Notes from Elodie

* Give context to the aims of the survey in the introduction (similar to what is in the email sent out) so the users have this visible while they are completing the survey and know the survey is to help them.
* It is helpful to have consistent scales in the survey as it allows the user to associate certain scales or responses in the survey. However, if a different scale/rating allows you to get more detailed information or better insight use the different scale to get a better response from users
* Uses Microsoft Forms (in house Capita form tool). You can use other products if you are not collecting personal user data (e.g. age, ethnicity, name etc) as they store this data on their platforms could cause potential data issues.
  + You could lose access to your data from some survey platforms or they might hold on the survey for a limited amount of time.
* Customise the ending thanking you note so it’s more personable and users feel like their responses are helpful and useful.
* End the survey with open-end question
* Find the quickest time it takes you to complete the survey or through testing the form with a set of users before it goes out to your users and put that as the time it takes to complete the survey in the introduction
* In settings on Forms turn off the view email function so the survey is anonymous
* Make questions mandatory if the survey is already quite short and you need the answers from users

Q1. Follow up on the response options to understand what users use query builder for if they use it frequently, and understand why they don’t use it frequently if they select that they have used it once a week, a few times a month or not at all.

* What they use it for: have selectable options of functions they might use QueryBuilder for and an ‘other’ option to input anything not included.
* Why they don’t use it: have selectable options for why they might not use it e.g. had no reason to use it and an ‘other’ option to input anything not included.

Q2. Potentially ask what their experience is like with the other COSAIN products , an opportunity to gain more insight that might be helpful

Q3. Add a detailed rating scale to outline where exactly the user should place themselves to define what a very poor-excellent user experience is. Tends to stay away from strongly disagree – strong agree rating and prefers very poor-excellent or dissatisfied – satisfied rating structures.

* **Very Poor (1)**: Extremely dissatisfied; experience did not meet expectations at all.
* **Poor (2)**: Very dissatisfied; significant issues encountered.
* **Fair (3)**: Somewhat dissatisfied; a few aspects met expectations, but many did not.
* **Good (4)**: Somewhat satisfied; overall experience was acceptable with several positive aspects.
* **Satisfactory (5)**: Satisfied; experience met expectations in most areas.
* **Good (6)**: Mostly satisfied; several positive aspects, but some minor issues.
* **Very Good (7)**: Generally satisfied; experience was positive with only a few minor concerns.
* **Excellent (8)**: Very satisfied; experience exceeded expectations with minimal issues.
* **Outstanding (9)**: Extremely satisfied; almost all aspects exceeded expectations.

Q4. Follow up question you can just have ‘comments? / or any comments?’ as the detailed scale gives an understanding of why they have given that rating

Q5. Add a detailed rating scale to outline where exactly the user should place themselves to define what a confident or unconfident users of query builder looks like.

**Question:** "How confident do you feel using the tool?"

**Explanation:** "By 'confident,' we mean your comfort level and ability to effectively use the tool to complete tasks without assistance."

**Response Options:**

1. Not at all confident (I struggle to use the tool and often need help)
2. Slightly confident (I can use the tool with some assistance)
3. Moderately confident (I can use the tool but may have some difficulties)
4. Very confident (I can use the tool effectively on my own)
5. Extremely confident (I can use the tool effortlessly and help others)

Q7. Include another rating aspect (not necessary) for more evenness in the survey

**Criteria to Rate:**

1. **Relevance**: How relevant were the results to your query?
2. **Clarity**: How clear and understandable were the results?
3. **Completeness**: How comprehensive were the results in addressing your query?
4. **Accuracy**: How accurate were the results?
5. **Usefulness**: How useful were the results for your needs?
6. **Speed**: How quickly were the results delivered?
7. **Structure/Layout**: How well-organized and visually clear were the results?

**Response Options:**

1. **Very Poor**: Results did not meet expectations at all; major issues.
2. **Poor**: Results were significantly lacking; many issues present.
3. **Good**: Results met some expectations but had noticeable shortcomings.
4. **Very Good**: Results mostly met expectations with minor issues.
5. **Excellent**: Results exceeded expectations with no significant issues.

Q9. Unsure about the relevance of this question as the other questions give insight into their experience with QB, potentially reword the question to see if they would recommend the product to other teams that do not use QB

Examples of survey intros

‘Hi everyone

We are a research team within CPS, and we have been commissioned to conduct research on the Bid Development Process within CPS to better understand its current state and the challenges associated with it. This survey is part of our research and follows a series of activities with users involved in the process, which were initiated a couple of weeks ago.  
  
The questionnaire should take approximately 10 minutes to complete.  
  
Please be assured that your responses will remain confidential and your feedback will only be shared amongst the project team.  
  
Your participation is greatly appreciated, as it will help us improve the bid process and provide better support to all individuals involved.  
  
Thank you  
  
The research team ‘

‘As we step into the New Year, we find ourselves reflecting on the year that has just passed. For some, the End of Year assessment might have been a walk in the park, while for others, it could have felt like a steep climb.

Our goal is to understand your experience with the self-assessment so we can improve on the ones in the future.   
  
The questionnaire should take approximately 5 minutes to complete.   
   
Please be assured that your responses will remain confidential. Your participation is appreciated!   
  
Thank you

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