

i-Question Guide



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About i-Question

Designed for research purposes only, i-Question is our premier application for conducting and managing online quantitative research.

i-Question provides the researcher with a vast array of customisable question types and survey methods, thus enabling the easy deployment of any variety of online studies, from the simple right through to the complex. i-Question is compatible with all major web browsers, including Google Chrome, Internet Explorer, Mozilla Firefox, and Safari.

This guide presents the range of questions currently available within the i-Question system, including the flagship questions most often used by our clients. Many of the questions have been developed and refined in consultation with clients, so if there is a question type you would like to see that is not shown here, then please contact us. Our internal research and development team will work with you to build whatever question style you can imagine.

For more information contact i-Link's Client Services team:

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Survey Customisations

The entire look, feel and functionality of a survey can be customised to suit individual requirements. Below is an example of a standard survey screen and the various elements that can be customised.

i-Link the online research company	1		9 CONTROL & SUPPORT
2 Q1. Please indicate your gender? Please select one 3			Control Panel X Standard <u>Testing</u>
 Male 4 Female 5 I do not wish to answer this question. 			Page Attributes: 10 Header V 11 Font V Contact Information:
6 Click to Continue Go Back 7		8 PROGRESS METER	
	13		null null 12 Support
			powered by

1. Branding

Your logo, or that of your client's, can be placed where the i-Link logo appears here. The overall design of the survey can be customised to align with your corporate image.

2. Question numbers

Question numbers are optional and are usually switched ON during testing and OFF for live surveys, so respondents are not confused by rotations, part questions etc. Questions can be displayed in a font and colour of your choosing.

3. Instructions

Instructions are separated from questions. They can be displayed in a font and colour of your choosing.

4. Rows

Rows can be differentiated by a light background, in the colours of your choosing.

5. Opt-out

Opt-out selections are differentiated from typical responses and can be applied to any question.

6. Continue

This button allows respondents to progress through the survey. The wording on the button can be altered to suit your requirements.



7. Back

The back button is optional. It is usually disabled to prevent respondents from going back to previous questions and changing their responses.

8. Progress meter

The progress meter is optional. It gives respondents an indication of how far along they are in the survey.

9. Control & Support Panel

This panel can be displayed or hidden by clicking on CONTROL & SUPPORT. It provides respondents with a range of additional options for customising the appearance of the survey and requesting support.

10. Header

The header menu is optional. It allows respondents to move the logo from the top of the screen to the bottom. This assists people with smaller screen resolutions by placing survey questions at the top of the page.

11. Font

The font menu is optional. It allows respondents to reduce or increase the size of the fonts displayed on their screen. This option is useful for people viewing the survey on small or low resolution screens.

12. Respondent Support

The support button within the Control & Support panel is optional. It allows respondents to send an immediate email request to the project management team should they encounter any issues while completing the survey.

13. Background

Survey backgrounds can be of an image or colour of your choosing. As colours can influence decisions, the default colours for i-Link surveys are white, shades of grey and blue font, however these are entirely customisable.

(Note: Additional Project Management fees may apply for significant amendment requests.)





Security and Login

i-Link provides a range of login methods for surveys, discussion boards and live chat. The range is extensive and can be further customised to suit the requirements of your project. Detailed below are the main types of login access we can provide.

Method	Security Level	Description
Username & Password	High	Respondents login with a username and password that is provided to them in an invitation. Login and password codes will be added to the database and verified against when the respondent gains access to the project.
Login ID (Assigned)	High	Respondents login with a Login ID only (no password) which is provided to them in an invitation. Login codes will be added to the database and verified against when the respondent gains access to the project.
Respondent registers	Medium	Respondents choose their own username but are required to register on the database for a password. The password is emailed to an email address they provide. Some demographic data can be collected at registration.
Autogenerate Login	Low	You would like a Login code automatically generated when an unknown respondent accesses the project. This code can be used by the respondent to login at other times or if they are inadvertently disconnected. No information is collected from the respondent prior to entry into a project.
Chosen Username / Login	Low	Respondents choose their own username when they access a project. They are not required to register for a password. No information is collected from the respondent prior to entry into a project.



Question Library

Following are examples of the range of question types currently available within i-Question.

Single Select Questions

This type of question displays responses for a single selection requirement.

Standard Single Select

The standard single select question uses traditional radio selection buttons.

Are you	
Please select one	
Male Female	
K Back >> Continue	

Single Select Point & Click

Point & click questions replace traditional radio and checkbox selections with graphical displays. Respondents make their selections by pointing and clicking on an item. These visual questions are easy to understand and use, and are more intuitive and engaging for the participant.



Drag and Drop Single Select

Respondents drag and drop the item in question into the box that best represents their answer.

How likely are you to consider the following brands in future?						
Please drag and drop each item onto the box which represents y	your answer, or click on the box to indicate your answer for each item.					
	I will definitely consider this brand I may consider this brand I will definitely not consider this brand I am unsure					
	Correct my last Choice					

Single Column

Here a set of single choice statements or options are presented in a grid, with statements displayed in the columns and responses in rows.

Which statement best defines the brands below?										
Please select one an	swer for each colum	п								
		Big W	K-mart	Target	Costoco	Walmart				
	Caring	\bigcirc		\bigcirc	\bigcirc	\bigcirc				
	Innovative	\bigcirc		\bigcirc	\bigcirc	\bigcirc				
	Dull	\bigcirc		\bigcirc	\bigcirc	\bigcirc				
	Outdated	\bigcirc		\bigcirc	\bigcirc	\bigcirc				
	Bold	\mathbf{O}		\bigcirc	\mathbf{O}	\mathbf{O}				
	Cheap	\mathbf{O}	\mathbf{O}	\bigcirc	\mathbf{O}	0				
K Back	Continue									



Multiple Select Questions

This question type allows respondents to make multiple selections from a given set of responses.

Standard Multiple Select

In this question response options are listed as text with traditional checkbox selection buttons.

Do you work in any of the following industries?
Please select all that apply
Market Research
Finance
✓ Retail
Public Relations
Fitness
[Fill] None of the above
K Back >> Continue

Multiple Select Point & Click

Response options are displayed as graphics or images (e.g. brand logos). Respondents click on the graphics to make a selection/s. Selected responses are denoted by a check mark.



Multiple Response Grid

This question allows respondents to make multiple selections from columns that apply to statements or choices within the rows.

nich of these brands	<mark>s do you belie</mark> in each row	eve th	e follo	wing	stater	nents	apply	to?			
		Ford	Holden	Audi	Ferrari	Subaru	Toyota	Kia	Chrysler	None of these	
	Authentic										
	Reliable										
	Quality										
	Value for money										
	Prestigous										
	Honest										
	Exciting										
	Boring										
	Innovative										
	Customer focused										
		[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	

Point & Click Multiple Grid

This question provides an alternative way of presenting a multiple response grid. Respondents make multiple selections that apply to a given statements or choices, however the statements or choices are displayed one at a time. Respondents must click to make a selection before moving on the next statement. Selected responses are denoted by a check mark.

Which of the following brands do	you believe the following statements apply to?
Please select all that apply	
	Exciting
	Microsoft SAMSUNG
	None of these
5	Correct my last Choice Show Next Statement
I Paak	
I Dack	

Multiple Column

A set of multiple choice statements presented in grid format with statements or choices in the columns and responses in rows. Respondents can select as many responses as applicable per statement or choice.



Rating Questions

In the following question types respondents rate statements or choices according to a given scale. The scales are labelled, with the higher and lower ends representing the extremes of the measure being used.

Standard Rating

Presented in a grid format and using trational radio selection buttons, statements or choices are listed in rows with the scale displaying across the columns. Respondents can only select one point on the scale per statement or choice.

Strongly greas 0 1 2 3 4 5 6 7 8 9 10 1 am kind	lease select one											
0 1 2 3 4 5 6 7 8 9 10 I am kind I		Strongly disagree										Strongly agree
I am kind Image: Constraint of the state of the st		0	1	2	З	4	5	6	7	8	9	10
I an smart I an sm	I am kind											•
I am funny Image: second sec	I am smart							•				•
E-H31	I am funny							•	•	•		
(im) (im) (im) (im) (im) (im) (im) (im)		[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]





Point & Click Select Rating

Apart from displaying images, point & click style questions are also great for dealing with large lists of statements or brands. In this question statements (or brands) appear one at a time for rating. The system will automatically progress to the next statement with each click response.

low likely are you to consider the following brands next time you purchase a vehicle?
lease click on a rating box to make a selection
Jeep
Highly unlikely
0 1 2 3 4 5 6 7
Correct my last Choice
Back

Slider Rating

Similar to the standard rating style question with one statement or choice shown per row, but the scale is displayed horizontally as a slider bar. To rate an item respondents drag the slider button to their selected point along the scale. The numerical response is illustrated in the textbox to the right hand side of the slider.

Please rate the following bank brands on their level of overall quality.								
Please click on the scale to indicate yo	our selection or drag	the slider to select your ans	swer					
		Lower Quality	Higher Quality					
	СВА	0	100					
	ANZ	0	100					
	Westpac	0	100					
	NAB	•	100					
K Back S Continue								



Drag and Drop Rating

In this question type choices are represented by images or graphical displays, and the scale by boxes, with each box representing a point on the scale. Respondents rate the choices by dragging and dropping them into their selected position along the scale.

How likely are you to consider the following brands on your next purchase?	
Please drag and drop each item onto the box which represents your answer	
SIMSUNG	
Very likely Somewhat likely Neither Somewhat Very unlikely Unlikely	
Microsoft	
	PROGRESS METER
K Back S Continue	

Drag and Drop Rating Alternative

Similar to the drag and drop rating question except the scale is displayed as a colour bar. You have the option of changing the colour scheme used on the scale. Respondents rate the choices by dragging and dropping them into their selected position along the scale.

Please indicate how well	lease indicate how well you know these products.							
Please drag and drop each item o	onto the scale							
	I have no		Neutral				I know this	
	this product		Neutral				well	
		VIOLET CRUMBLE	× Mars of 📜	AIRY MILK	SNIEKERS	60		
			• Comot mult	t Chains				
			Correct my la	St Choice				
K Back >> Continue								





Anchor Rating Questions

In this type of question respondents rate a statement or choice on a set of attributes. Each attribute is put on a scale with each end of the scale representing opposing extremes of the attribute (e.g. hot and cold / wet and dry).

Standard Anchor Rating

Presented in grid format, attributes are listed within the rows and the scale shown horizontally across columns. Respondents must select one response per row.

Please	Please describe your perfect cake.							
Please se	elect one answer for e	ach row						
	1	2	з	4	5	6	7	
Soft	S				•			Firm
Moist	•	S				•	•	Dry
Light			S	•				Dense
Rich				S	•			Bland
Sweet					S			Savoury
	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	[Fill]	
& Bac	k 🔉 Continue							

Slider Anchor Rating

The same as a standard anchor rating except that the scales are displayed as slider bars. To rate an attribute respondents drag the slider button to their selected point along the scale. Scales can be displayed horizontally or vertically.







Ranking Questions

Ranking questions allow respondents to rank statements or choices in a list from least preferred to most preferred (or vice versa). The system will check a respondent's entries to ensure there are no duplicated responses and all ranks fit within a specified range, for example 1 - 5.

Standard Ranking

In the standard ranking question statements or choices are listed as text. Respondents type a value into the field next to an item to indicate their ranking of it.

Please	e rank	these brands from your most preferred (1) to your least preferred (5)
Please ii	ndicate	your preference for each brand by typing a number from 1 - 5 in each text box
Ford	1)
Holden	2)
Audi	3)
Ferrari	4)
Subaru	5)
K Bac	:k	Continue



Point & Click Select Ranking

In this variation, items to be ranked are displayed as graphics or text. Respondents rank items by clicking on them in the order of their preference.



Drag and Drop Ranking

In the drag and drop ranking question items to be ranked are shown as graphics or images (e.g. logos). Rankings are represented by empty boxes. Respondents indicate their ranking preferences by dragging and dropping the items into a selected box.

Please rank the following brand Rank each of the following brands by dra	ds from mo	ost preferred	d (1) to leas	st preferred	i (5)	
	Ford Rank 1	HOLDEN Rank 2	Rank 3	Rank 4	Rank 5	
			SUBARU	Jeep		
K Back >> Continue						





Weighting Questions

In this question type participants are asked to distribute 100 points amongst various items, statements or attributes. The system will show a cumulative total as the respondent works through the question and will prevent them from progressing if the total is under or over 100.

Standard Weighting

Items to be weighted are listed. Respondents assign weights (points) to the items by typing a value in the field next to each item.

If you had 100 l	lollies to give away, how many would you give to each of the people below?	
Please make sure you	our total adds up to 100	
Yourself	10	
Family	50	
Friends		
Strangers		
TOTAL	60	
Remaining	40	
K Back	Continue	

Slider Weighting

The same as the standard weighting question except the numeric fields are replaced by slider bars. Respondents distribute points by dragging the slider button to their selected point along the bar.





Open-ended Questions

These types of questions provide respondents with open-ended fields in which to input their responses. They can be varied to suit individual project requirements and accept openended responses in a range of settings.

Open-ended Comment

In this question respondents are given an open text box in which to provide a more in-depth comment on a topic or question.

What does	s being Australian mean to you?	
Please type y	your response	
& Back	>> Continue	

Open-ended Row

This question type provides respondents with rows of open text fields to list their answers in.

Please list up	to 5 bank brands you c	an think of		
Please type y	our response			
1	Bank 1			
2	Bank 2			
3				
4				
5				
L Ca	n't think of any			
K Back	>> Continue			





Open-ended Alternative

Another way of presenting the fields for an open-ended question. The fields can be displayed as call out boxes and placed horizontally rather than in rows.



Open-ended Grid

This question type allows respondents to input open responses to a set of items, statements or attributes.

How much time do you spend each day on the following activities							
Please type your responses							
		Hours			Minutes		
Exercising		2	hours		30	minutes	
Reading		1	hours	(45	minutes	
Sleeping		8	hours		I)	minutes	
Gaming			hours			minutes	
K Back	Continue						





Drop Down Questions

Drop down questions allow respondents to select a response/s from a given list of possible responses.

Standard Drop Down

One list of response options are displayed in a drop down menu. Respondents can only choose one response.

here do you live?			
lease select one			
Please select one			
	Q		
Melbourne Rest of Victoria	^		
Sydney			
Rest of NSW			
Brisbane	~		

Drop Down Multiple

This variation of the standard drop down question allows respondents to select more than one response from the list provided.

Which of the following TV channels do you watch?				
Please select all that apply				
Channel 10 ×				
Channel 7				
Channel 9				
SBS				
ABC				
K Back >> Continue				





Drop Down Grid

This question displays multiple lists in drop down menus. Respondents must select one response from each list.

Please ente	r the make, model and year of your	vehicle	
	Make	Model	Year
Option A	Please select one	Please select one	Please select one
K Back	Continue		

Multimedia

In i-Question you have the option of including audio and/or video elements with any question type. Questions with multimedia elements are preceded by an audio or video check to ensure that the device the respondent is using to view the survey is capable of playing the audio or video.

Video

The **video check** asks respondents to watch a video clip and enter the number sequence played to verify that the video can be seen and heard on their device.

Video check	
	This survey requires that you have video player enabled on your system. To watch the video clip, please complete the following steps: • Make survey that you have a video player enabled on your computer. • Turn your spatiers on. • When you are ready, click the Play button below to play the video clip.
Skip Testing	
	wease enter the number in the sequence that you see in the video cip, then click the Continue button below :





A video player displays on screen with controls for the respondent to adjust volume, play/ pause and switch to full screen for video viewing as required.

Please watch the video below and record your second by second	nd reactions by moving the button along the slider bar
Please click the "Play" button when you are ready to start	
Skip	
Testing	
	~

Audio

The audio check asks respondents to listen to a sound clip and enter the number sequence played to verify that the audio for the question can be heard on their device.

Audio check	
	This survey requires that you have sound enabled on your system. To hear the audio stream, please complete the following steps: • Make sure that you have sound enabled on your computer. • Turn your speakers on. • When you are ready, click on the speaker icon below to play the sound clip
Skip Testing	
	Please enter the number in the sequence that you hear in the sound clip, then click the Continue button below :
K Back >> Continue	





An audio player displays on screen with controls for the respondent to adjust volume and play/pause as required.



Costing

This question type allows respondents to nominate a cost or costs for given item/s.

How much would you typically	pay for the following items?
Please type your answers into the boxes	below
200g block of chocolate	\$ 2.50
Jar of honey	\$ 4.99
Packet of chips	\$
Tomato sauce	\$
Peanut butter	\$
K Back >> Continue	





Choice Models

Card Choice

ailable to you next time you choose a c	ard. Please take a few moments to familiar	ise yourself with the features of each optic	on, and then choose which of the four you	would select.
ATTRIBUTES	Gold Card 1	Gold Card 2	Platinum Card 1	Platinum Card 2
suer	Mastercard	American Express	American Express	American Express
terest Free Days	55 days	55 days	45 days	45 days
terest Rate	18.99%	18.49%	17.99%	18.49%
terest Rate for Balance Transfer	0% for 6 months	0% for 6 months	4.9% for life	0% for 6 months
inual Card Fee	\$99	\$59	\$200	\$200
wards Program	Redeem for Qantas Frequent Flyer Points	Redeem points for Cashback, Shopping and Gift Cards	Redeem points for Cashback, Shopping and Gift Cards	Redeem for Qantas Frequent Flyer Points
troductory Sign On Offer	2,000 sign on points	1,000 sign on points	10,000 sign on points	5,000 sign on points
ints Received per \$ spent	1.5 points for every \$1 spent	1.5 points for every \$1 spent	1.5 points for every \$1 spent	1.5 points for every \$1 spent
ints Expiry	Never expires	After 5 years	Never expires	Never expires
lditional Benefits	Travel Insurance Purchase Protection	Companion Card	Design own Card Companion Card Travel Insurance Purchase Protection	Design own Card Companion Card Travel Insurance Purchase Protection Conceirge Service
	\bigcirc		0	

Shopping Trip

Shopping Trip	
You are on a shopping trip. Please choose the product/s you would purchase from the you would shop during a normal trip to the supermarket	selection shown below. Please review ALL of the choices available before making your decision based on how
you would shop during a normal and to the supermarket.	
Hover the cursor over a product on the shelf. A detailed view of the product will be sh	hown in an enlarged version in the right window. Click on the product for more information.
	Riva Coffee Granules
	200
	Pile
	Review Cart Total Cost : \$ 0
	Shopping Cart - Items Purchased
	No product in cart
	Please click the item in the cart to remove it
	Or click this button to clear the cart.
	Clear Cart
K Back >> Continue	

Detailed product information view:

Contract on the	Product Name	Product Size	Produc	ct Qty	Product Price (\$)	Subtotal Price	Remove
	Natures Cuppa Coffee Freeze Dried Organic	200	1	0 0	16.99	16.99	0
	Moccona Coffee Instant Mocha Kenya Style	250	1	0 0	17.22	17.22	8
NESCAFE					Grand Total Price	34.2099999999999	
		Back to Shelf	dd to Cart				
		Back to Shelf	dd to Cart				
		Back to Shef	dd to Cart				

Demographic Questions

i-Question has a number of standard demographic screener questions. You can choose to use a text-based question style with traditional radio and checkbox selections, or utilise the more visual point & click style questions available in the system.

Postcode

In this question once a respondent enters a postcode the suburb drop down list will automatically populate with suburbs matching the entered postcode. The database of postcode and suburb information is provided by Australia Post and updated monthly.

Postcode	
Please enter your postcode:	
Please select your suburb: Please Select One	
It Bask N Continue	
K Back >> Continue	

Country by Continent

In this question countries are presented visually by continent, with drop down menus listing the countries for each.





Point & Click Country by Flag (Single)

Countries are presented visually by their flags, respondents select a country by clicking on its flag.



Point & Click Country by Flag (Multiple)

This question type also shows countries by their flags, but allows the respondent to select more than one country.



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Location

In this question type respondents can indicate their location by pointing and clicking on its place on a map.



Gender

A single choice question type with the genders represented by images. Respondents click on an image to select it.

Are you			
Please select one			
	ų	Π	
	Male	Female	
K Back S Continue			



Child / Gender / Age (CGA)

This question provides respondents with a child/gender/age grid based on the number of children in their household.

How many children do you have?	2	•	
Child	Gender	Age	
Child 1	Male	▼ 11-15	•
Child 2	Gender of child 2	Age of child 2	

Social Economic Status (SES)

For Australian socioeconomic status the system provides respondents with drop down menus for all recognised Industry and Occupation listings. i-Question will provide an SES classification of Blue Collar, White Collar and Other based on the current Australian Bureau of Statistics classifications.

Social Economic Status (SES)	
What industry do you work in?	Please Select One
What is your occupation?	Please Select One





Social Economic Definition (SED)

This question lists a pre-defined range of social and economic indicators, designed to give the researcher a better understanding of the respondent's overall level of wellbeing and prosperity.

Q Please select your highest level of education attained	Degree
Q Please select your level of income	Please select one
Please select your occupation	Please select one
	Farmer Skilled manual worker Clerk/Typist
	Sales Semi-professional V
K Back Continue	

Captcha

A CAPTCHA screener can be used to protect your survey against bots by generating and grading tests that humans can pass but current computer programs cannot.

САРТСНА	
	Please type in the 6 large dark grey letters here:





Conclusion

Thank you for viewing our guide to i-Question. We hope it has given you a good indication of the capabilities of this system.

The customisation options available under all question styles include:

- Randomisation or rotation of statements, images and word associations
- Switching on or off the participant's ability to correct errors or go backwards
- Piping into or out of guestions. For example, options selected in a multiple choice either • appear or are removed in a subsequent single select question.

Because i-Link's systems are all owned and developed by us, we can offer unparalleled response time to produce any type of question you can imagine. If you have an idea about an interactive way you would like to ask a question then we can build it for your in an extremely timely and cost-effective manner.

Our on-site software team can develop new systems and question styles to suit your needs. We can even negotiate exclusivity agreements for new methodologies you might like to develop. i-Link currently has a number of similar agreements in place.

If you would like more information or wish to discuss your project, please do not hesitate to contact our Client Services Team.



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