please select all that apply.)		A,Z	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
				Search feature Advanced search feature/tool	A,Z				
				Top navigation bar	B,Y				
				Left navigation bar	В,Ү				
				Links in the center of the page	B,Y				
				Quick links Site map	B,Y B,Y				
				Other (please specify):	C C				
		С	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group
		Α	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful			Multiple	Y	Skip Logic Group
				Results were not relevant/not what I wanted					
				Too many results/I needed to refine my search					
				Not enough results					
				Returned NO results					
				Received error message(s) Search speed was too slow					
				I experienced a different search issue (please explain):	D				
		D	Other search issue:	,		Text Area – no character limit		N	Skip Logic Group
		Z	How can we make the search feature more useful to you?			Text Area – no character limit		N	Skip Logic Group
		В	How would you describe your navigation experience on this			Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
			site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site					, ,
				Links often did not take me where I expected					
				Had difficulty finding relevant information/products Links/labels are difficult to understand					
				Linkshapeis are difficult to understand					

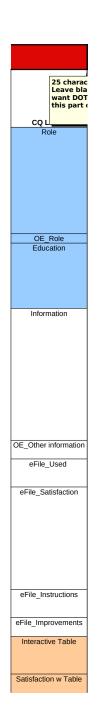
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1/31/2011 blue

				atisfaction Survey (NEW) CUSTOM QUESTION LIST					
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
				Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above:					
		F		Open-ended Open-ended		Text Area – no character limit		N	Skip Logic Group
			What specific ways can we improve your experience navigating on this site?			Text Area – no character limit			Skip Logic Group
CMB089				Male Female Prefer not to answer		Radio button, one-up vertical	single	Y	OPS Group
CMB090			products and services?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10 Don't know		Radio button, scale, has don't know			OPS Group
MB091			responsiveness of BEA staff?	1=Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied=10 Don't know		Radio button, scale, has don't know	Single	Y	OPS Group
MB092			Please give us specific ways in which we could improve our products and services , including our website:	SOFTEMON		Text area, no char limit		N	OPS Group







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blue + -->: REWORDING

Date: 1/31/2011

			BEA 3	atisfaction Survey (NEW) COSTOM QUESTION LIST					
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi		Special Instructions
CMB081			Which category best describes your role?	Congressional Members, Staff, and Offices		Radio button, one-up vertical	Single	Y	Skip Logic Group
				Economists and /Statisticians					
				Educators					
				Federal Departments and Agencies					
				General Public					
				International Statistical Agencies					
				News Media					
				State and Local Government Officials					
				Students	Α				
				Trade or Policy Association Representative	1				
				Other, please specify:	В				
		В	Please specify your role:	Other		Text area, no char limit		N	Skip Logic Group
CMB082		A	If you are a student, what is your current level of	High School		TOXE GEOGRAPHIC	Single	N	Skip Logic Group
C.1000Z		A	education?			Radio button, one-up vertical	Single	14	Cp Logic Group
				College (Undergraduate)		land satisfy one up vertical			
				Graduate (Master's)	-				
				Graduate (Master 9)	1				
				Does not apply	1				
				Other	1				
CMB083			What type of information were you primarily looking for				Single	Υ	Skip Logic Group
CHBOOS			on the BEA website today?	News releases		Radio button, one-up vertical	Single		OKIP LOGIC CTOUP
				Interactive data tables	1	radio battori, orie up verticar			
				Forms	В				
				Survey of Current Business	1 -				
				GDP	1				
				Job growth/loss	1				
				Personal Income	1				
				International / Trade	1				
				Contact information for BEA	1				
				Career information at BEA	1				
				General information on the U.S. economy	1				
				Other, please specify:	A				
		Α	Please specify what other type of information you were primarily looking for:	Other		Text area, no char limit		N	Skip Logic Group
		В	Did you use the BEA eFile system today?	Yes	C,D,E		Single	Y	Skip Logic Group
				No No		Radio button, one-up vertical			
		С	What is your satisfaction with the BEA eFile system?	1=Very Dissatisfied		Radio button, scale, no don't know	S	Y	Skip Logic Group
					2				
				3	<u> </u>				
					5				
				7	7				
				8	3				
				10=Very Satisfied	<u>'</u>				
		D	Were the instructions on how to use the BEA eFile system	Yes			S	Υ	Skip Logic Group
			sufficient?	No	-	Radio button, one-up vertical			
		E	What would make BEA eFile more convenient to use?	INU				N	Skip Logic Group
CMB084			Did you use an interactive table today?	Yes		Text area, no char limit	Single	Y	Skip Logic Group
CIMDU04			July you use all interactive table today?	165	Α	Radio button, one-up vertical	Siriyie	, T	Skip Logic Group
				No					
				Not sure					
CMB085		Α	Please rate your satisfaction with the navigation of those tables:	1 = Very Dissatisfied		Radio button, one-up vertical	Single	Y	Skip Logic Group
						iradio button, one-up vertical			

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			BEA S	Satisfaction Survey (NEW) CUSTOM QUESTION LIST					
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
					1				
					5				
				-	7				
				8	3				
				Very Satisfied = 10	9				
EDO0587	Task			rolly Stationed 15				Y	Skip Logic Group
	Accomplishm ent		Did you find what you were looking for today?	Yes		Radio button, one-up vertical			
				No	А	Tradio button, one-up ventical			
CMB086		Α	Please specify what were you looking for today:			Text area, no char limit		N	Skip Logic Group
CMB087	Visit Frequency		How frequently do you visit the BEA website?	First time		Radio button, one-up vertical	Single	Y	OPS Group
				Daily Once a week	-				
				Once a month	1				
				Every 6 months or less					
СМВ088			How did you first learn about the BEA.gov website?	Government website/link		Radio button, two-up vertical	Single	Y	OPS Group
				Friend/Colleague	-				
				Exhibit/Conference Search Engine (such as Yahoo, Google, MSN, etc.)	1				
				Offline publication	1				
				Professor/College course					
				Just browsing Other	-				
				Don't recall	1				
			How did you look for information on the site today? (Please		A,Z	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			select all that apply.)	Search feature					
				Advanced search feature/tool Top navigation bar	A,Z B.Y				
				Left navigation bar	B,T				
				Links in the center of the page	в,ү				
				Quick links	B,Y				
				Site map Other (please specify):	B,Y C				
		С	Other way I looked for information:	, , , , , , , , , , , , , , , , , , , ,		Text area, no char limit		N	Skip Logic Group
		Α	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful			Multiple	Y	Skip Logic Group
				Results were not relevant/not what I wanted Too many results/I needed to refine my search	1				
				Not enough results					
				Returned NO results					
				Received error message(s) Search speed was too slow					
				l experienced a different search issue (please explain):	D				
		D	Other search issue:			Text Area – no character limit		N	Skip Logic Group
		Z	How can we make the search feature more useful to you?			Text Area – no character limit		N	Skip Logic Group
		В	How would you describe your navigation experience on this			Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
			site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site					
				Links often did not take me where I expected Had difficulty finding relevant information/products					
				Links/labels are difficult to understand					

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			DEA C	satisfaction survey (NEW) COSTON QUESTION LIST					
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instruction
				I had a navigation difficulty not listed above:	⊢ _F				
		F	Other navigation difficulty:	Open-ended		Text Area – no character limit		N	Skip Logic Group
		Y	What specific ways can we improve your experience navigating on this site?			Text Area – no character limit		N	Skip Logic Group
СМВ089			What is your gender?	Male Female Prefer not to answer		Radio button, one-up vertical	single	Y	OPS Group
СМВ090			How satisfied are you with the overall quality of BEA products and services?	1 = Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied = 10 Don't know		Radio button, scale, has don't know	Single	Y	OPS Group
СМВ091			How satisfied are you with the courtesy and responsiveness of BEA staff?	1 = Very Dissatisfied 2 3 4 5 6 7 8 9 Very Satisfied = 10		Radio button, scale, has don't know	Single	Y	OPS Group
CMB092			Please give us specific ways in which we could improve our products and services, including our website:	Don't know		Text area, no char limit		N	OPS Group

