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.**

Partitioned: Yes

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

BEA Customer Satisfaction Survey

Model questions utilize the Foresee methodology to determine scores 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 r**eturn to this site**?
Please rate the q**uality 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 for 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 the 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 site.		

Model Instance Name:
BEA Satisfaction Survey (NEW)
MID: YIAooMRsZMcl4dMFdAtppg==
Partitioned: Yes
Date: 1/31/2011

~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

BEA 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 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	**A**				
				Trade or Policy Association Representative					
				Other, please specify:	**B**				
		B	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 education**?	High School		Radio button, one-up vertical	Single	N	Skip Logic Group
				College (Undergraduate)					
				Graduate (Master's)					
				Graduate (Doctoral)					
				Does not apply					
				Other					
CMB083			What **type of information were you primarily looking for** on the BEA website today?	News releases		Radio button, one-up vertical	Single	Y	Skip Logic Group
				Interactive data tables					
				BEA eFile information/forms	**B**				
				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:	**A**				
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		**B**	Did you use the BEA eFile system today?	Yes	**C,D,E**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
UNG0130777		**C**	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					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
UNG0130795		**D**	Were the instructions on how to use the BEA eFile system sufficient?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group
				No					
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	**A, B, C**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
				Not sure					
KAU0146671		**A**	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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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
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
KAU0146672		**B**	What type of data were you most interested in today? (Please select all that apply)	National GDP and personal income		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
				Regional GDP and personal income					
				Fixed assets					
				GDP-by-industry					
				Input-Output					
				International Transactions, Services, IIP					
				Direct Investment and MNEs					
				Other					
KAU0146673		**C**	What would make the interactive data application more useful?			Text area, no char limit		N	Skip Logic Group
EDO0587	Task Accomplishment		Did you find what you were looking for today?	Yes		Radio button, one-up vertical		Y	Skip Logic Group
				No	**A**				
CMB086		**A**	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					
				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					
ACQCol0003598			How did you *look for information on* the site today? (Please select all that apply.)	Search feature	**A,Z**	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
				Advanced search feature/tool	**A,Z**				
				Top navigation bar	**B,Y**				
				Left navigation bar	**B,Y**				
				Links in the center of the page	**B,Y**				
				Quick links	**B,Y**				
				Site map	**B,Y**				
				Other (please specify):	**C**				
ACQCol0003599		**C**	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group
ACQCol0003600		**A**	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					

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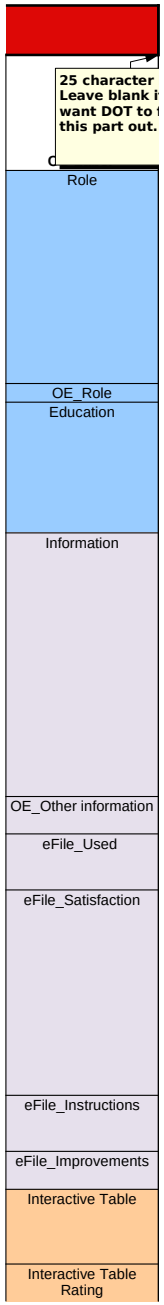
BEA Satisfaction Survey (NEW) CUSTOM QUESTION LIST

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 Instructions
				Received error message(s)					
				Search speed was too slow					
				I experienced a different search issue (please explain):	D				
ACQCol0003601		D	Other search issue:			Text Area – no character limit		N	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		B	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		Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
				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:	F				
ACQCol0003604		F	Other navigation difficulty:	Open-ended		Text Area – no character limit		N	Skip Logic Group
ACQCol0003605		Y	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					
				Prefer not to answer					
CMB090			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					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					
CMB091			How satisfied are you with the **courtesy and responsiveness of BEA staff?**	1=Very Dissatisfied		Radio button, scale, has don't know	Single	Y	OPS Group
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					
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


25 character
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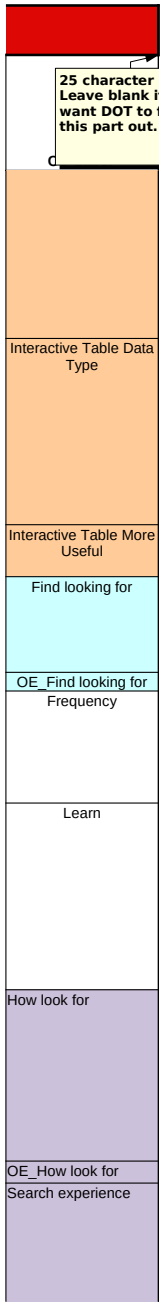
this part out.
Role
OE_Role
Education
Information
OE_Other information
eFile_Used
eFile_Satisfaction
eFile_Instructions
eFile_Improvements
Interactive Table
Interactive Table Rating


25 character
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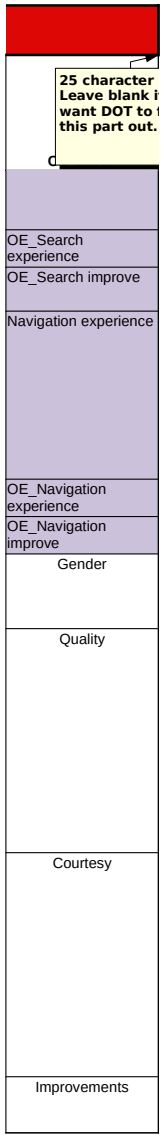
this part out.
Interactive Table Data Type
Interactive Table More Useful
Find looking for
OE_Find looking for
Frequency
Learn
How look for
OE_How look for
Search experience


25 character
Leave blank i
want DOT to
this part out.
OE_Search experience
OE_Search improve
Navigation experience
OE_Navigation experience
OE_Navigation improve
Gender
Quality
Courtesy
Improvements

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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	**A**				
				Trade or Policy Association Representative					
				Other, please specify:	**B**				
		B	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 education**?	High School		Radio button, one-up vertical	Single	N	Skip Logic Group
				College (Undergraduate)					
				Graduate (Master's)					
				Graduate (Doctoral)					
				Does not apply					
				Other					
CMB083			What **type of information were you primarily looking for** on the BEA website today?	News releases		Radio button, one-up vertical	Single	Y	Skip Logic Group
				Interactive data tables					
				BEA eFile information/forms	**B**				
				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:	**A**				
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		**B**	Did you use the BEA eFile system today?	Yes	**C,D,E**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
UNG0130777		**C**	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					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
UNG0130795		**D**	Were the instructions on how to use the BEA eFile system sufficient?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group
				No					
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	**A, B, C**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
				Not sure					
		A	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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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
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
		B	What type of data were you most interested in today? (Please select all that apply)	National GDP and personal income		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
				Regional GDP and personal income					
				Fixed assets					
				GDP-by-industry					
				Input-Output					
				International Transactions, Services, IIP					
				Direct Investment and MNEs					
				Other					
		C	What would make the interactive data application more useful?			Text area, no char limit		N	Skip Logic Group
~~CMB085~~		~~A~~	~~**Please rate your satisfaction with the navigation of those tables:**~~	~~1=Very Dissatisfied~~		~~Radio button, one-up vertical~~	~~Single~~	~~Y~~	~~Skip Logic Group~~
				~~2~~					
				~~3~~					
				~~4~~					
				~~5~~					
				~~6~~					
				~~7~~					
				~~8~~					
				~~9~~					
				~~Very Satisfied=10~~					
EDO0587	Task Accomplishment		Did you find what you were looking for today?	Yes		Radio button, one-up vertical		Y	Skip Logic Group
				No	A				
CMB086		A	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					
				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					
			How did you *look for information on* 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	**B,Y**				

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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
				Links in the center of the page	B,Y				
				Quick links	B,Y				
				Site map	B,Y				
				Other (please specify):	C				
		C	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group
		A	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
		B	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		Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
				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:	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
CMB089			**What is your gender?**	Male		Radio button, one-up vertical	single	Y	OPS Group
				Female					
				Prefer not to answer					
CMB090			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					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					
CMB091			How satisfied are you with the **courtesy and responsiveness of BEA staff?**	1=Very Dissatisfied		Radio button, scale, has don't know	Single	Y	OPS Group
				2					
				3					
				4					
				5					
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				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					

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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

CQ L 25 charac Leave bla want DOT this part
Role
OE_Role
Education
Information
OE_Other information
eFile_Used
eFile_Satisfaction
eFile_Instructions
eFile_Improvements
Interactive Table
Interactive Table Rating

25 charac Leave bla want DOT this part c
CQ L
Interactive Table Data Type
Interactive Table More Useful
~~Satisfaction w Table~~
Find looking for
OE_Find looking for
Frequency
Learn
How look for

CQ L 25 charac Leave bla want DOT this part
OE_How look for
Search experience
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Gender
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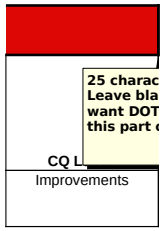
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Improvements

Model Instance Name:
BEA Satisfaction Survey (NEW)
MID: YlAooMRsZMcl4dMFdAtppg==
Partitioned: Yes
Date: 1/31/2011

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underlined & italicized: RE-ORDER
pink: ADDITION

blue + -->: REWORDING

BEA 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 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	A				
				Trade or Policy Association Representative					
				Other, please specify:	B				
		B	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 education**?	High School		Radio button, one-up vertical	Single	N	Skip Logic Group
				College (Undergraduate)					
				Graduate (Master's)					
				Graduate (Doctoral)					
				Does not apply					
				Other					
CMB083			What **type of information were you primarily looking for** on the BEA website today?	News releases		Radio button, one-up vertical	Single	Y	Skip Logic Group
				Interactive data tables					
				BEA eFile information/forms	B				
				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:	A				
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		B	Did you use the BEA eFile system today?	Yes	C,D,E	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
UNG0130777		C	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					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
UNG0130795		D	Were the instructions on how to use the BEA eFile system sufficient?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group
				No					
UNG0130797		E	What would make BEA eFile more convenient to use?			Text area, no char limit		N	Skip Logic Group
CMB084			**Did you use an interactive table** today?	Yes	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
				Not sure					
CMB085		A	**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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				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
EDO0587	Task Accomplishment		Did you find what you were looking for today?	Yes		Radio button, one-up vertical		Y	Skip Logic Group
				No	**A**				
CMB086		**A**	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					
				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					
			How did you *look for information on* 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	**B,Y**				
				Links in the center of the page	**B,Y**				
				Quick links	**B,Y**				
				Site map	**B,Y**				
				Other (please specify):	**C**				
		C	Other way I looked for information:			Text area, no char limit		N	Skip Logic Group
		A	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
		B	How would you describe your navigation experience on this site today? (Please select all that apply.)			Checkbox, one-up vertical	Multiple	Y	Skip Logic Group
				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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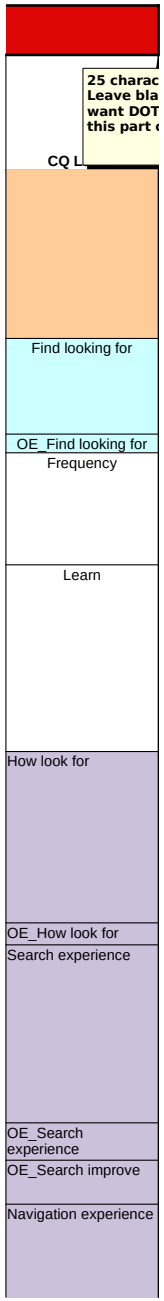
QID (Group ID)	Meta tag	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
				Too many links/navigational options to choose from					
				Had technical difficulties (error messages, broken links, etc.)					
				Could not navigate back to previous information					
				I had a navigation difficulty not listed above:					
		F	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
CMB089			**What is your gender?**	Male Female Prefer not to answer		Radio button, one-up vertical	single	Y	OPS Group
CMB090			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					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					
CMB091			How satisfied are you with the **courtesy and responsiveness of BEA staff?**	1=Very Dissatisfied		Radio button, scale, has don't know	Single	Y	OPS Group
				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Very Satisfied=10					
				Don't know					
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

CQ L 25 charac Leave bla want DOT this part
Role
OE_Role
Education
Information
OE_Other information
eFile_Used
eFile_Satisfaction
eFile_Instructions
eFile_Improvements
Interactive Table
Satisfaction w Table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CQ L
Find looking for
OE_Find looking for
Frequency
Learn
How look for
OE_How look for
Search experience
OE_Search experience
OE_Search improve
Navigation experience

CQ L 25 charac Leave bla want DOT this part
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Gender
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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	**A**				
				Trade or Policy Association Representative					
				Other, please specify:	**B**				
		B	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 education**?	High School		Radio button, one-up vertical	Single	N	Skip Logic Group
				College (Undergraduate)					
				Graduate (Master's)					
				Graduate (Doctoral)					
				Does not apply					
				Other					
CMB083			What **type of information were you primarily looking for** on the BEA website today?	News releases		Radio button, one-up vertical	Single	Y	Skip Logic Group
				Interactive data tables					
				Forms	**B**				
				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:	**A**				
		A	Please specify what other type of information you were primarily looking for:	Other		Text area, no char limit		N	Skip Logic Group
		B	Did you use the BEA eFile system today?	Yes	**C,D,E**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
		C	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					
				6					
				7					
				8					
				9					
				10=Very Satisfied					
		D	Were the instructions on how to use the BEA eFile system sufficient?	Yes		Radio button, one-up vertical	S	Y	Skip Logic Group
				No					
		E	What would make BEA eFile more convenient to use?			Text area, no char limit		N	Skip Logic Group
CMB084			**Did you use an interactive table** today?	Yes	**A**	Radio button, one-up vertical	Single	Y	Skip Logic Group
				No					
				Not sure					
CMB085		**A**	**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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				9					
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EDO0587	Task Accomplishment		Did you find what you were looking for today?	Yes		Radio button, one-up vertical		Y	Skip Logic Group
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CMB087	Visit Frequency		How **frequently** do you visit the BEA website?	First time		Radio button, one-up vertical	Single	Y	OPS Group
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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					
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				Just browsing					
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				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	Y	Skip Logic Group
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				Left navigation bar	**B,Y**				
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				2					
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CMB091			How satisfied are you with the **courtesy and responsiveness of BEA staff?**	1 = Very Dissatisfied		Radio button, scale, has don't know	Single	Y	OPS Group
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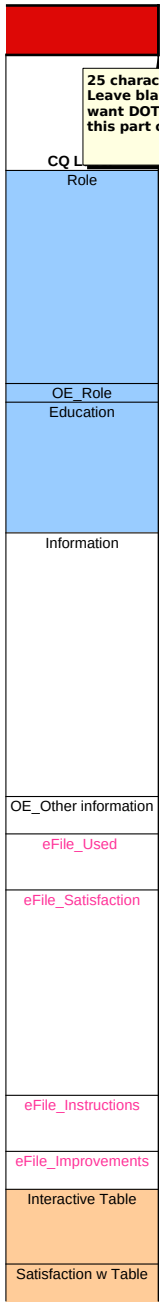
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OE_Role
Education
Information
OE_Other information
eFile_Used
eFile_Satisfaction
eFile_Instructions
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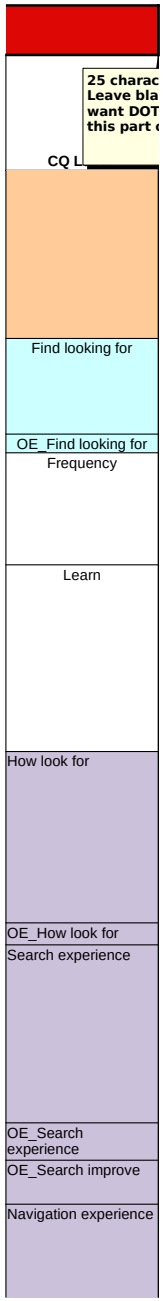
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OE_Search experience
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Navigation experience

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OE_Navigation improve
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