

Processing Instruments

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A. Overview. Instruments can take two potential forms: an RGB Inventory and a Survey. The RGB Inventory uses a "forced choice" methodology which compels the respondent to split "4" points among three available alternatives. The result is at least one favored choice for each Inventory item. There are always 25 items on an RGB Inventory. The survey form uses a zero-to-nine (plus "N" for No Response) modified Likert scale, always with a narrative option at the respondents' choice. One or more open-ended question(s) often appear. Both forms are described below. The user must select an Instrument, and either select or create a Respondent record (may be an anonymous record) for the system to work.

B. Instrument Selection. From the Main Menu, "click" on Select Instrument. The following illustrated screen will provide all available options.

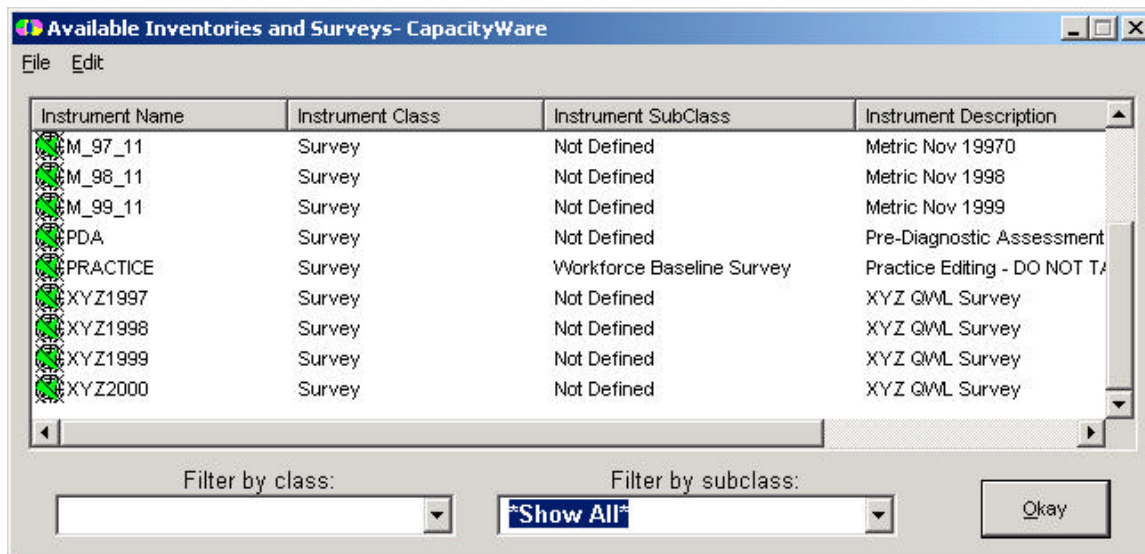


Figure 1.

1. Filters. If the quantity of Instruments becomes excessive, the filters at the bottom of the screen can be used to narrow the search.

2. Instrument Selection. "Double click" on the Instrument of interest, OR "single click" on the Instrument, and "click" on the Okay Action Button.

You will be returned to the Main Menu. Notice that the selected Instrument is described in the middle panel. The Instrument will remain in this middle panel until it is intentionally changed leaving the user only to change Respondents as long as this particular Instrument continues to be valid.

C. Respondent Selection or Creation. From the Main Menu, "click" Login, then "double click" on the Respondents Name. It may be necessary to scroll or filter to get to the name if the Respondent Pool is large. It may be necessary to establish a New Respondent Record if the Respondent is not listed. See Managing Respondent Records, Tab 1). If the survey is being taken anonymously, "click" the Anonymous Survey Action Button on the Main menu and establish the needed demographics before continuing with the processing. Do not process RGB results anonymously. If the respondent provides a pseudo name, write the computer generated ANON name on the top of the survey and set it aside for a later process if the individual has asked for feedback.

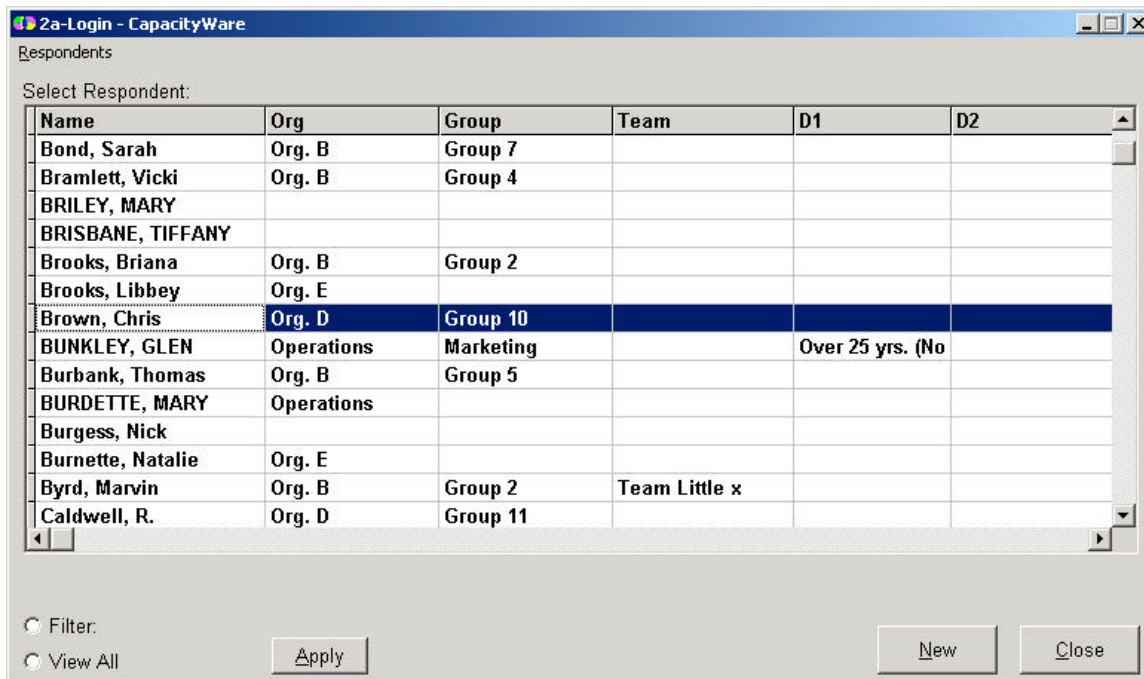


Figure 2.

D. Processing RGB's. If the RGB is the source form being input, be cautious of the following software behavior. The system was designed to optimize input by eliminating unnecessary key strokes. If the user is not careful, this efficiency may become a liability.

1. Limited Input Options. The Inventory Item input screen has three vacant fields that will accept a 0, or a 1, or a 2 or a 3, or a 4. No other digit or character will be accepted.

2. Field Advance. Once a number has been placed in the field, the cursor will automatically advance to the next required field until a total of "4" is reached for the Inventory Item Screen (remember there are 25 Inventory Item Screens in each Instrument). If the entries are "1" in the first field, and "1" in the second field, the third field will automatically be a "2." An entry is never made to the third field except to correct an error.

3. Inventory Item Advance. If the first number used on a screen is "4" for example, the Inventory Item Screen will advance to the next item. The two remaining fields will be filled with zeros, as no other option could exist. If the first two fields are filled with "2's", the third field will be skipped and the Inventory Items screen will advance after the second "2" is inserted.

4. Close. "Clicking" Close will discontinue processing.

Take Inventory - CapacityWare

Item # 1

You are thinking about creating a new staff position in your organization that would address quality of work life issues. You consider...

a) what tasks this position should undertake and the standards of performance required. 0

b) what implications this position will have on the existing organization. 0

c) what goals and objectives should be set and how best to plan for initiating this position. 0

Close << Previous Next >>

Figure 3.

E. Processing Surveys. Processing surveys is slightly more complex because the potential for each field is both a number and narrative. If only numbers are used by the Respondent, processing goes rather quickly. Narrative entries can be made while on the Survey Item Screen,

or the user will be given the option to return to each item and insert comments for those items that have narrative. Either option will work equally well.

1. Item Default. Each Survey Item Screen presents itself with an "N" in the scale entry field.

2. Scale Window. As soon as a single digit number is provided (to replace the default "N"), the Survey Item Screen will advance. If comments are to be entered, they ought to be entered before the scale number is entered because the screen advances.

3. Comment Action Button. If comments are to be entered for a specific item, "click" the Comment Action Button to obtain access to the narrative input field.

4. Back and Next. These Action Buttons will permit the user to go back or forward to specific items of interest.

5. Exit. If the user "clicks" the Exit Action Button, the work done to this point will not be saved.

6. End of Survey Processing Options. At the end of the scaled items, several options are presented. The software allows you to go back and enter item-by-item narrative (this is the preferred option), it allows the user to enter open-ended question comments, and finally the software asks if you'd like to see a display of the results. If data entry has been for anonymous surveys, the software will present another anonymous entry form when prompted to do so. The alternative will be to enter data for those using their real names.

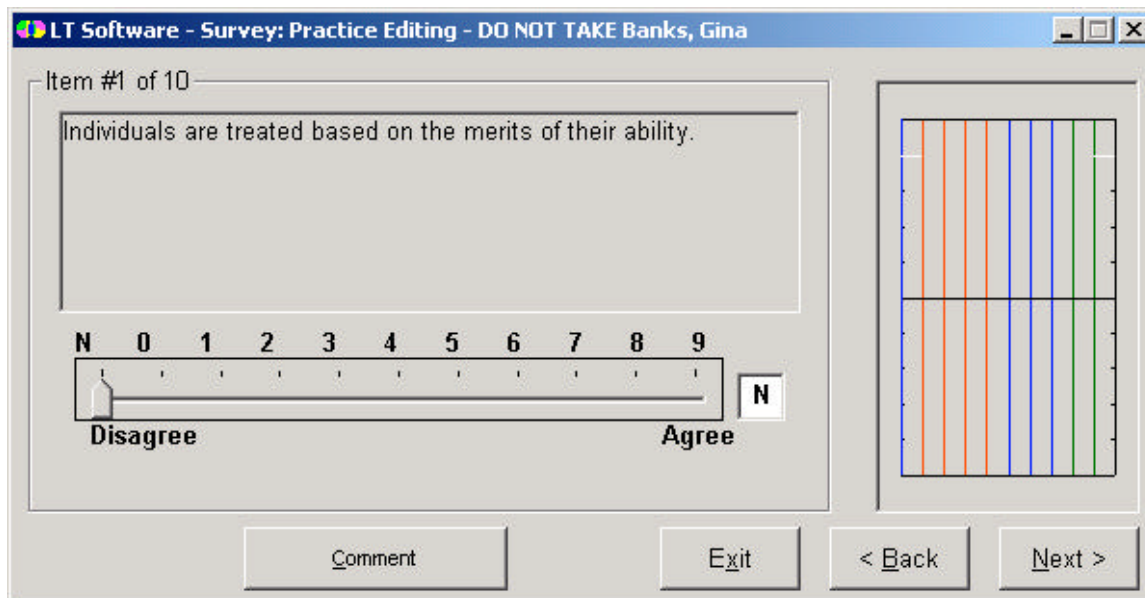


Figure 4.

F. Making Corrections to Survey Data Already Entered. When erroneous text entries have been made during the routine data entry cycle, or when a comment has been inadvertently overlooked and therefore not entered when it should have been a separate data entry routine must be used to make these corrections. A different process is used for correcting In-line Comments versus End Comments.

1. In-line Comment Corrections. Before any corrections can be made the user must locate and display the Bar Chart screen for the Survey Item needing to have a correction added or made to an existing response. To get to this screen from the Main Menu (with the appropriate survey already selected and displayed in the middle panel of the Main Menu), select "Review Instrument Results" - "Multiple People" - "Search" - and "Bar Chart." The results of these selections will be a Bar Chart (open at Survey Item #1) as seen in Figure 5, below.

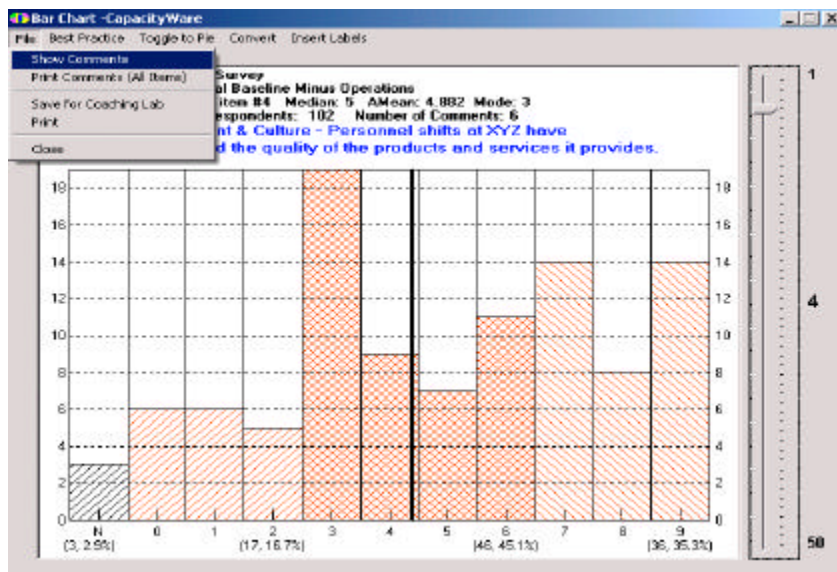


Figure 5

Click "File" and Select "Show Comments." The system will then display Figure 6, below.

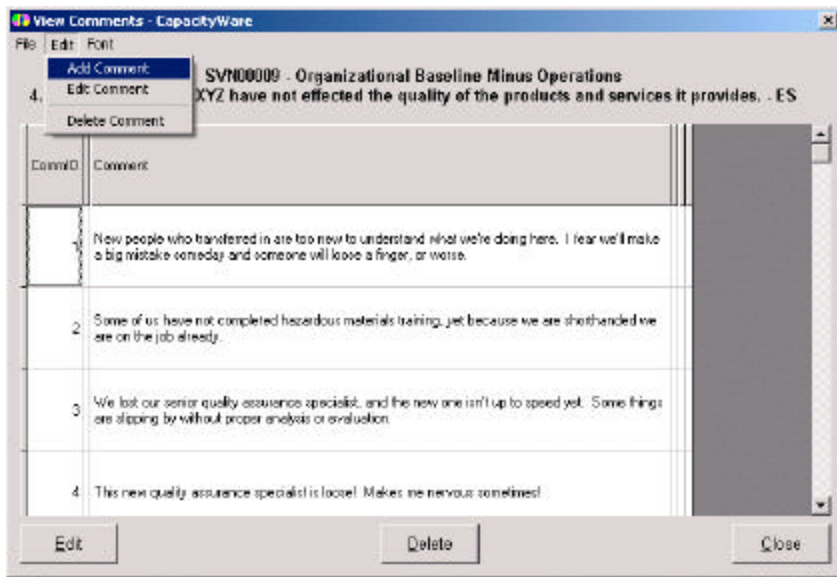


Figure 6

Using the Edit "Pull Down" Menu, select and follow the instructions for either "Add Comment" - "Edit Comment" - and/or "Delete Comment."

2. End Comment Corrections or Additions. End comment changes are handled differently. From the Main Menu, select "Instruments" - "End Comments" and "Add" or "Edit." The instructions are presented appropriately and are easy to follow. See the illustration at Figure 6, Tab 1, page 4.

G. Summary. Data entry is designed to be easy and fast. The system is not designed for automated form readers, although some would like this option. Our belief has always been that machine scanning prevents the user from fully understanding the implications of the data being offered by respondents. The potential "anger" of scribbled notes gets lost when the scanning equipment just takes a number and eliminates the marginal notes.