ASPEP Form Layout Testing Protocol

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**Research Questions to Address:**

* Do the changes in layout adversely affect the response process, and the responses provided?
* Are there any items that cause the respondents problems?

# Introduction:

* Explain purpose of meeting: to understand the process used to answer questions, to get feedback on proposed changes
* Meeting with entities in different states, different types and of different sizes. Not everybody keeps their records the same way, so some questions will seem odd and/or obvious.
* Explain that we are *not* testing the respondent – we only want information
* Structure of meeting: general and specific questions about the form itself, the reporting organization and also how R reported data
* Permission to record discussion? Have R sign consent form.

**Before the Questionnaire:**

* What types of services does this government entity provide?
* What is your role in this government entity? What kind of responsibilities do you have?
* What was your role in the process for responding to this questionnaire? (Gathered data? Compiled data? Checked data? Authorized release?)

# General Probes

* Reflect back R’s specific answer: “you said…”
* In your own words, what is this question asking?
* How did you arrive at this number/answer this question? / Tell me how you arrived at these answers. What did you include in this number? What did you specifically exclude?
* What records (if any) did you look at? What line or lines were of interest?
* Were any other people involved in the process of coming up with this number? [If Yes] What departments are they in?
* How well does this data request match with your records?

# Item 1 – Address

# *Note: This item has not undergone significant format changes*

# In your own words, what is this question asking you?

* How did you arrive at your answer?

# Item 2 - FT Hours

*Warm-up probes:*

* What is this question asking you?
* How did you arrive at your answers?
* What does the term “full time employees” mean to you?
* What is the bullet under the word “exclude” asking you to do?

# Item 3 – Part 2: Employees, Payroll, & PT Hours

***Pay careful attention to how the respondents grapple with the different layouts between sections.***

*General Probes for this section:*

* How would you go about completing this question?
* What is this question asking you?
* How did you arrive at your answers?
* What information are you putting in each column?
* What do you think about the payroll frequency codes listed on the page? Are they easy or difficult to find?
* *If applicable:* How would/did you record full time and part time employees? *(Make sure the respondent notices that full and part time payroll are concatenated down the page instead of across).*
* What do you think of the way these questions are laid out on the pages?
* Is it easy or difficult to figure out how to report the information?
* Which layout do you like best? Least? What did you like about the layouts? What didn’t you like?

**Wrap-up Questions**

* What do you like about the current form that you don’t like about this new form we showed you today?
* What do you like about the new form we showed you today that you don’t like about the current form?
* About how long would it take you to complete this form (estimate in hours)?

**Thank you for your help!**