#### IST622 Questionnaire Development

Course Title: IST622 Questionnaire Development

Client: California State University, Monterey Bay

Instructor: Dr. Su Bude

Instructional Designer: Sarah Wright

Authoring Tool: Lumi H5P

Audio Tool: Windows Sound Recorder

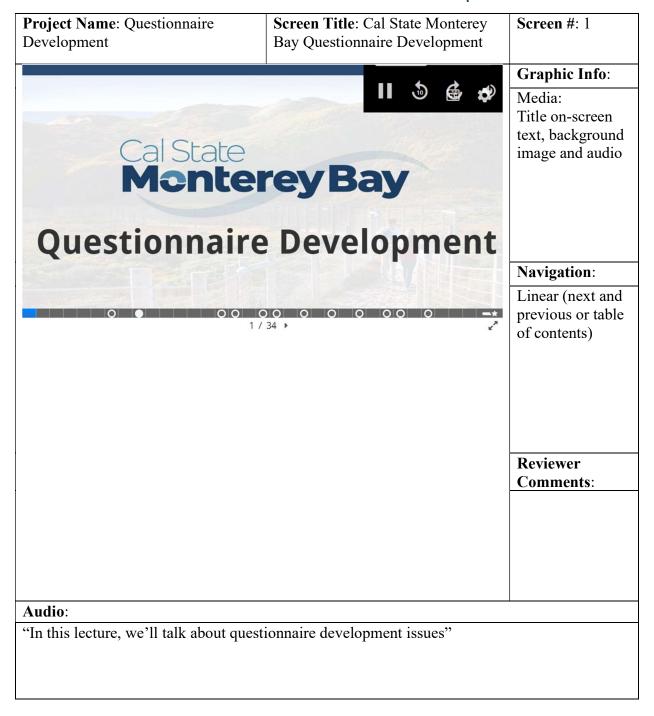
Audio Host: Panopto

Duration (scope): 20-25 minutes

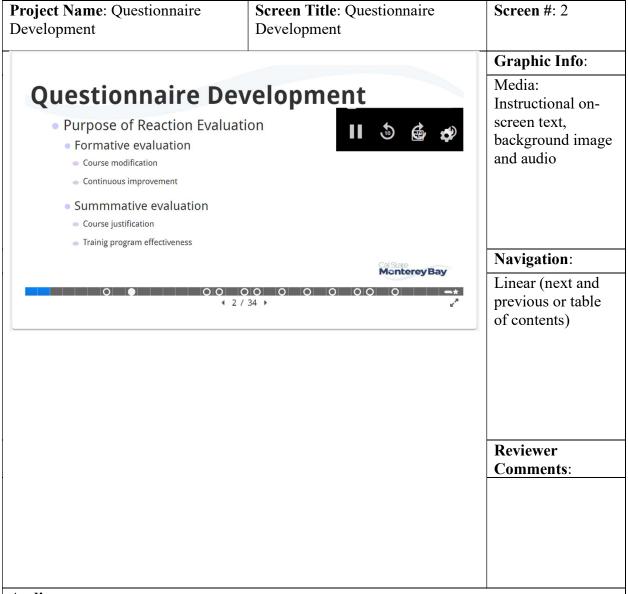
File Formats: Canvas SCORM Assignment, Github

HTML, Github SCORM

Due Date: 5.15.24



#### IST622 Questionnaire Development

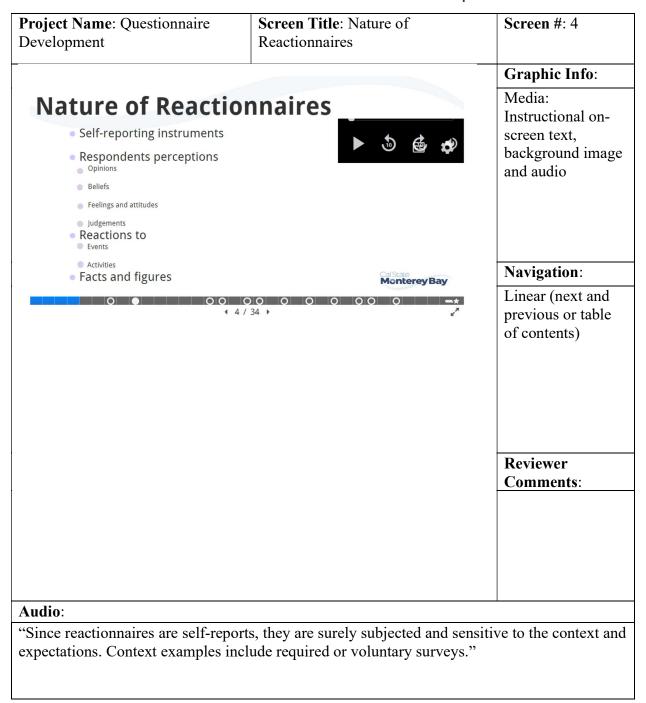


#### Audio:

<sup>&</sup>quot;The main purpose of reaction evaluation is to enhance the quality of instructional or training programs, which in turn leads to improved performance. Reaction evaluations are a type of formative evaluation. Where the results are used for program evaluation and the redesign of content, course materials, and presentations. Reaction evaluation can also be summative in nature, the goal then is to determine the value, effectiveness, or efficiency of a training program."

<b>Project Name</b> : Questionnaire Development	Screen Title: Appropriate Use of Reactionnaire	Screen #: 3
		Graphic Info:
Appropriate Use o Assess learner satisfaction with Content Materials & methods Instructions Environment & logistics Pre/post instructional activities Gather information about Perceived utility (transfer)	f Reactionnaire  II 3 4	Media: Instructional onscreen text, background image and audio
Future Needs  Trust (trainee, management)	Cal State Monterey Bay	Navigation:
4 3 /	34 )	Linear (next and previous or table of contents)
		Reviewer Comments:
Audio:		
slide, it is very important to know	aluators to understand the above menti that reactionnaires cannot measure lear is or knowledge, or organizational impa	ning, changes in

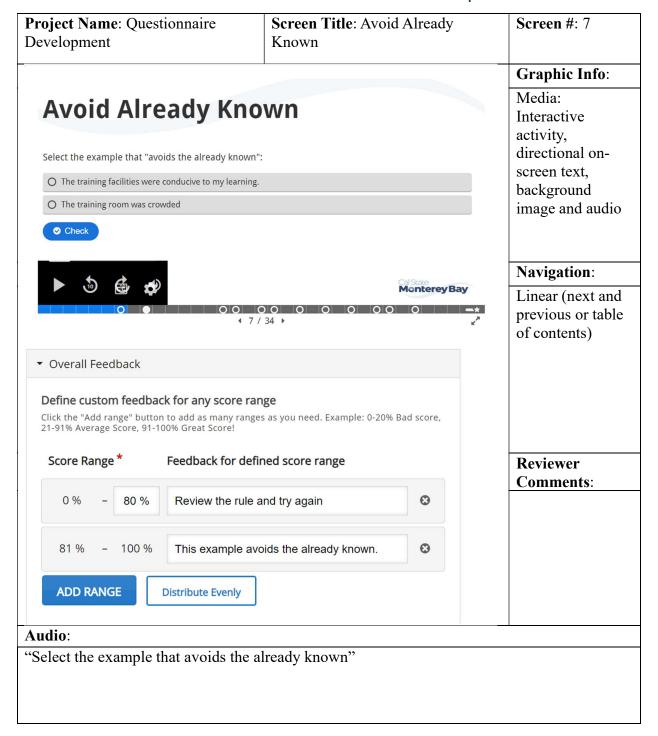
<sup>4</sup> 

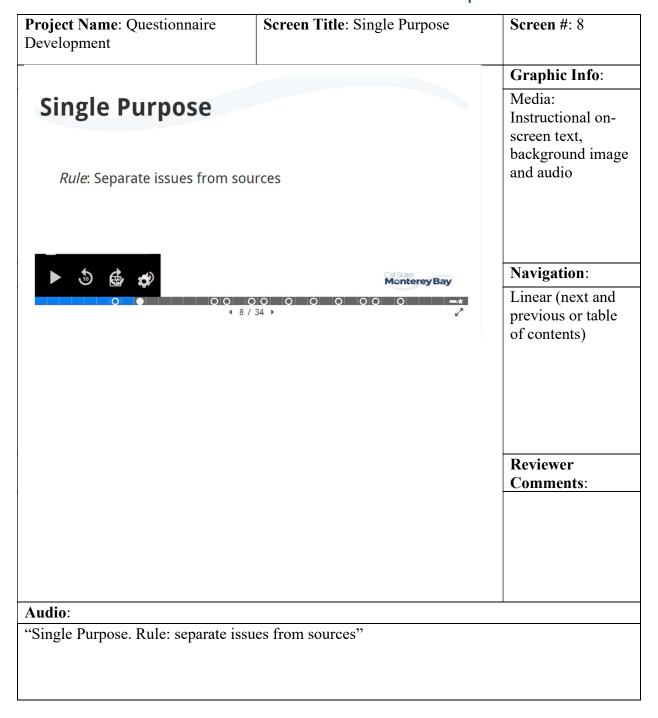


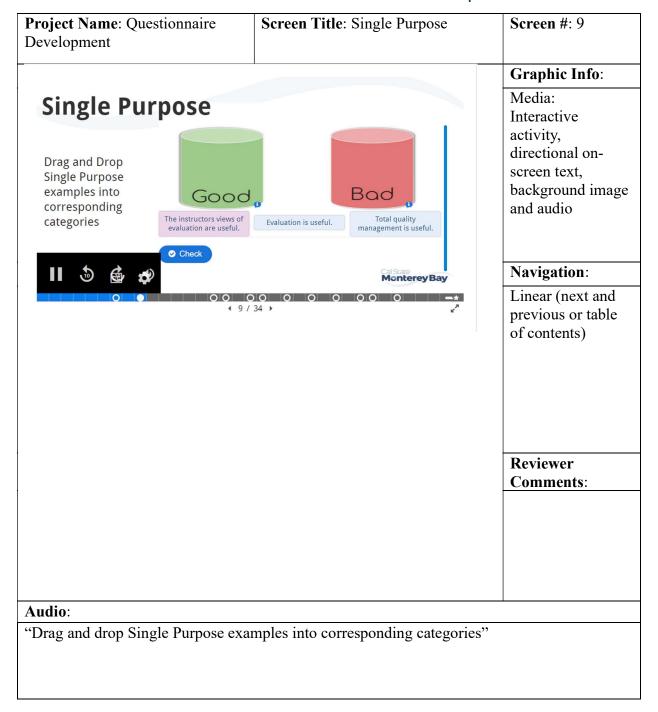
<b>Project Name</b> : Questionnaire Development	Screen Title: Developing Questions	Screen #: 5
		Graphic Info:
Developing Questic Guidelines Avoid answering already known que Question should have single purpo Avoid double-barreled questions Avoid leading/loaded questions Use neutral wording Avoid negatives and double negations	restions	Media: Instructional onscreen text, background image and audio
<ul><li>Avoid using jargons or acronyms</li><li>Simple, clear, and short</li></ul>	Cal State <b>Monterey Bay</b>	Navigation: Linear (next and
4 5 / 3	34 )	previous or table of contents)
		Reviewer Comments:
Audio:		

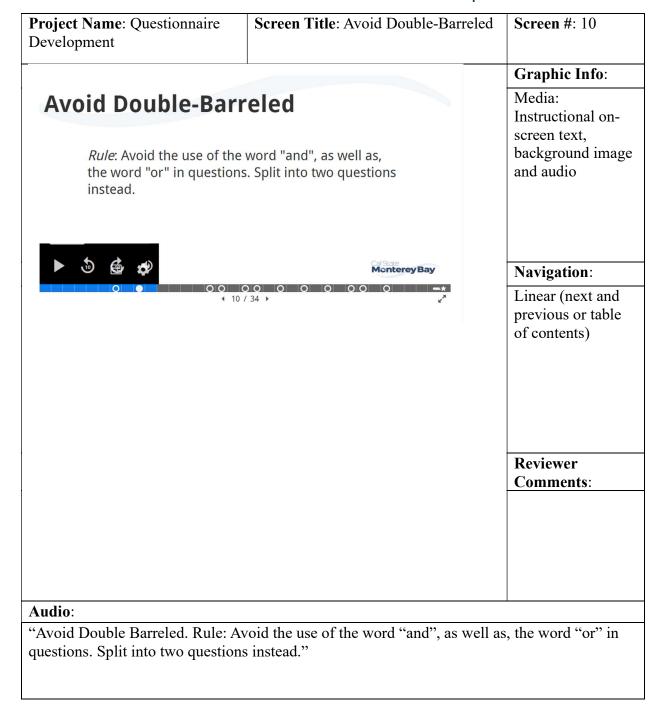
<sup>&</sup>quot;One of the most critical factors in survey design is question development. This includes how questions are worded and also how the types of questions are asked, and whether there are only one or multiple questions for each category. Let's use some examples to illustrate the rules mentioned on this slide next."

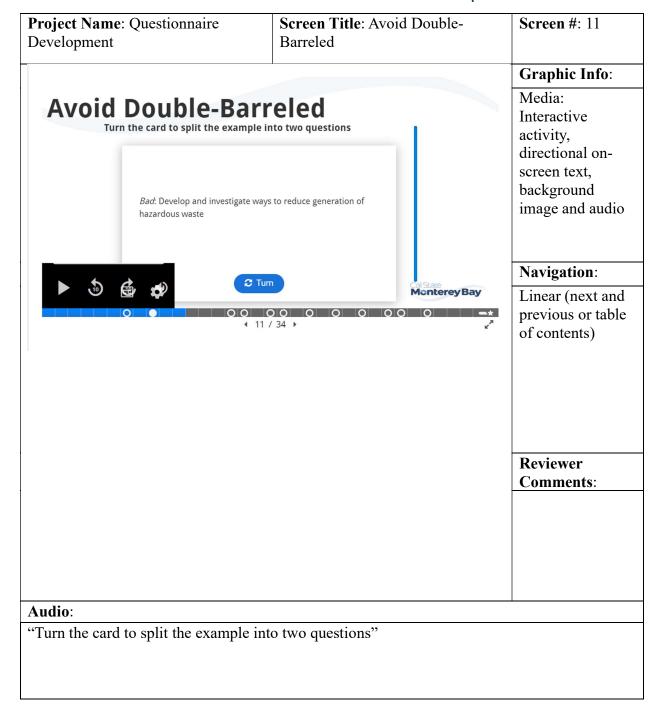
<b>Project Name</b> : Questionnaire Development	Screen Title: Avoid Already Known	Screen #: 6
		Graphic Info:
Avoid Already Known  Rule: Do not ask questions for which the analyst or evaluator already knows the answer.		Media: Instructional on- screen text, background image and audio
<b>→ ⓑ ⓓ ⇨</b>	Cal State <b>Monterey Bay</b>	Navigation:
	6/34 >	Linear (next and previous or table of contents)
		Reviewer
		Comments:
Audio:		
"Avoid already known. Rule, do n knows the answer."	not ask questions for which the analys	t or evaluator already

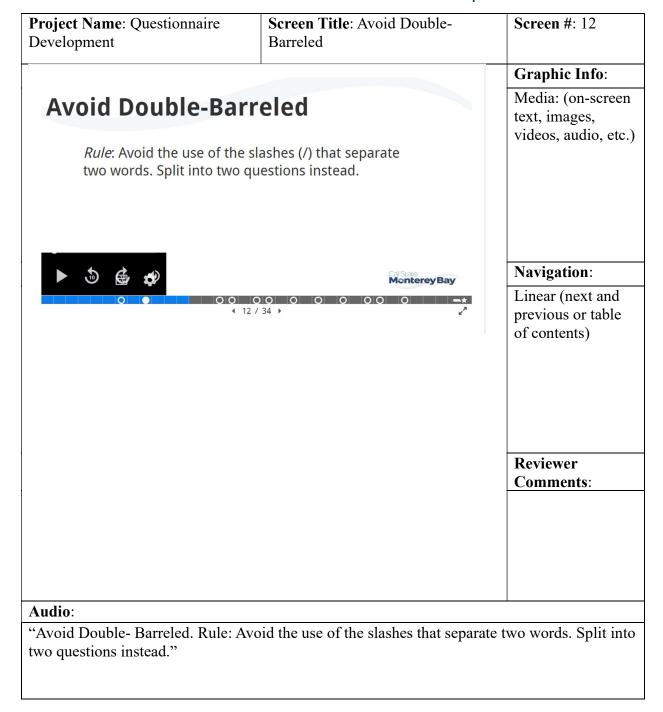


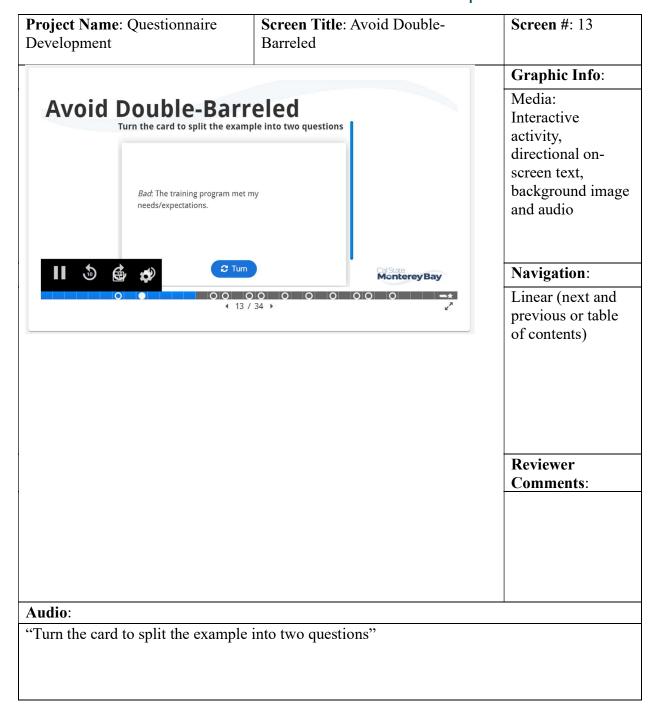




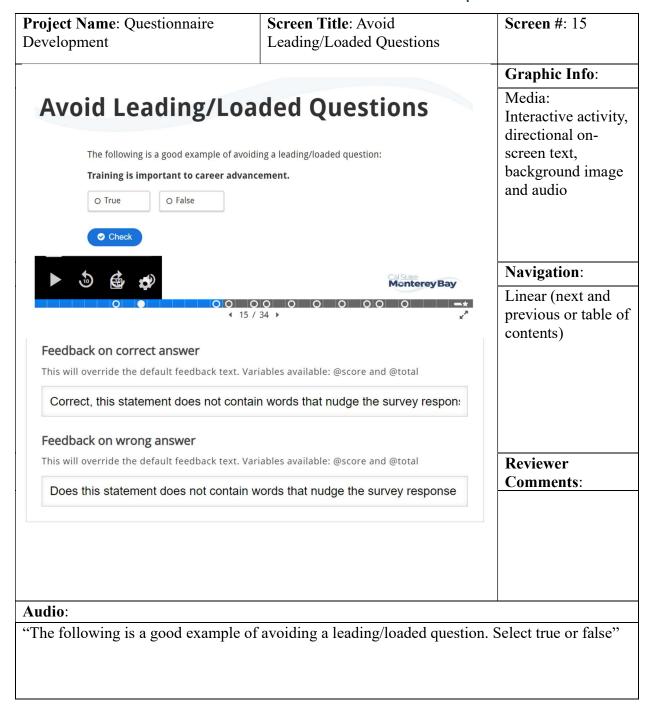




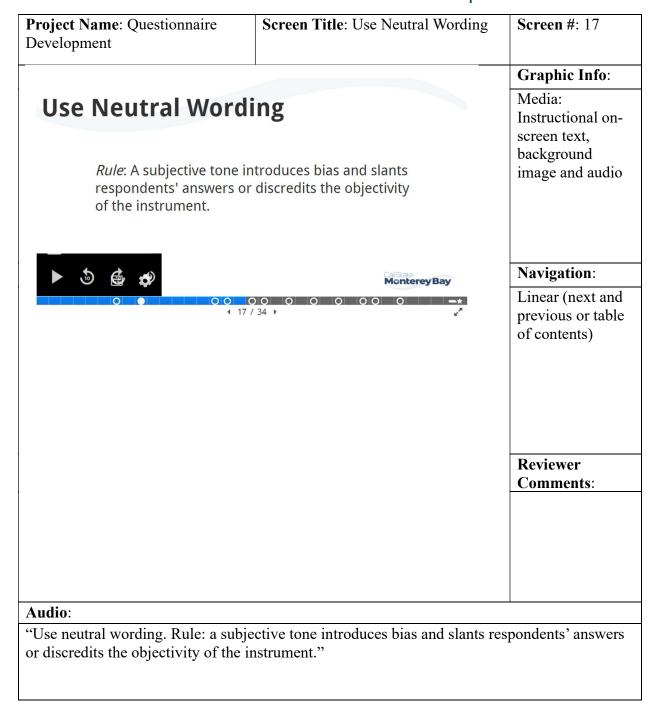




<b>Project Name</b> : Questionnaire Development	Screen Title: Avoid Leading/Loaded Questions	Screen #: 14
		Graphic Info:
Avoid Leading/Loa  Rule: Avoid wording which response in one direction	n nudges the survey	Media: Instructional on- screen text, background image and audio
<b>▶</b> 5 € \$	Cal State <b>Monterey Bay</b>	Navigation:
14	7 34 )	Linear (next and previous or table of contents)
		Reviewer Comments:
Audio:		
Avoid Leading/Loaded Questions. one direction or the other."	Rule, avoid wording which nudges the s	survey response in



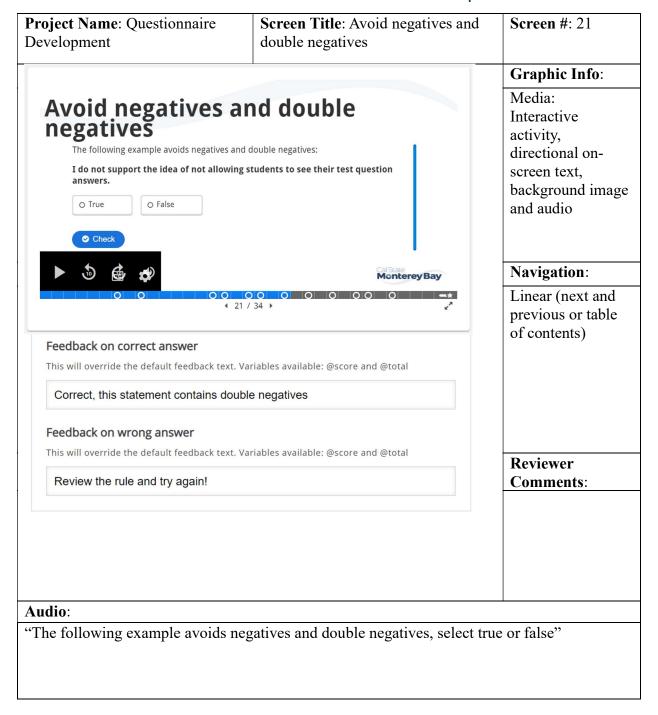
Project Name: Questionnaire Development	Screen Title: Avoid Leading/Loaded Questions	Screen #: 16
evelopment	Leading/Loaded Questions	
		Graphic Info:
Avoid Leading/Lo	anded Questions	Media:
Avoid Leading/Lo	baueu Questions	Interactive
		activity, directional on-
The following is a good example of a	avoiding a leading/loaded question:	screen text,
Generally, training is extremely in	nportant for career advancement.	background
O True O False		image and audic
O raise		image and addic
<b>⊘</b> Check		
11 5 6 6	Cal State	Navigation:
	Monterey Bay	Linear (next and
0 0 1	16 / 34 <b>&gt;</b>	previous or table
		of contents)
Feedback on correct answer		
This will override the default feedback text	. Variables available: @score and @total	
Try again. Does this statement conf	tain words that nudge the survey response	
Feedback on wrong answer		
This will override the default feedback text	. Variables available: @score and @total	Reviewer
	-	<b>Comments</b> :
Correct, this statement does contain	n words that nudge the survey response ir	
udio:		
The following is a good example	of avoiding a leading/loaded question	. Select true or false"



Project Name: Questionnaire Development	Screen Title: Use Neutral Wording	Screen #: 18
		Graphic Info:
Use Neutral Wordi  Fill in the missing words with "good" or "bad"  "The colorful annual report accurately described the role		Media: Interactive activity, directional on-
neutral wording use.  "The annual report accurately described the role of the saneutral wording.  Check	lles department", is an example of use of	screen text, background image and audio
▶ ⑤ ⑥ Φ	Cal State  Monterey Bay	Navigation:
18 /	34 )	Linear (next and previous or table of contents)
▼ Overall Feedback		or contents)
Define custom feedback for any score ran Click the "Add range" button to add as many range: 21-91% Average Score, 91-100% Great Score!  Score Range * Feedback for defin	s as you need. Example: 0-20% Bad score,	
0 % - 50 % Does the tone int	roduce bias? Review the ru	Reviewer Comments:
51 % - 100 % Correct, the use of	of the word colorful discredit	
ADD RANGE Distribute Evenly		
Audio:		
"Fill in the missing words with goo	d or bad"	

<b>Project Name</b> : Questionnaire Development	Screen Title: Avoid negatives and double negatives	Screen #: 19
		Graphic Info:
Avoid negatives and negatives are negatives  Fill in the missing words with "good" or "bad"  "My department is ready to conduct a program review.  "My department is not ready to conduct a program review.  Check	" is an example of neutral wording use.	Media: Interactive activity, directional on- screen text, background image and audio
<b>▶</b> 5	Cal State Monterey Bay	Navigation:
<ul> <li>✓ Overall Feedback</li> <li>Define custom feedback for any score range of the "Add range" button to add as many range 21-91% Average Score, 91-100% Great Score!</li> </ul>	ange	Linear (next and previous or table of contents)
0 % - 50 % Review the nex	t slide and try again	Reviewer Comments:
51 % - 100 % Double negative  ADD RANGE Distribute Evenly	es could introduce bias avoid	
Audio:		
"Fill in the missing words with go	od or bad"	

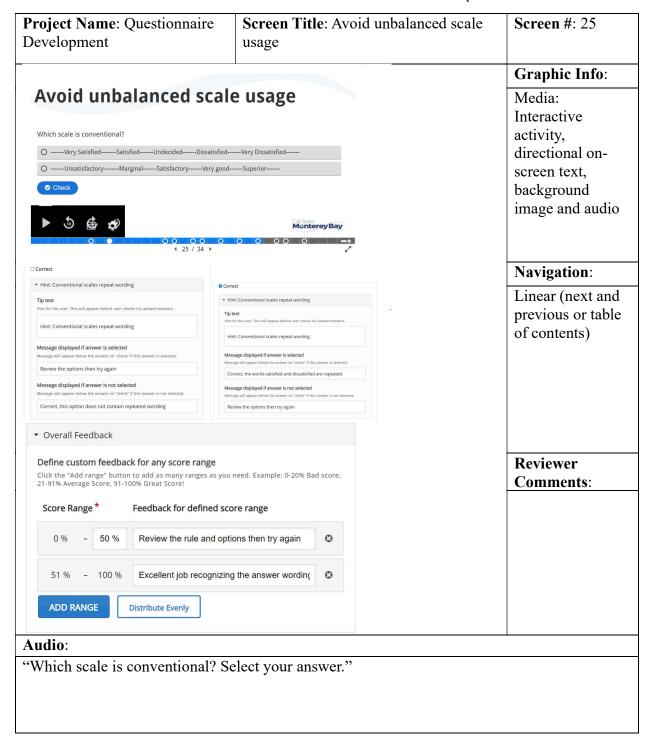
<b>Project Name</b> : Questionnaire Development	Screen Title: Avoid negatives and double negatives	Screen #: 20
		Graphic Info:
Avoid negatives at double negatives  Rule: Double negatives are under any circumstances. fail to notice there are two give an answer opposite to	e not to be used Respondents may o negatives and will	Media: Instructional onscreen text, background image and audio
	Cal State Monterey Bay	Navigation:
Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q	7 34 )	Linear (next and previous or table of contents)
		Reviewer
		Comments:
Audio:		
-	gatives. Rule, double negatives are not to fail to notice there are two negatives are	_

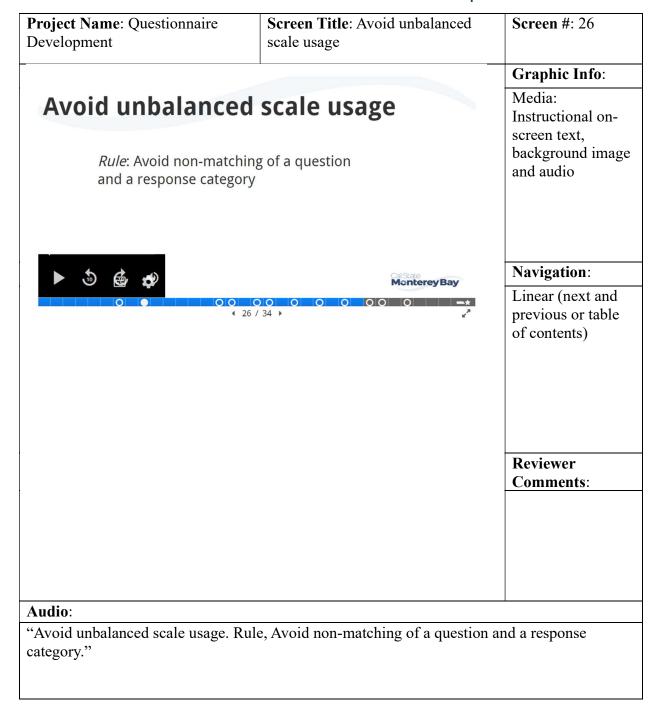


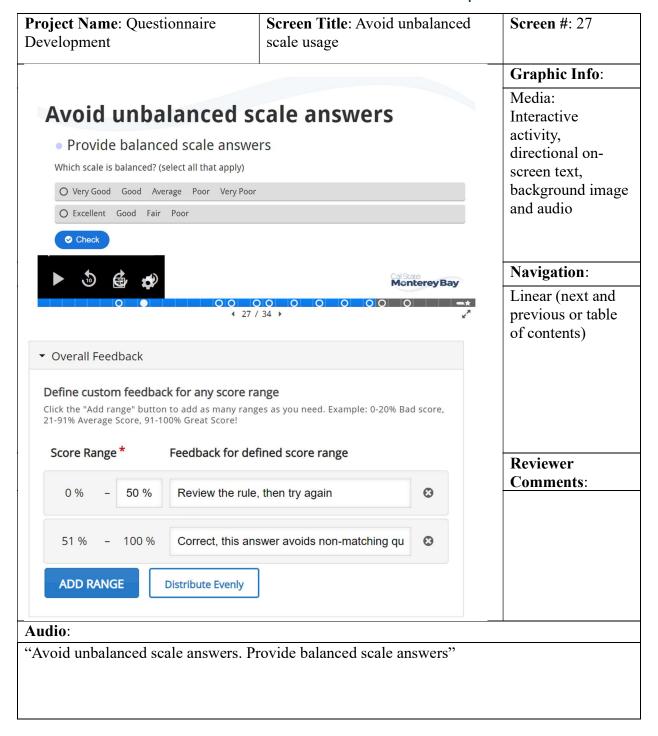
<b>Project Name</b> : Questionnaire Development	<b>Screen Title</b> : Avoid providing answers that are not mutually exclusive	Screen #: 22
		Graphic Info:
Avoid providing an not mutually exclusion.  Rule: Make certain that there possible response to a quest	e is only one	Media: Instructional onscreen text, background image and audio
<b>▶</b> 5	CalState Monterey Bay	Navigation:
4 22	/ 34 >	Linear (next and previous or table of contents)
		Reviewer Comments:
Audio:  "Avoid providing answers that ar one possible response to a question.	e not mutually exclusive. Rule, make cert	ain that there is only

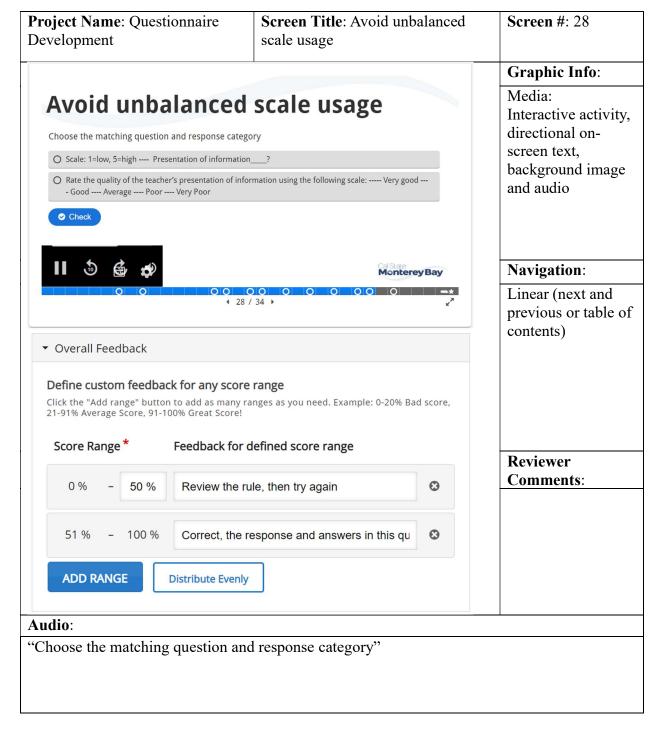
<b>Project Name</b> : Questionnaire	Screen Title: Avoid providir	ng Screen #: 23	
evelopment answers that are not mutually		y	
	exclusive		
		Graphic Info:	
Avoid providing an not mutually exclusive?  O Prompt: How many hours of training have you contain the second secon	Media: Interactive activity, directional on- screen text,		
O <b>Prompt</b> : How many hours of training have you co	ompleted? <b>Choices</b> : a) 0 to 9 b) 10 to 15 c) 16 to 30	background image	
© Check		and audio	
<b>▶</b> 5	Cal State <b>Monterey Bay</b>	27	
	/ 34 <b>)</b>	Navigation:	
□ Correct		Linear (next and	
	Correct	previous or table	
Tip text	▼ Consider: do these categories overlap?	of contents)	
Hint for the user. This will appear before user checks his answer/answers.	Tip text Hint for the user. This will appear before user checks his answer/answers.		
Consider: do these categories overlap?	Consider: do these categories overlap?		
Message displayed if answer is selected  Message will appear below the answer on "theck" if this answer is selected.	Message displayed if answer is selected  Message displayed if answer is selected		
Message will appear below the answer on "check" it this answer is selected.  Review the categories and try again  Correct, this option is mutually exclusive			
Message displayed if answer is not selected  Message displayed if answer is not selected			
Message will appear below the answer on "check" if this answer is not selected.  Correct, this option is not mutually exclusive	Message will appear below the answer on "check" if this answer is not selected.  Review the categories and try again		
		Reviewer	
▼ Overall Feedback		<b>Comments</b> :	
Define custom feedback for any score range Click the "Add range" button to add as many ranges as you a 21-91% Average Score, 91-100% Great Score!  Score Range * Feedback for defined sco			
0 % - 50 % Review the rule and cate	egories then try agair		
51 % - 100 % Correct, this option is mu	utually exclusive		
ADD RANGE Distribute Evenly			
Audio:		·	
"Select the answer that is mutual	ally exclusive"	_	
E E E E E E E E E E E E E E E E E E E			

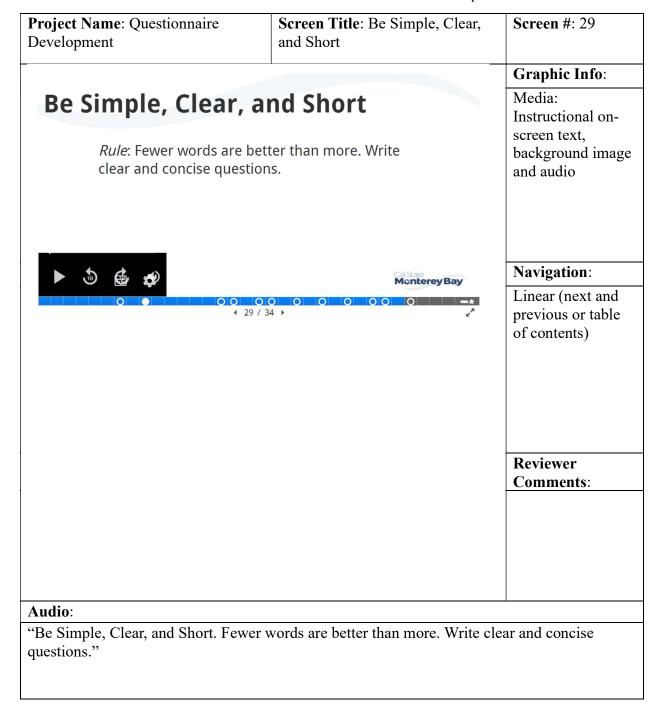
Project Name: Questionnaire Development	Screen Title: Avoid unbalanced scale usage	Screen #: 24
		Graphic Info:
Avoid unbalanced  Rule: Avoid using nor usage		Media: Instructional on- screen text, background image and audio
	Monterey Bay  1 / 34    Cal State Monterey Bay	Navigation: Linear (next and previous or table of contents)
		Reviewer Comments:
Audio: "Avoid unbalanced scale usage. Rul	e, avoid using non-conventional scale	usage."
	,	6



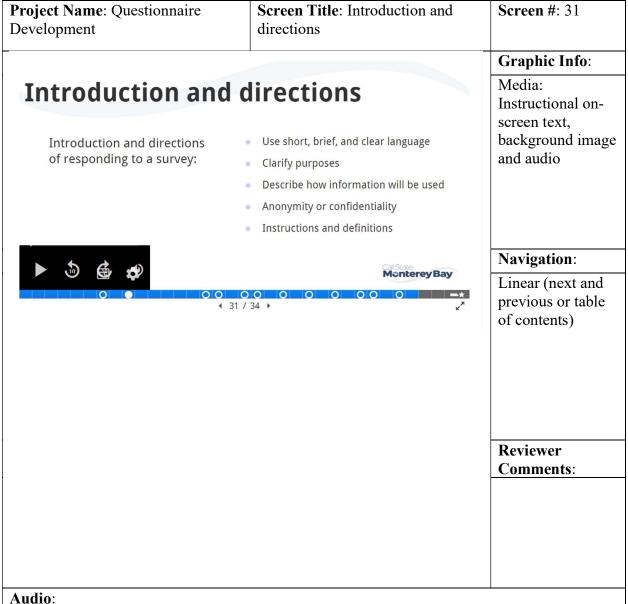






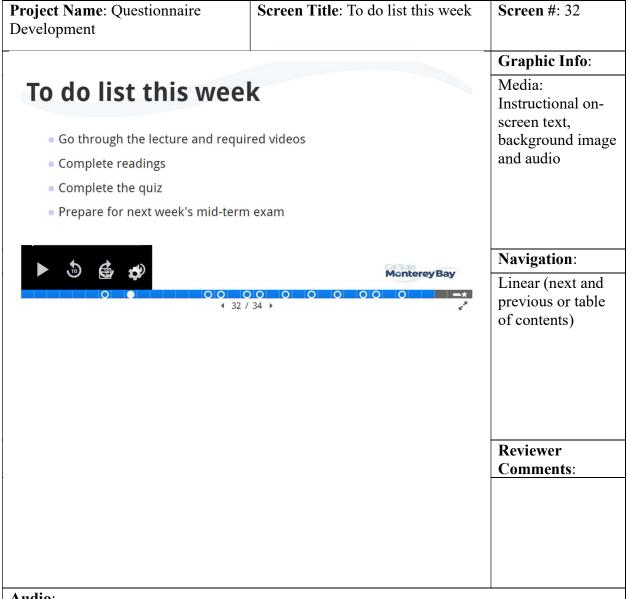


Project Name: Questionnaire Development	Screen Title: Be and Short	Simple, Clear,	Screen #: 30
			Graphic Info:
Be Simple, Clear			Media: Interactive activity,
"The unit question construction was useful," is a		wording.	directional on- screen text,
	with question construction for level of simple, clear, and short wording.		background image and audio
○ Check		Cal State	Navigation:
	0 0 0 0 0 30 / 34 <b>&gt;</b>	Monterey Bay	Linear (next and previous or table of contents)
▼ Overall Feedback			
Define custom feedback for any score ra Click the "Add range" button to add as many rang 21-91% Average Score, 91-100% Great Score!		d score,	
Score Range * Feedback for def	ined score range		Reviewer
0 % - 50 % Review the rule	and try again!	•	Comments:
51 % - 100 % Correct, this ans	wer is Simple, Clear, and Sh	•	
ADD RANGE Distribute Evenly			
audio:			
Fill in the missing words with go	od or bad"		



<sup>&</sup>quot;Besides developing good survey questions, having a clear introduction and directions of responding, is also important as shown on this slide. Other things you want to pay attention to include: 1. when to administer the questionnaire, 2. who should administer, 3. how much time to allow, 4. anonymity or confidentiality, 5. how to ensure a high response rate."

#### IST622 Questionnaire Development



#### Audio:

<sup>&</sup>quot;Reliability, validity, and data collection methods are very useful and practical topics that you face a lot in your professional career. Having a good grasp on this week's content will benefit you lifelong. If you have any questions post in the instructor Q&A forum; unless they are specific to you only. Have a nice week."

<b>Project Name</b> : Questionnaire Development	Screen Title: Appendix	Screen #: 33
		Graphic Info:
	Appendix	Media: (on-screen text, images, videos, audio, etc.)
	Cal State  Monterey Bay	Navigation:
<b>○</b>	/ 34 Þ	Linear (next and previous or table of contents)
		Reviewer Comments:
Audio:		I
N/A		

Projec	ct Name: Questionnaire	Screen Title: Score / Total	Screen #: 34
Develo	opment		
			Graphic Info:
Slid	de	Score/Total 🛕	Media: (on-
Sli	ide 7: Mutually Exclusive Multiple Choice	1/1	screen text,
Sli	ide 9: .	0/1	images, videos,
Sli	Slide 15: Leading/Loaded True/False Question 1/1		audio, etc.)
Sli	ide 16: Leading/Loaded True/False Question	1/1	
Sli	ide 18: Neutral Wording Fill in the Blanks	2/2	
Sli	de 19: Neutral Wording Fill in the Blanks	2/2	
Sli	de 21: Avoid negatives and double negatives True/False Qu	estion 1/1	
CI	ada 20. Marianalli, Francisco Mariala Charles	* · · · · ·	
		Total Score 14/15	Navigation:
Audio	Show solutions	Retry	Linear (next and previous or table of contents)  Reviewer Comments:
	<b>)</b> :		
N/A			