

✔ **Congratulations! You passed!**

Grade received **100%** To pass 80% or higher

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Test your knowledge on crafting effective questions

Total points 4

1. A data analyst uses the SMART methodology to create a question that encourages change. This type of question can be described how?

1 / 1 point

- ☒ Action-oriented
- ☐ Results-focused
- ☐ Stimulating
- ☐ Motivational

✔ **Correct**

In the SMART methodology, questions that encourage change are action-oriented.

2. A time-bound SMART question specifies which of the following parameters?

1 / 1 point

- ☐ The desired change the analysis should produce
- ☒ The era, phase, or period of analysis
- ☐ The topic or subject of the analysis
- ☐ The metrics or measures related to the analysis

✔ **Correct**

A time-bound SMART question specifies the era, phase, or period of analysis.

3. A data analyst working for a mid-sized retailer is writing questions for a customer experience survey. One of the questions is: "Do you prefer online or in-store?" Then, they rewrite it to say: "Do you prefer shopping at our online marketplace or shopping at your local store?" Describe why this is a more effective question.

1 / 1 point

- ☐ The first question contains slang that might not make sense to everyone, whereas the second question is easily understandable.
- ☒ The first question is vague, whereas the second question includes important context.
- ☐ The first question is leading, whereas the second question could have many different answers.
- ☐ The first question is closed-ended, whereas the second question encourages the respondent to elaborate.

✔ **Correct**

Vague questions do not provide context. The second question clarifies that the data analyst wants to learn exactly how and where customers prefer to shop.

4. A data analyst at a social media company is creating questions for a focus group. They use common abbreviations such as PLS for "please" and LMK for "let me know." This is fair because the participants use social media a lot and are likely to be technically savvy.

1 / 1 point

- ☐ True
- ☒ False

✔ **Correct**

Fairness means asking questions that make sense to everyone. Even if a data analyst suspects people will understand abbreviations, slang, or other jargon, it's important to write questions with simple wording.