

Considerations When Testing SRAE Participant Entry and Exit Web-based Survey Performance Measures

Text Consistency With the Specification Document

- Text for the question-specific instructions (such as “Mark one” or “Mark all”), question text, and response categories on the online survey should match the specifications document exactly.
- Various font options included in the survey (bold, underline, italics, etc.) should also appear in the online version.
- Cover page and survey instructions. **Grantees must include the OMB Paperwork Reduction Act (PRA) statement, OMB Control Number, and Expiration Date on the cover of the online survey.**
- General survey instructions—Instructions in web specifications should be adjusted as needed regarding online administration. For example, the instruction “PLEASE MARK ALL ANSWERS WITHIN THE WHITE BOXES PROVIDED” or “USE A PEN OR PENCIL” could be confusing if copied to an online version.

Screen Layout

- Placement and appearance of questions—Are they easy for youth to read?
- Response option layout—Can youth see all possible columns (or rows) on one screen?
- Button locations—Are the buttons aligned with the appropriate responses? Are they in an intuitive place that is easy for youth to click?
- Avoidance of scrolling—A single question should be fully visible on one screen; youth should not have to scroll across or down to read a question.
- Layout in different browsers and versions—Test how the layout appears in different browsers and on different devices.

Response Selection Options

- Mark only one—For questions where youth should be allowed to select only one response, confirm that youth can only check one response.
- Mark all that apply—For questions that are supposed to allow for multiple responses, confirm that youth can select multiple responses.

Navigation Within the Survey

- Ability to skip backwards or forwards using browser buttons (if allowed)—Some programs will not allow respondents to utilize the browser buttons to move through the survey, but if this is allowed confirm that youth can do so easily and that previous responses are retained. If this capability is disabled, grantees may want to mention it in the instructions, so youth do not

accidentally use the browser buttons and then get frustrated or confused when they unintentionally exit the survey.

- Ability to skip backwards or forwards using survey buttons—If grantees plan to allow for youth to move back and forth through the survey, be sure they can do so easily by using “back” and “next” buttons on each page. Testers should also confirm that any responses previously entered are saved as youth move throughout the survey.

Exit and Return (if allowed) —Breaking Off Midway Through the Survey and Then Re-Entering

- Return to appropriate item—When developing the specifications with the programmer, grantees will decide whether youth who exit and re-enter the survey will be taken back to the beginning of the survey or back to where they left off in the survey. When testing, confirm that youth are directed to the appropriate place once they exit and then re-enter the survey.
- Prior responses are populated—If grantees allow youth to complete the survey in more than one sitting, testers should confirm that when youth re-enter the survey, any previous responses have been retained.

Skip Logic—Check All Possible Routes for Responses to Screener Questions

- Appropriate path with valid responses—Ensure youth are routed to the appropriate question if they provide a specific response.
- Appropriate path when item is left blank—Confirm youth are routed to the appropriate question if they leave an item blank (after a soft check is presented).

Additional Pages and Materials

- Invitation emails—If grantees are sending an invitation email that includes a link to the survey or a link to other materials, confirm that all links work, as intended. Confirm the language in the invitation email is as expected and that the layout is user-friendly and easy to read. Test emails on various browsers and devices to confirm the layout.
- Other pages (if applicable)—Ensure pages such as the welcome page, submit page, thank you for completing page, etc. display as intended.
 - Confirm pages are user-friendly and function as intended.
 - Confirm all necessary language is included.