

QUESTION FORMATTING EXAMPLES

The following document provides some examples of straightforward question formatting. Questions are not presented in any particular order. Question content is not necessarily of relevance.

1. What is your current age?

- 1 = Less than 30
- 2 = 30 to 39
- 3 = 40 to 49
- 4 = 50 to 59
- 5 = 60 or older

2. Including you, how many people live in your household? _____ people

3. What is the highest level of education you have completed?

- 1 = High School
- 2 = Associate degree
- 3 = Bachelors degree
- 4 = Graduate degree (Masters or Doctorate)
- 5 = Other (Please explain: _____)

4. Have you ever **gone to a XXXX office** to talk to someone in person?

- 1 = Yes
- 2 = No **[GO TO Q8]**

IF YES:

5. How often in the past year have you gone to a XXXX office in person for help or information?

- 1 = Never in the past year
- 2 = Once or twice
- 3 = 3 to 5 times
- 4 = Every couple of months
- 5 = Every month
- 6 = Every week (this past year)

6. How often are you able to get the help and information you need when you go to the XXXX office?

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Seldom
- 5 = Never

7. In general, how would you rate the customer service that you receive when you go to the XXXX office?

- 1 = Excellent
- 2 = Very good
- 3 = Good
- 4 = Fair
- 5 = Poor

8. We are interested in the reasons why you have not gone to a XXXX office for assistance in the past year. Is it because . . .

	Yes	No
a. You can get the information you need more quickly in other ways?	1	2
b. The Child Support office is not open when you are able to go?	1	2
c. Transportation issues make it difficult for you to get there?	1	2
d. Family responsibilities make it difficult for you to go to the office?	1	2
e. Of any other reasons? (Specify: _____)	1	2

Next I will read several statements about the Child Support website, and for each one please tell me if you strongly agree, agree, disagree or strongly disagree.

[READ STATEMENT] (Do you strongly agree, agree, disagree, or strongly disagree?)

	Strongly Agree	Agree	NEUTRAL	Disagree	Strongly Disagree
9. I didn't know I could get information about my own case on the Child Support website.	1	2	3	4	5
10. I would rather talk with a person to get my questions answered.	1	2	3	4	5
11. I like using the Child Support website to get information.	1	2	3	4	5
12. I don't trust the information that's on the Child Support website.	1	2	3	4	5
13. I have trouble remembering the login information I need to find out about my case.	1	2	3	4	5
14. I wish the Child Support website included more services and information.	1	2	3	4	5

20. Did you participate in any of the following professional development activities in the past year?

Activities	Yes	No
a. College course for credit	1	2
b. Professional society meeting or conference	1	2
c. Workshop, seminar or short course	1	2
d. Independent study or research	1	2
e. Any others? (Please describe: _____)	1	2

For each of the following statements, please circle the appropriate number to indicate the extent to which you agree or disagree with the statement.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
21. My business is quick to detect changes in the industry, the competition, or customer preferences.	1	2	3	4	5
22. My business responds quickly to negative feedback from customers.	1	2	3	4	5
23. The marketing my business does is based primarily on our perception of customer needs.	1	2	3	4	5

24. How satisfied are you with each of the following aspects of your school curriculum?

	Very Dissatisfied		Mixed		Very Satisfied
a. Ease of use	1	2	3	4	5
b. Quality of content	1	2	3	4	5
c. Relevance for students	1	2	3	4	5
d. Interest to students	1	2	3	4	5

25. How satisfied are you with the questions in this mail survey?

1 = Very Dissatisfied

- 2 = Dissatisfied
- 3 = Neutral
- 4 = Satisfied
- 5 = Very Satisfied

Examples of Agree/Disagree Tables

26. Please circle the number that best indicates the extent to which you agree or disagree with the following statements about Iowa agriculture.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a...Iowa farmers are doing a good job of minimizing the environmental impacts of farming.....	1	2	3	4	5
b...Farmland owners should not have to consider the interests of the general public when making management decisions.....	1	2	3	4	5
c...Farmland use should be regulated to ensure that it does not negatively impact the general public	1	2	3	4	5
d...Farmland owners have a responsibility to maintain some native habitat such as prairie..	1	2	3	4	5

27. The following items ask your overall opinions about the services provided by the IAMU. Please indicate the extent to which you agree or disagree with each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I trust the advice we get from IAMU.	1	2	3	4	5
IAMU answers my questions in a timely manner.	1	2	3	4	5
I don't know who to contact at IAMU when I have questions.	1	2	3	4	5
The assistance our utility gets from IAMU is a good value considering the cost of the dues.	1	2	3	4	5
IAMU stays "on top" of the issues facing utilities.	1	2	3	4	5
IAMU is out of touch with the needs of our utility.	1	2	3	4	5
I have a good working relationship with IAMU staff.	1	2	3	4	5

Next please think about the leaders in your community, not just elected officials like the mayor, but also people who step up to help get things done. For each of the following statements, please tell me if you strongly disagree, disagree, agree or strongly agree.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
28. The leaders in this community respect the values of local residents.	1	2	3	4	5
29. Local leaders do what they can to promote the greater good of the community.	1	2	3	4	5
30. [TOWN] community leaders follow local public opinion when making decisions.	1	2	3	4	5
31. Local community leaders follow through on their plans to encourage economic development.	1	2	3	4	5
32. Local leaders will do what it takes to meet community needs even if it means trying something different.	1	2	3	4	5

33. Please rate your **need for additional AT services** in each of the areas listed below.

	No Need					Great Need
a. Consultation or brainstorming on possible AT solutions.	1	2	3	4	5	
b. Education/training for you, as a rehabilitation counselor.	1	2	3	4	5	
c. Education/training for your clients.	1	2	3	4	5	
d. Assistance in after-installation follow-up or support for clients.	1	2	3	4	5	

34. Please rate the importance of the following sources of information about Assistive Technology.

	Not at all Important			Very Important	
a. Newspapers	1	2	3	4	5
b. Assistive Technology Magazines	1	2	3	4	5
c. Newsletters	1	2	3	4	5
d. Workshops	1	2	3	4	5

35. What would be the best or most effective way for ISU to publicize its new Assistive Technology services?

- 1 = Newsletter
- 2 = Brochure
- 3 = Iowa AT Magazines
- 4 = Through IPAT
- 5 = E-Mail notices
- 6 = AT Websites
- 7 = Presentations at local staff meetings
- 8 = Other, please specify: _____

36. Which of the following locations would you prefer for AT training or demonstrations of new services?

- 1 = Your office
- 2 = Another location in your area (hotel, conference center, etc.)
- 3 = ISU campus
- 4 = ICN
- 5 = Internet, Webcast
- 6 = Other, please specify: _____

37. Which of the following would be the best or most effective way for you to communicate with ISU's new AT services center?

1 = Telephone

2 = E-Mail

3 = US Postal Mail

4 = Fax

5 = Other, please specify: _____

38. Please record your suggestions for the ISU staff as they develop procedures to provide you with Assistive Technology services.