

### List of Questionnaire Problems for Pre-Test Expert Review

1. PROBLEMS WITH READING: Determine whether it is difficult for the interviewers to read the question uniformly to all respondents. 1a – WHAT TO READ: Interviewers may have difficulty determining what parts of the question are to be read. 1b – MISSING INFORMATION: Information the interviewer needs to administer the question is not contained in the question. 1c – HOW TO READ: Question is not fully scripted and therefore difficult to read.
2. PROBLEMS WITH INSTRUCTIONS: Look for problems with any introductions, instructions, or explanations from the respondent's point of view. 2a – CONFLICTING OR INACCURATE INSTRUCTIONS, introductions, or explanations. 2b – COMPLICATED INSTRUCTIONS, introductions, or explanations.
3. PROBLEMS WITH ITEM CLARITY: Identify problems related to communicating the intent or meaning of the question to the respondent. 3a – WORDING: The question is lengthy, awkward, ungrammatical, or contains complicated syntax. 3b – TECHNICAL TERMS are undefined, unclear, or complex. 3c – VAGUE: The question is vague because there are multiple ways in which to interpret it or to determine what is to be included and excluded. 3d – REFERENCE PERIODS are missing, not well specified, or are in conflict.
4. PROBLEMS WITH ASSUMPTIONS: Determine whether there are problems with assumptions made or the underlying logic. 4a – INAPPROPRIATE ASSUMPTIONS are made about the respondent or his/her living situation. 4b – ASSUMES CONSTANT behavior: The question inappropriately assumes a constant pattern of behavior or experience for situations that in fact vary. 4c – DOUBLE-BARRELED question that contains multiple implicit questions.
5. PROBLEMS WITH KNOWLEDGE/MEMORY: Check whether respondents are likely to not know or have trouble remembering information. 5a – KNOWLEDGE: The respondent is unlikely to know the answer. 5b – An ATTITUDE that is asked about may not exist. 5c – RECALL failure. 5d – COMPUTATION or calculation problem.
6. PROBLEMS WITH SENSITIVITY/BIAS: Assess questions for sensitive nature or wording, and for bias. 6a – SENSITIVE CONTENT: The question is on a topic that people will generally be uncomfortable talking about. 6b – A SOCIALLY ACCEPTABLE response is implied.
7. PROBLEMS WITH RESPONSE CATEGORIES: Assess the adequacy of the range of responses to be recorded. 7a – OPEN-ENDED QUESTIONS that are inappropriate or difficult. 7b – MISMATCH between question and answer categories. 7c – TECHNICAL TERMS are undefined, unclear, or complex 7d – VAGUE response categories. 7e – OVERLAPPING response categories. 7f – MISSING response categories. 7g – ILLOGICAL ORDER of response categories.

Checklist: - Which items require respondents to think hard before they answer? - What cognitive processes do they adopt to answer difficult questions? - Which items seem to produce irritation, embarrassment, or confusion? - Are there any items that respondents consider comical? - Does the style of the