

**Q-Notes User Guide**

Version 1.6  
February 2015

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# Q-Notes User-Guide

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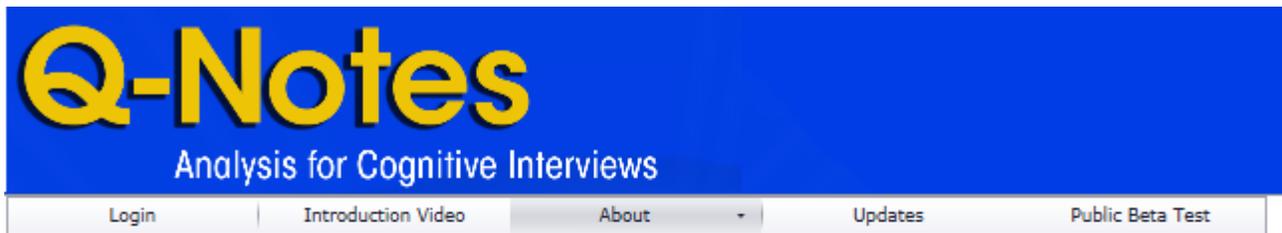


## 1.0 Introduction

Q-Notes is a data collection and analysis tool designed to facilitate a systematic, comprehensive approach for analyzing survey data gathered through cognitive interviews. This user-guide provides instructions to survey analysts and other professionals involved in cognitive interviewing projects. It assumes that users understand qualitative analysis techniques and know how to interpret the results provided by Q-Notes. Please note that the user-guide would not enable one to become an analyst; however, like any other tool, the more you use it, the more proficient you will become over time.



If you are new to Q-Notes, you can explore information about Q-Notes by clicking on the link “New to Q-Notes” on the bottom of the login screen. This will bring up the “About” Q-Notes page, with more information about the application.



## About Q-Notes

Q-Notes is a qualitative research program developed to help researchers manage and analyze data from cognitive interviewing studies. Q-Notes was developed by the Questionnaire Design Research Laboratory (QDRL) at the National Center for Health Statistics to support cognitive interviewing studies designed to evaluate the validity of survey questions. Specifically, Q-Notes:

- Offers a centralized location to store and organize cognitive interviewing data
- Supports real-time interactive project oversight and collaboration
- Facilitates rapid and systematic [analysis of cognitive interviews](#)
- Assists in organizing research findings into a final report
- Produces an audit trail so that study conclusions can be traced back to interview data
- Allows for a simultaneous pursuit of data collection and analysis, and a grounded approach to the development of analytic codes and themes.



## Public Use of Q-Notes

The QDRL has used Q-Notes exclusively with other testing collaborators and other government agencies, since 2010. This has greatly increased efficiency and productivity on QDRL projects, and facilitated conducting of many cross-national projects worldwide. In order to help others doing this type of work, the QDRL and NCHS have decided to allow public beta test of Q-Notes for researchers to conduct their own studies.

This public beta test will help us do the following:

- Allow other researchers to use Q-Notes for their own projects
- Gather feedback from outside sources about the Q-Notes system
- Decide how to enhance the system to be used by a wider audience

If you are interested in using Q-Notes, [Register Today!](#)

- The about screen provides various information to gain a better understanding of Q-Notes features as well as register as a new user.

## 1.1 Registering As a New User

To register as a new user; just click on the “Register Today” link on the bottom of the About page and follow the on-screen directions to complete the registration process [see screens below].

- The following screen is displayed:
- Fill in all fields as noted below:

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**Q-Notes**  
Analysis for Cognitive Interviews

**Q-Notes Registration**

New Account

Email Address:\*   
Email address

Password:\*   
Enter at least 8 characters, including at least one uppercase and one lowercase letter, one punctuation, and one digit.

Username:\*   
Username to be used for login

Institute or Organization:\*   
Agency, affiliation, organization or educational institution you are a part of.

Type the code shown:

- Email Address: The email address for the user
- Password: At least 8 characters, including a letter, punctuation and numeric digit.
- User Name: The intended ID the user will use to log onto Q-Notes
- Institute or Organization: The agency, affiliation organization or educational institution the user is a part of.
- Captcha: Enter text displayed in the picture

After the information is entered, the users must agree to disclaimers about what information will be allowed in Q-Notes and conditions of use.

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## Q-Notes Registration

You are accessing Q-Notes, a US government information system, which supports the structured collection and analysis of cognitive interview data and serves as an audit trail tracing individual interviews to study findings.

Q-Notes is offered as a service to researchers, and NCHS makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of the contents of this site, and expressly disclaims liability for errors and omissions in the contents of this site.

Unless otherwise requested, data entered into Q-Notes will be maintained for a maximum of ten years.

No personally identifiable information about a respondent is to be added to Q-Notes. Personally identifiable information refers to data that can be used to identify, locate, or contact individuals or establishments, or reveal the characteristics or other details about them. Respondents are individuals reporting information about themselves or other persons. Respondents must be able to trust that the information they provide will be treated with respect and will not put them at risk.

### I will not record:

- Respondent names (first or last)
- Respondent dates of birth
- Respondent social security numbers
- Respondent addresses
- Respondent email addresses
- Respondent telephone numbers
- Information that can distinguish a respondent's identity either alone or when combined with other information

- Click "Register" button to complete the process.

The user will be saved and can then log in to Q-Notes, using their newly created login information.

## 1.2 User Guide Outline

The document has three parts as follows:

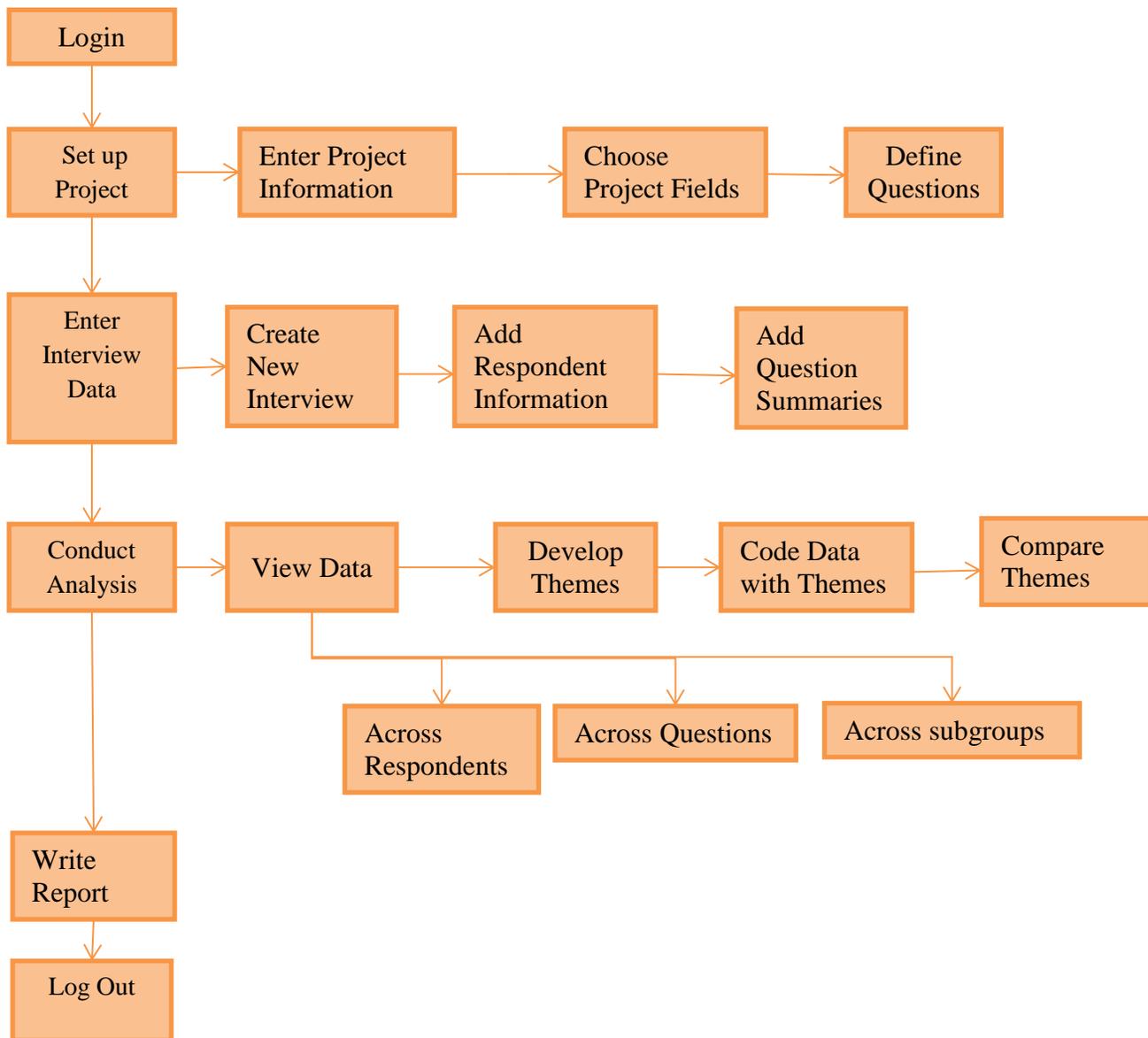
- Part I – Project Administration. Starting a new project and setting up project specific information including setup of demographic fields, assigning users, adding survey questions as well as other details.
- Part II – Data Entry. Printing out an interview guide for use in a cognitive interview and entering data and notes after the interview has been conducted.
- Part III - Analysis. Functions that can be used to view data in a variety of ways, create and manage themes, code interviews, and conduct different stages of qualitative analysis.

## 1.3 Q-Notes Workflow:

The following diagram highlights the main sections of Q-Notes

## Q-Notes User-Guide

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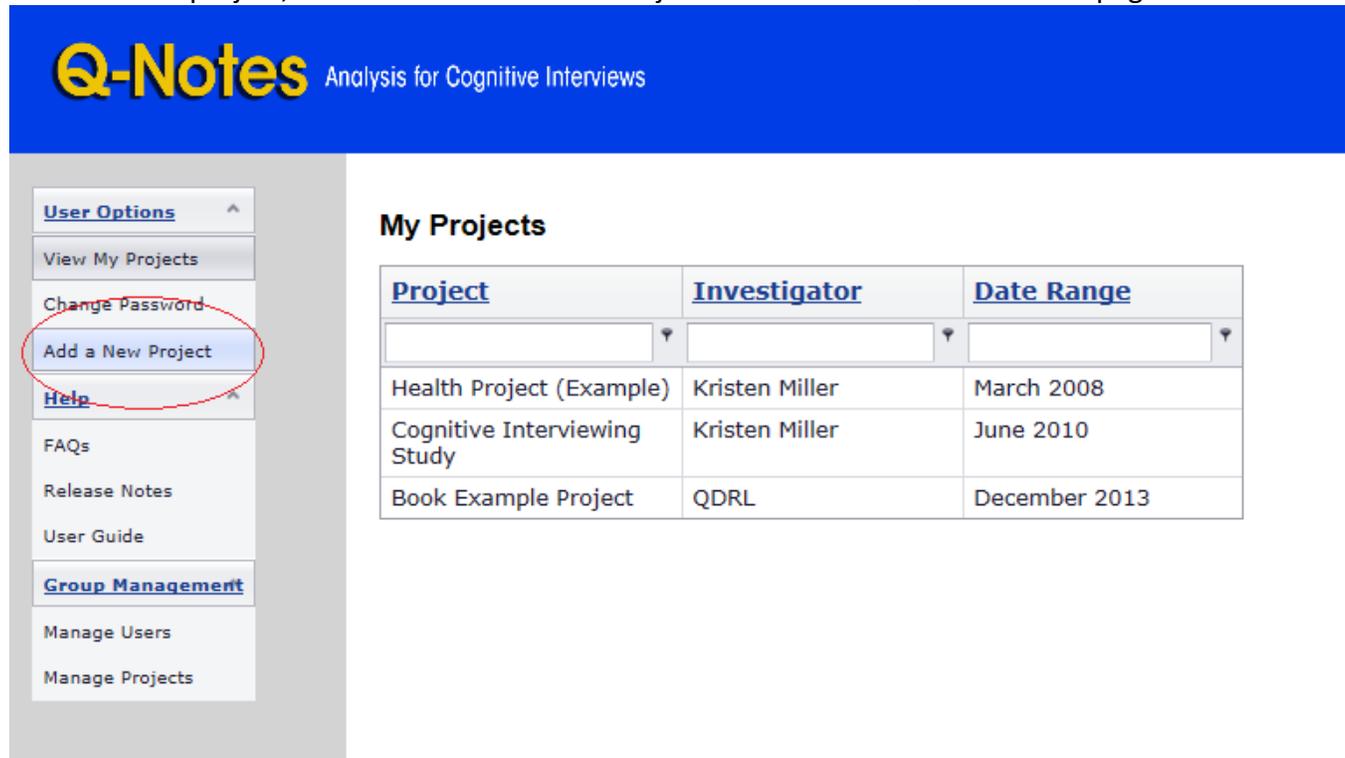


**Users:** Please note that this document is a work in progress. As upgrades are made to the Q-Notes application, this document will continue to evolve to provide useful instruction. Comments and feedback are requested and welcome. This will help the Q-Notes team understand the system and make improvements in future versions.

## 2.0 Project Administration

### 2.1 Adding Projects

To add a new project, click on the “Add a New Project” link from the Q-Notes home page.



The screenshot shows the Q-Notes application interface. At the top is a blue header with the text "Q-Notes Analysis for Cognitive Interviews". Below the header is a navigation menu on the left with the following items: "User Options" (with an up arrow), "View My Projects", "Change Password", "Add a New Project" (circled in red), "Help" (with an up arrow), "FAQs", "Release Notes", "User Guide", "Group Management", "Manage Users", and "Manage Projects". To the right of the menu is a section titled "My Projects" containing a table with three columns: "Project", "Investigator", and "Date Range". The table has three data rows and a header row. The first row is empty with dropdown arrows in each cell. The second row contains "Health Project (Example)", "Kristen Miller", and "March 2008". The third row contains "Cognitive Interviewing Study", "Kristen Miller", and "June 2010". The fourth row contains "Book Example Project", "QDRL", and "December 2013".

This will bring you to a “Project Information” screen where you can enter the following:

- **Project Title:** Generic title to describe the project
- **Lead Investigator:** The name of the main project investigator for the project
- **Date:** The starting month and year the interviews will be conducted
- **Main Language:** The default language of the questionnaire and interviews. English is set by default, but any language with roman characters will work.
- **Topic:** A general subject area or domain for the project and questions
- **Information:** General information for the project. It can help provide guidance, instructions or contact information for interviewers on a project. It is displayed on the Project home screen, so it can be used as to provide reminders to users.

**Q-Notes** Analysis for Cognitive Interviews

**Add New Project**

Project Information

Project Title:\*   
Generic title to describe the project

Lead Investigator:\*   
The name of the main project investigator for the project

Date:   
  
When the interviews for the project will begin

Main Language:   
The default language of the questionnaire and interviews

Topic:   
A general subject area or domain for the project and questions

Information:   
Additional information related to the project to help interviews and analysts during the project

When you are finished entering this information, click on “Save” to continuing setting up the project.

## 2.2 Project Set-up options

The project setup screen will ask the user a set of questions that will enable Q-Notes to understand your project needs and direct you through the remaining set-up options. If the project needs change moving forward, these options can also be updated.

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**Q-Notes** Analysis for Cognitive Interviews

## Q-Notes Manual Example

Project Home | Enter Data | Conduct Analysis | Write Report | Manage Project

**Project Set-Up**

**Survey Universe:**

Is this project testing a population or establishment survey?

Population

Establishment or Business

**Testing Locations**

**Translations**

**Form Testing**

**Coding Schemes**

**Project Collaboration**

**Respondent Identification**

[Save and Continue](#)

- **Survey Universe:** Is this project testing a population or establishment survey?
  - Population surveys will have the respondent answer questions about themselves, or other people.
  - Establishment surveys will have the respondent answer questions about their business.
- **Testing Locations:** Will testing occur in one country or multiple countries?
  - Across Multiple Countries will make Project countries a required field, and it will organize interviews by the country
  - Within One Country will organize the interview by the Interviewer
- **Translations:** Will interviews be conducted in multiple languages?
  - Selecting “Yes” will make the project setup process include adding question translations
- **Form Testing:** Is this testing a form? And will screenshot of the form be uploaded into Q-Notes.
  - This option is only used for QDRL projects\*\*

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- Selecting “Yes” will allow for screenshots to be displayed for project where a form is tested
- **Coding Schemes:** Will behavior coding, or a similar coding scheme be used for this project?
  - Selecting “Yes” will make the project setup process include creating coding schemes.
- **Project Collaboration:** Will other users collaborate on, or be allowed to view this project?
  - Selecting “Yes” will make the project setup process include assigning users
- **Respondent Identification:** How should each interview or respondent be identified within the project?
  - **Manually by the Interviewer**
    - The interviewer will create it when adding a new interview.
  - **Country (Automatic)**
    - Q-Notes will create it when saving a new interview, *after* the interviewer has selected a country.
  - **Interviewer (Automatic)**
    - Q-Notes will create it when saving a new interview, using the interviewer selected as the prefix.
  - **Other (Automatic using custom prefix)**
    - Q-Notes will create it when saving a new interview, using the prefix that will be entered.

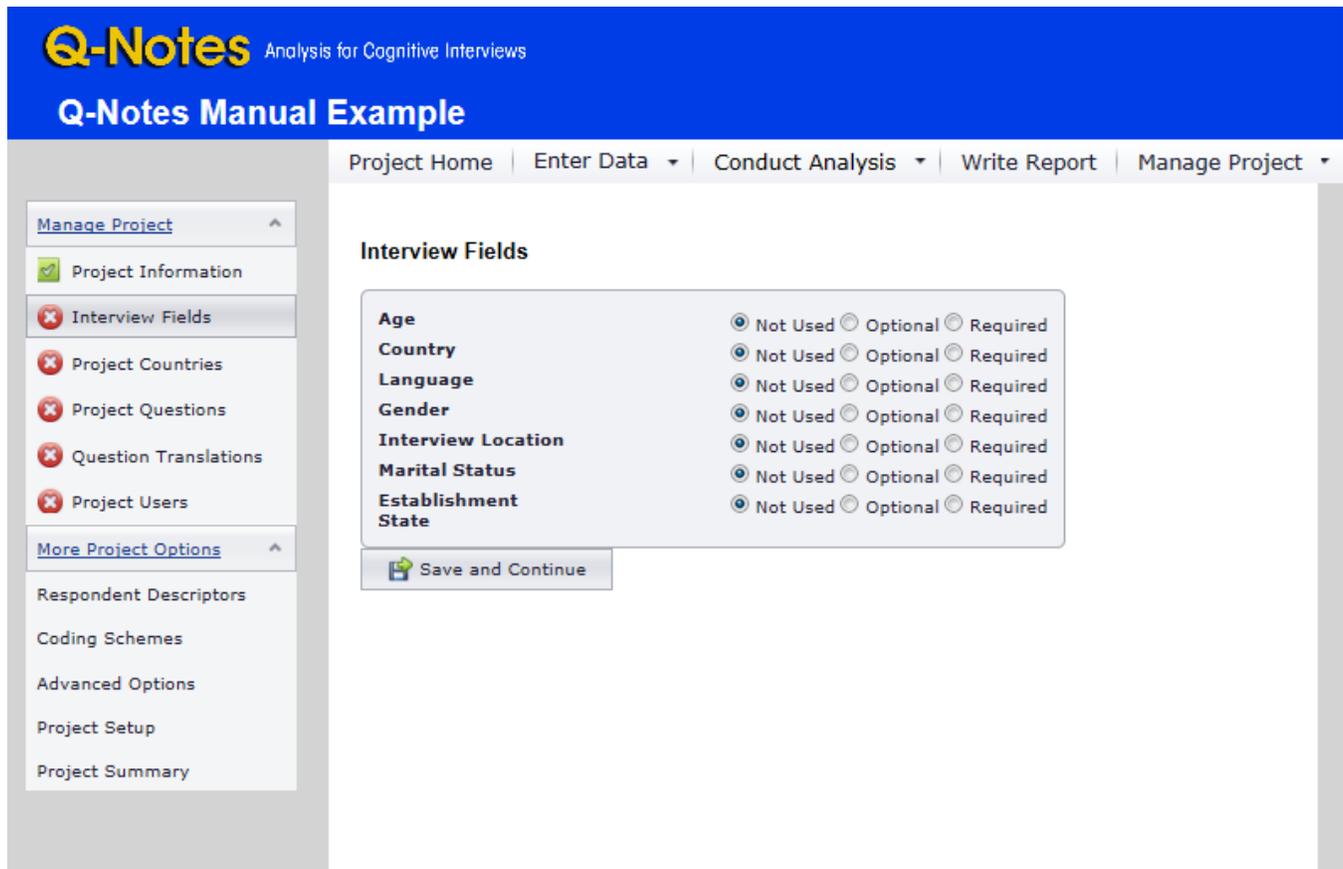
After answering the set-up questions click “Save and Continue” to save selections and continue setting up the project.

## 2.3 Interview Fields

Q-Notes contains a few pre-defined fields that can be used to describe a respondent or the interview setting. These fields are displayed for each interview, and can also be used in the analysis functions. Choose fields that fit your project’s needs.

- **Select the radio button next to the field name to add the field for your project.**
- **Select whether the Field will be optional or required**
  - **This enables Q-notes to automatically validate the fields when used to save a new interview.**

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The available fields are:

- **Age** - Numeric value that can represent the age of the respondent, or the age of an establishment.
- **Country** - What country the interview was conducted in. This is mainly used in international multi-site projects.
- **Language** - The language used in the interview
- **Gender** - Gender of the respondent
- **Interview Location** - Whether the interview was conducted in a Laboratory or Off-site
- **Marital Status** – Available options are:
  - Never Married
  - Currently Married
  - Separated

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- Divorced
  - Widowed
  - Cohabiting
  - Refused
- **Establishment State** - The state an establishment is located

The use of these fields will not only help you collect the data, but also provide additional factors you can use to sort, view and filter data during the analysis stages.

After choosing the interview fields for the project; clicking “Save and Continue” to continue setting up the project.

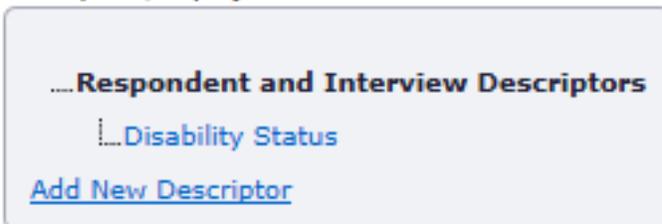
### 2.7 Respondent Descriptors

Q-Notes allows users to create respondent descriptors. The purpose of these descriptors is to categorize respondents and interviews in an ad-hoc manner. Because respondent descriptors are set at a project level, they can be used for:

- Project level themes
- Interview setting descriptors
- Additional Respondent Demographics
- Any other type of information for a respondent or interview.

### Respondent Descriptors

Use this screen to create and edit respondent characteristics, interview descriptors, or project level themes.



1. On the “Respondent Descriptors” page choose “Add New Descriptor”, or select the descriptor name to edit a descriptor.

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Respondent Descriptor Information

Theme Title:\*   
Generic title to describe the theme being added

Description:   
Additional information to describe the theme

Format:\*  
 Select One  
 Mark All that Apply  
Can multiple categories be selected or must user choose only one option

Sequence:\*   
A number to set the order of display for the theme

<a href="#">Add New</a>	Category	Description
No Categories have been added		

2. Enter the following information to set up a descriptor:

- **Title:** Short simple title for the descriptor
- **Description:** Brief yet informative description of what it means
- **Format:** Whether one or multiple categories can be assigned or coded
- **Sequence:** Number which defines the order to list the descriptor

Click on “Save” when done adding information.

To add a category here:

1. On the bottom of the screen, click on “Add Category”

2. Enter the following information for the category:

- **Title** – Brief title for an option for the descriptor.
- **Description** – Short yet informative text about when or why this category would be chosen
- **Sequence** – Number defining how the categories should be listed.

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3. Click on “Update” and the new category will be added
4. Add as many categories as needed.

### 2.4 Project Users

You can assign various users based upon your project needs and what their specific role is going to be for the project you are setting up. There are four types of users:

#### Q-Notes User Role Types

Available Functions / Roles	<i>Observer</i>	<i>Interviewer</i>	<i>Analyst</i>	<i>Manager</i>
View All Interviews and Data	✓	✓	✓	✓
Add or Edit their own interviews		✓	✓	✓
Apply themes to their own interviews		✓	✓	✓
Create Themes			✓	✓
Code themes to others' interviews			✓	✓
Add Questions				✓
Change Project Options				✓
Add Users to project				✓

#### Interviewer

This role is mainly for users who will only be entering data or conducting interviews on a project. This gives them basic functionality, and removes risks of complicating the system. It is good for new or inexperienced Q-Notes users.

#### Analyst

This role is for new or inexperienced Q-Notes users, who may be responsible for a portion of the project. For example, if there are multiple analysts, each is responsible for a single domain within the

## Q-Notes User-Guide

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entire instrument. Analysts can then create themes which only they will need or use, and have the peace of mind that other analysts will not interfere with their process.

### **Manager**

This role is for project leads or main investigators, who are majorly responsible for the project. They set up the questions and structure of the project. They have the ability to add or delete information and data. Due to this feature, it is recommended to limit the amount of project managers, and not give new or inexperienced users this role.

### **Observer**

This role is for when team members want to let an outside group, or user, view their project data. They will have the ability to view all entered data and run analysis queries, however they will not be able to make any additions or deletions to the data.

### **To add a user to a project:**

- Click on “Project Users” from the Manage Project menu
- The Project Users screen is displayed with valid users’ names
- Assign users to your project by choosing the correct role in the drop-down box
- When done, click the “Update Users” button under the list on the bottom of the screen

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User Name	Project Role
Interviewer	Project Manager
FR	Interviewer
JaneDoe	Project Manager
JDoe	Analyst
new user1	Observer

User Name	Project Role
1111user	N/A
1357testuser	N/A
240test	N/A
aa_test	N/A
Aaron	N/A
CSR1	N/A
CSR11	N/A

After assigning users to your project, click “Done entering users” to continue setting up your project.

New Users who registered on the website will not have the “Other Users in Group” option. However they can search for a user to add to the project.

**Search for a user to add to this project:**  
Collaborator  
Search

Once the user has been found with the given search name. The user can be assigned a project role, and an invite will be sent to allow the user to access the project.

## 2.5 Project Countries

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Q-Notes allows for countries to be added for international projects. These projects have interviews which may be conducted simultaneously in a number of countries. This screen allows you to choose which countries are involved on the project and should display on the data entry screens.

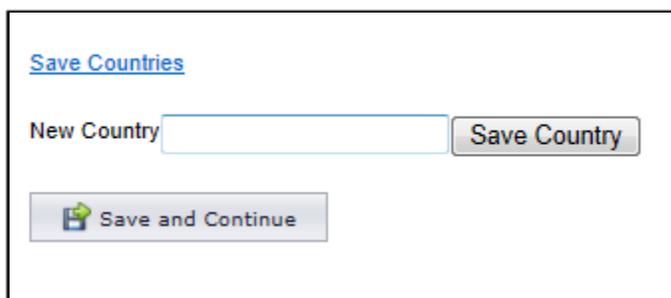
1. On the “Project Countries” screen, select the countries from the list of available countries.
2. Click “Add” to add those countries to the list of chosen countries.
3. Click “Save Countries” to ensure all chosen countries are added to the project.

The screenshot displays the 'Project Countries' interface. At the top, the header reads 'Q-Notes Analysis for Cognitive Interviews' and 'Q-Notes Manual Example'. Below this is a navigation bar with 'Project Home', 'Enter Data', 'Conduct Analysis', 'Write Report', and 'Manage Project'. The main area is titled 'Project Countries' and is divided into two columns: 'Available:' and 'Chosen:'. The 'Available:' column contains a list of countries with checkboxes: Denmark, Italy, Portugal, Spain (checked), Switzerland, United States (checked), United States(SP), South Africa, Cambodia, Fiji (checked), and Kazakhstan. Between the columns are four buttons: 'Add >', 'Add All >>', '< Remove', and '<< Remove All'. The 'Chosen:' column is currently empty. At the bottom left, there are two links: 'Save Countries' and 'New Country', and a 'Save and Continue' button.

4. If a country is not on the list:
  1. Click the “New Country” link at the bottom.
  2. Enter the New Country’s name in the text box.
  3. Then click the “Save Country” button.

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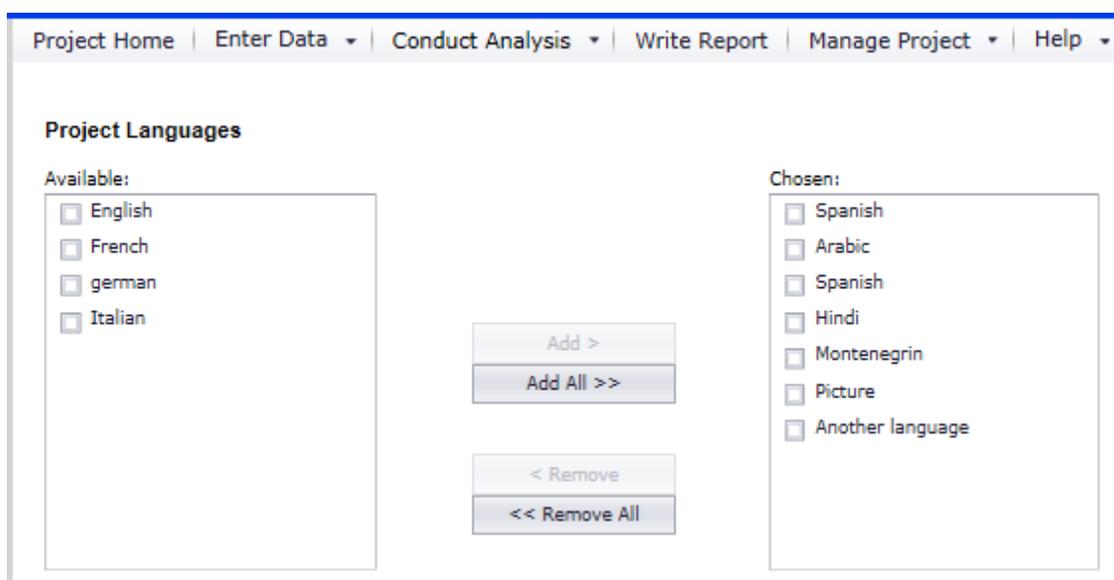
4. It will then be added to the list, and can be selected for the project.

After choosing countries available for your project, click “Save Countries” to ensures they have been added. Click “Save and Continue” to continue with project set-up.

### 2.6 Adding Project Languages

Q-Notes allows for projects to be conducted in multiple languages.

1. On the “Project Languages” screen, select the countries from the list of available languages.
2. Click “Add” to add those countries to the list of chosen languages.
3. Click “Save Languages” to ensure all chosen languages are added to the project.



4. If a country is not on the list:
5. Click the “New Country” link at the bottom.

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[Save Languages](#)

ProjectLanguages

New Language

6. Enter the New Language's title in the text box.
7. Then click the "Save Language" button.

## 2.6 Add/Edit Project Questions

Q-Notes is designed specifically for analysis of questions. Every project must have questions. The Project Questions screen will show all of the project's current questions. For a new project, it will be blank with an option to add a new question. Click "Add New Question" button to start.

**Q-Notes** Analysis for Cognitive Interviews  
**Q-Notes Manual Example**

Project Home | Enter Data ▾ | Conduct Analysis ▾ | Write Report | Manage Project

**Project Questions**

	<u>Question ID</u>	<u>Question Text</u>
	<input type="text"/>	<input type="text"/>
No data to display		

- Enter the following information for the question:
  - **Project Question ID** – A short unique identifier for the question to be used throughout the project to refer to this question. The ID should contain a reference to the question for the interviewers to easily know what question it is. Having a project specific prefix can also help ensure individuality for future projects.
  - **Question Number** – A numeric value to set the order, or sequence, of the questions.
  - **Section** – A title for current set of questions. This provides the ability to quickly view subsets of questions within the project.

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- **Question Text** – The verbatim text of the question
- **Response Format** – Refers to the type of question being asked
  - **Select One** – Only one choice may be selected from pre-set response options
  - **Mark All that Apply** – More one choice may be selected from response option
  - **Open Ended** – Response is open ended. Allows free text to be entered as a response to question
  - **Number Value** – Response is a number
- **Optional Free Text** – Adds an "Other" response option for Select One or Mark All that Apply questions/ when selected, the system display a text box for entry of additional text.
- **Virage QuestionID\*\***
  - Only shown in internal QDRL version
  - Used in the import process for intranet systems that have a Virage video database

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Project Home | Enter Data ▾ | Conduct Analysis ▾ | Write Report | Manage Project ▾ | Help ▾

## Question Details

Question Information

Question ID:\*   
A short unique identifier for the question to be used throughout the project to refer to this question. The ID should contain a reference to the question for the interviewers to easily know what question it is. Having a project specific pre-fix can also help ensure individuality for future projects.

Question Number:   
A number to set the order, or sequence, of the questions.

Section:   
A title for current set of questions. This provides the ability to quickly view subsets of questions within the project.

Question Text:\*   
The verbatim text of the question

Response Format:\*  
 Select One  
 Mark All that Apply  
 Open Ended  
 Number Value  
Refers to how the question is answered

Optional Free Text:   
Adds an Other response option for Select One or Mark All that Apply questions, allowing the data entry to select Other and for the system to display a text box for entry of a custom response.

- Save information by clicking on the “Save” button or “Update” for edits

After a new question has been saved, or an existing question has been selected. There are additional links which are enabled to provide more capabilities.

- **Question List** – Go back to the question list to see all questions
- **Add New Question** – Create an empty form to add a new question
- **Delete Question** – Delete the current question from your project
- **Change QuestionID** – Change the Question ID
- You can also view and add response options for the questions.

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## 2.7 Adding Response Options for a Question

To add Response Options for “Select One” or “Mark all that Apply” questions:



1. Select "Add New" from the Response Option area
2. Enter Response Information data:
  - Text
    - \*\*\*Answer categories should not contain apostrophes or quotes. This will cause a problem for some analysis functions.**
  - Sequence: Numeric value referring to the order this response should be displayed
  - Skip Patterns: Textual directions for how to proceed through the questionnaire/instrument with that response option. For example, a "Yes" response option skip pattern: "Skip to question 3."
  - Click "Update" button.

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The screenshot shows a sidebar on the left with four buttons: 'Question List', 'Add New Question', 'Delete Question', and 'Change QuestionID'. The main area displays a table with columns: 'Add New', 'Response Option', 'Sequence', and 'Skip Instructions'. The 'Response Option' column has a dropdown menu with 'No' selected. The 'Sequence' column has a dropdown menu with '2' selected. The 'Skip Instructions' column has a text input field. Below the table are 'Update' and 'Cancel' buttons. At the bottom of the table, there is a row with a pencil and red X icon, 'Yes', '1', and 'Skip to question 3'.

## 2.8 Changing the Question ID

At times, it may be necessary to change the Question ID after it has already been entered. The safe way to accomplish this, without losing any information would be to:

1. Click the “Change QuestionID” button.

This will bring up another field below for the new QuestionID.

2. Enter the new Question ID.
3. Then click the “Save New QuestionID” link.

The sidebar contains four buttons: 'Question List', 'Add New Question', 'Delete Question', and 'Change QuestionID'. The 'Change QuestionID' button is highlighted with a blue background.

<a href="#">Add New</a>	Response Option	Sequence	Skip Instructions
	Yes	1	Skip to question 3
	No	2	

### Update Question ID:

Enter New Question ID

[Save New QuestionID](#)

## 2.9 Adding Translations for a Question

A manager also has the capability to enter a translation for each question for international or multi-language projects. Managers can type in the Country (if not US) or Language and the translated text into the “Text” field.

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To add translations for a Question:

1. Select the Translations Tab

### Translations

<a href="#">Add New</a>	<a href="#">Language</a>	<a href="#">Country</a>	<a href="#">Translation Text</a>	<a href="#">Translation File</a>
No Translations have been added				

2. Select "Add New Translation"

### Translations

<a href="#">Add New</a>	<a href="#">Language</a>	<a href="#">Country</a>	<a href="#">Translation Text</a>	<a href="#">Translation File</a>
Language	<input type="text" value="Spanish"/>			
Country	<input type="text" value="Montenegro"/>			
Translation Text	<input type="text" value="Usted se considera ser...&lt;br/&gt;Hombre"/>			<input type="button" value="↑"/> <input type="button" value="↓"/>
Translation File	<input type="text"/>			<input type="button" value="↑"/> <input type="button" value="↓"/>
				<input type="button" value="Update"/> <input type="button" value="Cancel"/>

3. Enter Translation data:

- Country/Language
- Picture File
- Translation Text

## Q-Notes User-Guide

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If the language uses a non-standard character set, the manager can scan the questions individually, and then type in the picture file name for the specific question into the “Translation File” textbox.

- When finished, click “Update”
- The following screen is displayed

### Translations

<a href="#">Add New</a>	<a href="#">Language</a>	<a href="#">Country</a>	<a href="#">Translation Text</a>	<a href="#">Translation File</a>
	Spanish	Montenegro	Usted se considera ser... Hombre Mujer Algo diferente	

To edit existing questions for a project, select the “Questions” link on the main page. You can then select the project name from the drop down menu on the “Question Administration” screen. This will then display all of the existing questions for that project. To edit a question click the link labeled “Edit” to the right of the question. Enter or update the information previously stated.

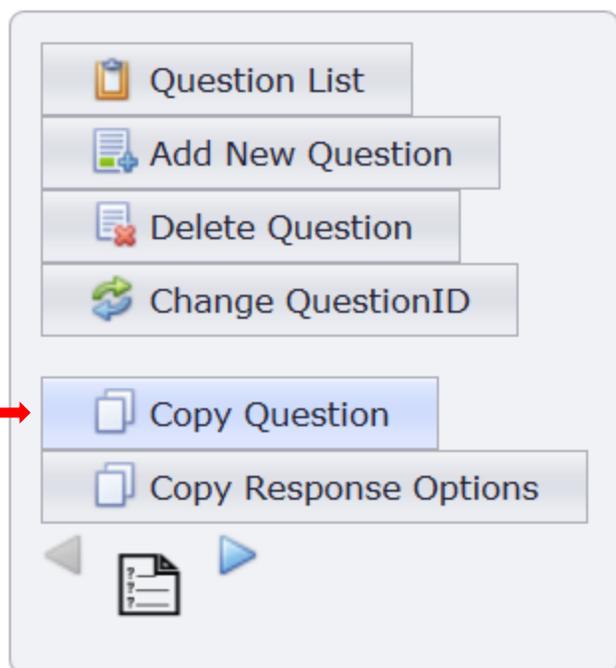
### 2.10 Copying a Question

To copy the general information for a question [including the response options]:

1. Click on the “Copy Question” button

## Q-Notes User-Guide

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2. Select "Copy Question"

A screenshot of a dialog box titled 'Copy Question'. It contains two input fields: 'New Question ID' with the value 'new\_qn0' and 'Sequence' with the value '16'. At the bottom, there are two buttons: 'Cancel' and 'Copy Question'.

3. Enter Question data:

- **New Question ID** – ID for new question
- **Sequence** - numeric value referring to the order this question should be displayed

4. Click on "Copy Question" to copy or "Cancel" to stop

- the system copies the question with the new ID

5. Click on "Question List" to see the list of questions including the new question

## Q-Notes User-Guide

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15	NCHS09Q9	Do you consider yourself to be...? Male Female something else
16	new_qn0	Do you consider yourself to be...? Male Female something else

6. click on the question to display the details [see screen below]

### Question Details

Question Information

Question ID:\*   
A short unique identifier for the question to be used throughout the project to refer to this question. The ID should contain a reference to the question for the interviewers to easily know what question it is. Having a project specific pre-fix can also help ensure individuality for future projects.

Question Number:   
A number to set the order, or sequence, of the questions.

Section:   
A title for current set of questions. This provides the ability to quickly view subsets of questions within the project.

Question Text:\*   
The verbatim text of the question

Response Format:\*  Select One  
 Mark All that Apply  
 Open Ended  
 Number Value  
Refers to how the question is answered

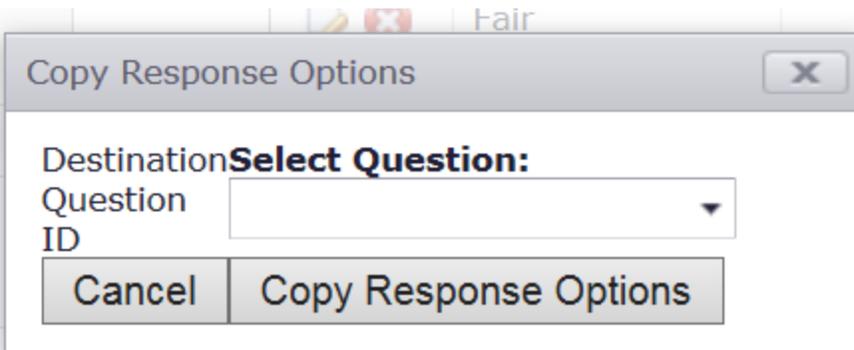
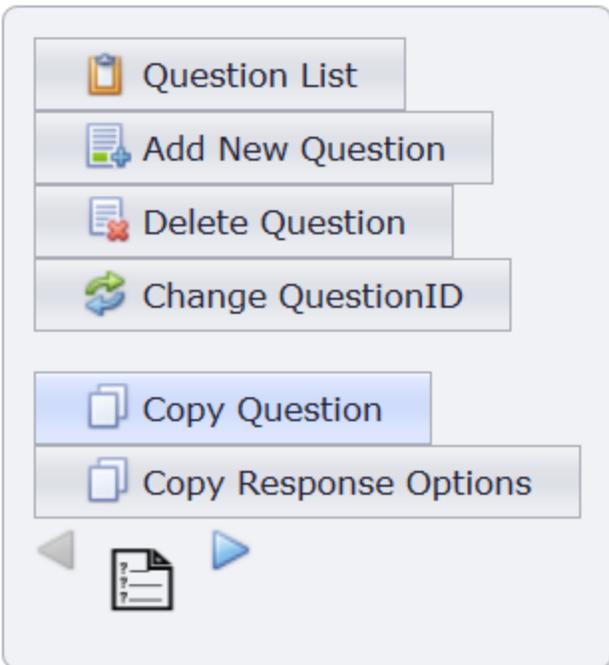
**TIP:** Copying questions is a very useful method of quickly adding a number of questions that may only change one or two words, from one question to the next.

### 2.11 Copying Question Response options

There may be times when questions will have similar response options. Q-Notes will allow users to copy response options from one question to another to make this process easier.

To copy response options to a different question:

1. Click on the "Copy Response Options" button



2. Select "Destination Question ID" from drop down
3. Click "Copy Response Options" button to complete.

### 2.12 Coding Schemes

Q-Notes provides the functionality to have coding schemes, such as for behavior coding. By default, Q-Notes allows users to add generic respondent and interviewer behaviors to their projects. These can then be assigned on a question by question basis for each of the respondents, and additionally printed on the interview guide. Users can also add to each of the schemes manually, and add new coding schemes as necessary.

## Q-Notes User-Guide

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### Project Codes

<u>Coding Scheme</u>	<u>Description</u>
No data to display	

### Coding Options

Click the buttons below the table to add new codes.

- Clicking "Add new Coding Set" will provide a blank form to add new codes
- Clicking "Add Generic Interviewer Behavior Codes" to add a basic set of codes based on the interviewer
- Clicking "Add Generic Respondent Behavior Codes" to add a basic set of codes based on the respondent

# Q-Notes User-Guide

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Coding Scheme Information

Coding Title:\*   
Generic title to describe the set of codes being added

Description:   
Additional information to describe the coding scheme

Format:\*  Select One  
 Mark All that Apply  
Can multiple codes be selected or must user choose only one option

Sequence:\*   
A number to set the order of display for the code

## Delete Coding Scheme

<a href="#">Add New</a>	Code	Description
	Respondent Interrupts question reading	
	Respondent requires Repeat)	
	Respondent requests Clarification	
	Respondent expresses Uncertainty	
	Respondent provides Uncodeable answer	

## 2.13 Manage Project Summary

Clicking the “Manage Project” menu, will display the project summary screen. This will contains all the sections of the project added for set-up. This will provide a simple location to ensure the project is ready.

# Q-Notes User-Guide

**Health Project (Example)**

Project Home | Enter Data | Conduct Analysis | Write Report | **Manage Project** | Help

**Project Information**

**Project Information:** This project is created for demonstration purposes.  
**Project Title:** Health Project (Example)  
**Project Leader:** Kristen Miller  
**Date Range:** March 2008  
**Language:** English  
**Topic:** Health

**Interview Fields**

Field Name	Setting
Age	Required
Interview Location	Optional
Country	Optional
Gender	Required
Establishment State	Required
Language	Required
Marital Status	Required
Interviewer	Optional

**Project Questions**

Question ID	Question Text
NCHS09Q1	Would you say that in general your health is excellent, very good, good, fair or poor?
NCHS09Q2	Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?
NCHS09Q3	Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?
NCHS09Q4	During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

Note: The side menu contains green check mark icons when the item is correctly setup. It will display red "X" icons when the items need to be fixed. If all items are fixed, the project will be ready for data entry to begin.

## 3.0 Q-Notes Data Entry

Q-Notes provides a structured, standardized and systematic method to collect data from potentially different interviewees, in different locations and sometimes even in different languages. The features and functions described in the following section will help you understand where data gets entered, along with how to navigate the data entry components of the system.

1. Log into Q-Notes using your ID and password
2. Click on the project you want to work on

The “Project Home” screen will be displayed

The screenshot shows the Q-Notes interface for a project titled "Book Example Project". The header includes the Q-Notes logo, the tagline "Analysis for Cognitive Interviews", and a user greeting "Welcome Interviewer!". Navigation tabs include "Project Home", "Enter Data", "Conduct Analysis", "Write Report", "Manage Project", and "Help".

The main content area is divided into two sections:

- Project Information:** A box containing project details: "Project Information: This is a sample project used to showcase the various features used available in Q-Notes to perform the various levels of analysis. Remember that this system is hosted online, so DO NOT enter any Personally Identifiable Information (PII) such as names, addresses, or POIDs. Any questions about this project should be directed to John Smith, 301-555-1000 ext. 999." Below this, it lists: "Project Title: Book Example Project", "Project Leader: QDRL", "Date Range: December 2013", "Language: English", and "Topic: Q-Notes Features".
- Questions:** A box with two links: "Print Interview Guide" (with a printer icon) and "View all questions" (with a document icon).
- Interviews:** A box with two links: "Add a New Interview" and "View All Interviews" (with a head icon). Below the links is a table showing the number of interviews conducted by each interviewer.

Interviewer	Interviews
JMezetin	1
MMassey	25
Total Interviews: 26	

### 3.1 Project Home

On this screen you can see the general project information. There will also be a summary list of interviews that have already been entered. This page will allow you to:

- Add a new interview
- View the list of all interviews for the project

## Q-Notes User-Guide

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- View All Questions for the project
- Print the interview guide/protocol for the cognitive interview

### 3.2 Print Interview Guide:

To print the interview guide from the “Project Home” screen, click on “Print Interview Guide”; the following pop-up is displayed:

Print Interview Guide

Select items to print:

- Project Information
- Interview Information and Demographics
- Respondent Descriptors
- Increase space for taking notes
- Include Themes
- Do not include any themes
- Show Coding scheme(s) for each question

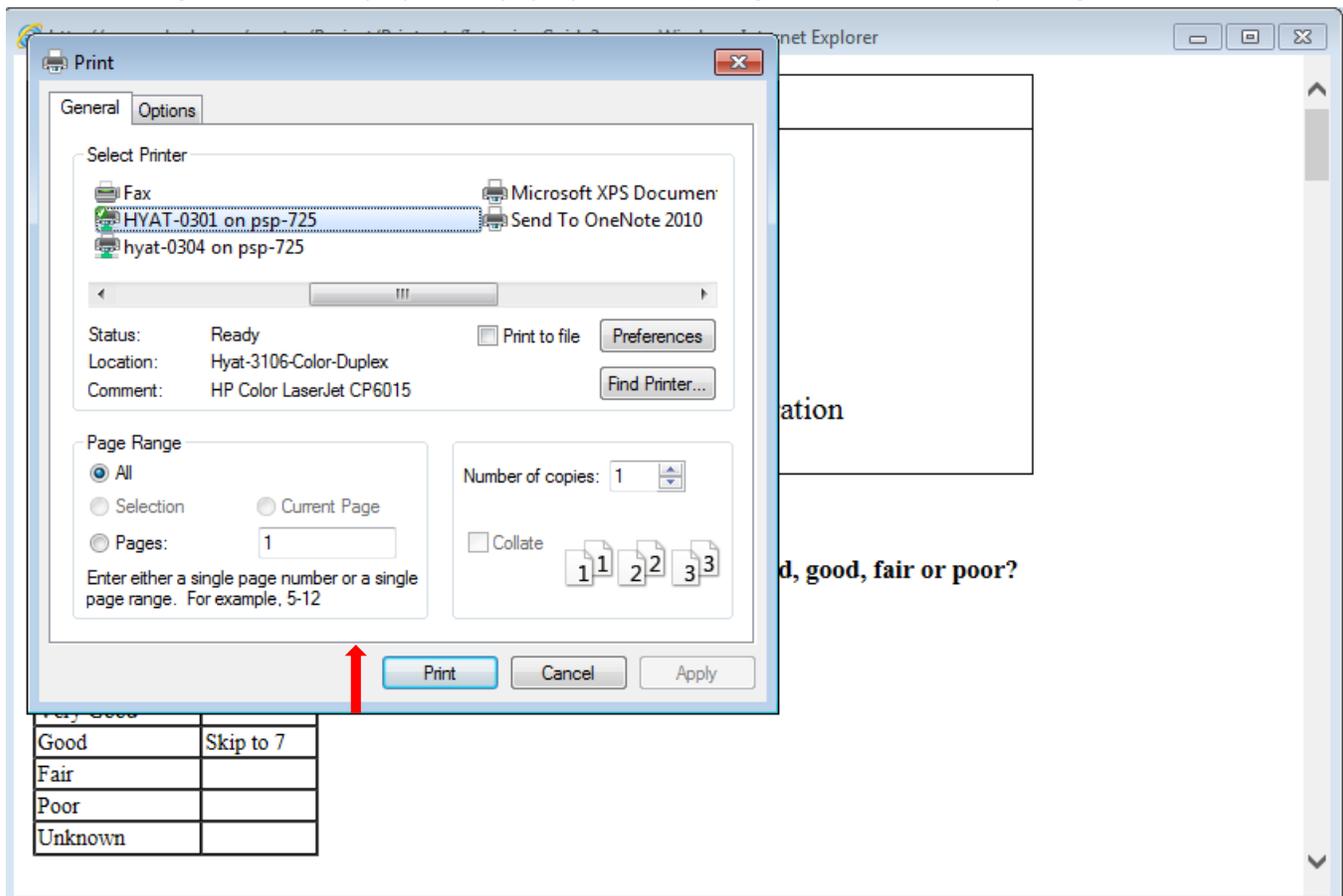
Select Language: Default

Print

- Choose from the options to customize the what is included on the Interview Guide printout/
  - **Project information:** General information for the project entered during setup.

## Q-Notes User-Guide

- **Interview Information and Demographics:** This includes the interview fields chosen during set-up which may include respondent demographics.
  - **Respondent Descriptors:** Any descriptors or project themes created during setup.
  - **Increase space for taking notes:** This will add another inch of space on the given printout allowing interviewer more room to take notes.
  - **Themes options:** If any themes have been created for questions, this will include those themes on the printout, allowing the interview to begin coding at the interview. This can also help to ensure or remind the interviewer to get certain information.
  - **Language:** If there are multiple languages, a user can choose a different language for the printout.
- The interview guide will be displayed in a pop-up window, along with an automatic printing.



- The automatic print function occurs for all printouts selected in Q-Notes. [Click “cancel” if you only want to view the results].

## Q-Notes User-Guide

- Select the printer you want to print on and enter other related parameters and click “Print”

Printing the interview Guide can also occur from the Enter Data tab, available from the menu on all screens. It will print with all the default options.

### 3.3 Add Interviews

To add new interviews, click “Add New Interview” on the project home screen. It will direct you to the Interview Details screen.

The screenshot shows a web form titled "Interview Details". It is organized into three main sections:

- Interview Information:** Contains dropdown menus for "Interview Date:" (set to 8/18/2014), "Interviewer:" (set to Interviewer), "Location:", "Country:", and "Language:". There is also a text input field for "Respondent ID:". Subtext labels below the dropdowns read: "Date the interview was conducted", "Who conducted the interview", and "Where was the interview conducted".
- Respondent Information:** Contains radio buttons for "Gender:" (Male, Female, Refused), a spinner for "Age:", and a dropdown for "Marital Status:".
- Additional Interview Notes:** Contains a large text area for "Notes:" and a "Check Spelling" button.

At the bottom of the form are two buttons: "Cancel" (with a red X icon) and "Save" (with a floppy disk icon).

On this screen, you can enter information regarding the interview and the respondent using the following fields:

- **Interview Date:** Date the interview occurred. Select the date from the calendar by clicking the arrow on the dropdown, or by entering the date manually in mm/dd/yyyy format.
- **Interviewer:** This field is automatically set, to the current user entering data.
- **Interview Location:** General location of where the interview took place. The options are either a specific “Laboratory” or “Off-site”.

## Q-Notes User-Guide

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The following demographic fields are not always present. The main project investigator decides whether the fields are used.

- **Respondent ID:** A generic ID to identify this interview from other interviews.
- **Age** - Numeric value that can represent the age of the respondent, or the age of an establishment.
- **Country** - What country the interview was conducted in. This is mainly used in international multi-site projects.
- **Language** - What language the interview was conducted in.
- **Gender** - Gender of the respondent.
- **Marital Status** – Select one from the Dropdown box
- **Establishment State** - The state an establishment or business is located
- In the “**Interview Summary Notes**” box, enter relevant information about the interview. This field is intended to capture any information regarding the respondent that emerged from the interview. This may include comments made by the respondent or observations made by the interviewer. **\*\*\* The notes fields allow users to type in any text. However, NO PII should ever be entered anywhere in the system.**
  - Click “**Check Spelling**” to run spellcheck on the notes box.
- After all data has been entered. Click “Save” (or “Update” when editing an interview).

The Interview Details will be saved as the screenshot below will depicts.

- Text informing the interviewer of the saved RespondentID.
- A summary of the respondent information just entered
- Clicking the down arrows next to the “Interview Details” heading will allow the user to update any information that was incorrectly added.

## Q-Notes User-Guide

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### Interview Details

Interview information saved as: 121212

#### Respondent Information

Respondent ID:	121212	Interview Date:	8/18/2014
Interviewer:	JMezetin	Place of Interview:	OffSite
Country:	United States	Language of Interview:	English
Gender:	Female	Age:	45
Marital Status:	Widowed		

Interview Summary Notes: This interview was interrupted and cut short due to a power outage.

[Add/Edit Question Summaries](#)

[Delete Respondent](#)

[Change Respondent ID](#)

#### Respondent Descriptors

disability status

no

yes

Disability Type

Mobility

Hearing

Vision

Learning

### 3.4 Respondent Descriptors or Project Level Themes

Once an interview has been saved, users can code respondent descriptors. Just select the categories, under the chosen theme.

# Q-Notes User-Guide

## Interview Details

Respondent Information

<b>Respondent ID:</b>	121212	<b>Interview Date:</b>	8/18/2014
<b>Interviewer:</b>	JMezetin	<b>Place of Interview:</b>	OffSite
<b>Country:</b>	United States	<b>Language of Interview:</b>	English
<b>Gender:</b>	Female	<b>Age:</b>	45
<b>Marital Status:</b>	Widowed		

**Interview Summary Notes:** This interview was interrupted and cut short due to a power outage.

[Add/Edit Question Summaries](#) [Delete Respondent](#) [Change Respondent ID](#)

.....Respondent Descriptors

- disability status
  - no
  - yes
- Disability Type
  - Mobility
  - Hearing
  - Vision
  - Learning

[Add New Theme or Category](#)  
[Modify Themes or Categories](#)

**Theme:** disability status  
**Category:** yes  
**Notes:**  
Respondent was in a wheelchair and mentioned has 50% vision in right eye.

[Clear Theme Notes](#) [Delete Theme Selection](#)  
[Save Theme Notes](#)

- While selecting categories, the text will highlight to identify the saved selection.
- A notes box will also display to the right allowing the user to enter text stating why an option was chosen.

The next step in entering data is to enter question summaries for the new respondent.

Clicking “Add/Edit Question Summaries” to view the list of Questions for this project and this respondent.

### 3.5 Interview Question Summaries List

The question summaries list displays all the questions for the interview for the project. It includes any notes entered and the response option entered for each.

## Q-Notes User-Guide

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<a href="#">Question</a>	<a href="#">Question Notes</a>	<a href="#">Answer</a>	
<p>▶ Quality - In general, would you say your quality of life is...</p>	<p>R stated that he thought "quality of life" referred to his "sense of well-being." He rated his quality of life as "good" because he has steady housing, he's not on welfare, and his bills are promptly paid. That keeps a lot of stress and anxiety off him. He explained that he thought about health when answering this question (specifically, he hasn't been sick lately and he's mobile).</p>	<p>Good</p>	<p>Select</p>
<p>▶ Physical Health - In general, how would you rate your physical health?</p>	<p>He rated himself as "good" because he is mobile. As he put it, "A lot of people don't have arms or legs or are stricken to wheel chairs." He also added that the fact that he eats well and is not obese is part of the reason he selected "good." He has the "capacity to exercise," though he doesn't always do it. I asked what would it take for him to describe his health as excellent or very good, and he responded that if he did not have "arthritic issues" he would give himself this rating. He has arthritis in his shoulders and every now and then will get a gout attack which he described as "very debilitating."</p>	<p>Good</p>	<p>Select</p>

- You can click the "Select" button to go to the notes entry screen for the question.
- Clicking the RespondentID will show you the main respondent information.
  - You will also have a button are able to "Print Interview Data". This will display a printer friendly pop-up with all data for that interview, including question answers, notes and theme data.

1947



**Respondent Information**

<b>Respondent ID:</b>	1947	<b>Interview Date:</b>	7/7/2010
<b>Interviewer:</b>	CGray	<b>Place of Interview:</b>	Laboratory
<b>Country:</b>		<b>Language of Interview:</b>	English
<b>Gender:</b>	Male	<b>Age:</b>	47
<b>Marital Status:</b>			

**Interview Summary Notes:**

Additional Respondent Descriptors

No descriptors have been applied for the respondent

**Interview Options**

## Q-Notes User-Guide

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To find specific questions easier, you can use the filter box in the table list to find a specific question.

<a href="#">Question</a>	<a href="#">Question Notes</a>	<a href="#">Answer</a>	
Physical  <span style="float: right;">▼</span>	<input type="text"/>	<input type="text"/>	
<ul style="list-style-type: none"> <li>▶ Physical Health - In general, how would you rate your physical health?</li> </ul>	<p>He rated himself as "good" because he is mobile. As he put it, "A lot of people don't have arms or legs or are stricken to wheel chairs." He also added that the fact that he eats well and is not obese is part of the reason he selected "good." He has the "capacity to exercise," though he doesn't always do it. I asked what would it take for him to describe his health as excellent or very good, and he responded that if he did not have "arthritic issues" he would give himself this rating. He has arthritis in his shoulders and every now and then will get a gout attack, which he described as "very debilitating."</p>	Good	<a href="#">Select</a>
<ul style="list-style-type: none"> <li>▶ Physical Activity - To lower your risk for certain diseases, you now doing any of the following: increasing you physical activity or exercise?</li> </ul>	<p>I asked if there were any particular diseases he was thinking about and he answered that he ws thinking generally about anything that's unhealthy but went on to give examples: diabetes, cancer, and cardiovascular disease He is currently swimming and walking more to increase his physical activity. He is doing this much more than he was before. Before he was doing about half as much physical activity as he is now.</p>	Yes	<a href="#">Select</a>

To enter notes for a specific question, click on the "Select" link next to the question and you will be directed to the notes entry screen.

### 3.6 Add Question Notes

The "Notes Entry" screen displays the question and Respondent ID, Interviewer and Interview Date for the chosen interview. It will also display the Question text and question ID for the selected question.

# Q-Notes User-Guide

## Question Notes Entry

Respondent ID: 1947  
Interviewer: CGray 7/7/2010

13 - Physical Health: In general, how would you rate your physical health?

Answer:  
Good

Clear Answer

Interview Notes

He rated himself as "good" because he is mobile. As he put it, "A lot of people don't have arms or legs or are stricken to wheel chairs." He also added that the fact that he eats well and is not obese is part of the reason he selected "good." He has the "capacity to exercise," though he doesn't always do it. I asked what would it take for him to describe his health as excellent or very good, and he responded that if he did not have "arthritic issues" he would give himself this rating. He has arthritis in his shoulders and every now and then will get a gout attack, which he described as "very debilitating."

ABC Check Spelling Save Notes Clear Data

Analysis

Coding Schemes

Next, you can select the answer the respondent gave to this question during the cognitive interview by selecting from the answer drop down box.

13 - Physical Health: In general, how would you rate your physical health?

Answer:  
Good

Clear Answer

If the respondent gave an answer other than the ones provided in the questionnaire, you can select "other" and fill in the response given in the blank box that appears.

10 - kj\_testq10: select one... a b c

Answer:

Other

Clear Answer

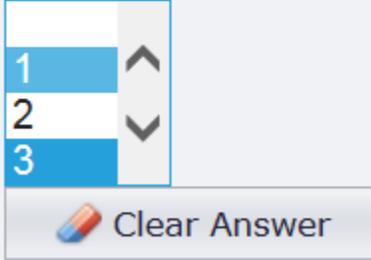
For a "Mark all that apply" question, hold down the control key while making your selections.

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11 - kj\_testq11: mark all that apply... 1 2 3

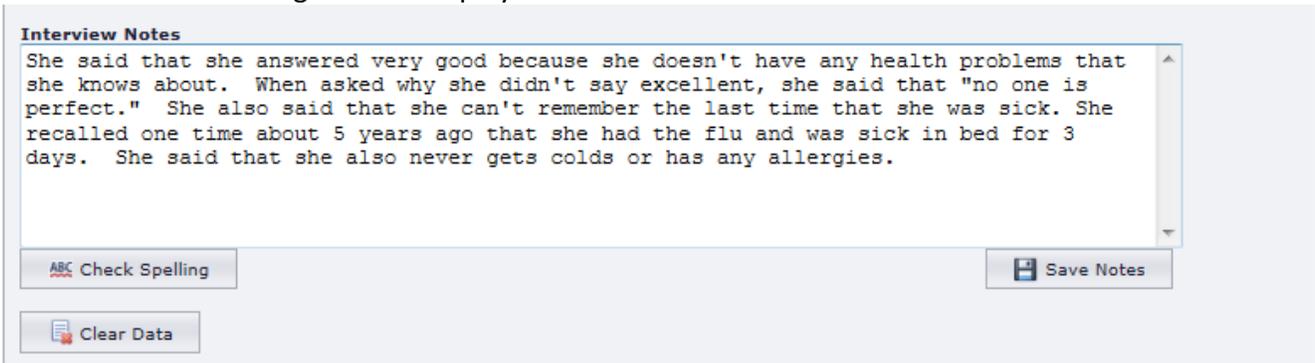
Answer:



Click “Clear Answer” if you selected an answer by mistake, and would like to leave the field blank.

### 3.7 Entering Notes

Next, you can enter any notes that you took during the cognitive interview in the “Interview Notes” field. This field is intended to capture any information that emerged during the cognitive interview. For example, you may want to enter direct quotes from the interview. When done, click on “Save Notes”. A “Notes saved” message will be displayed.

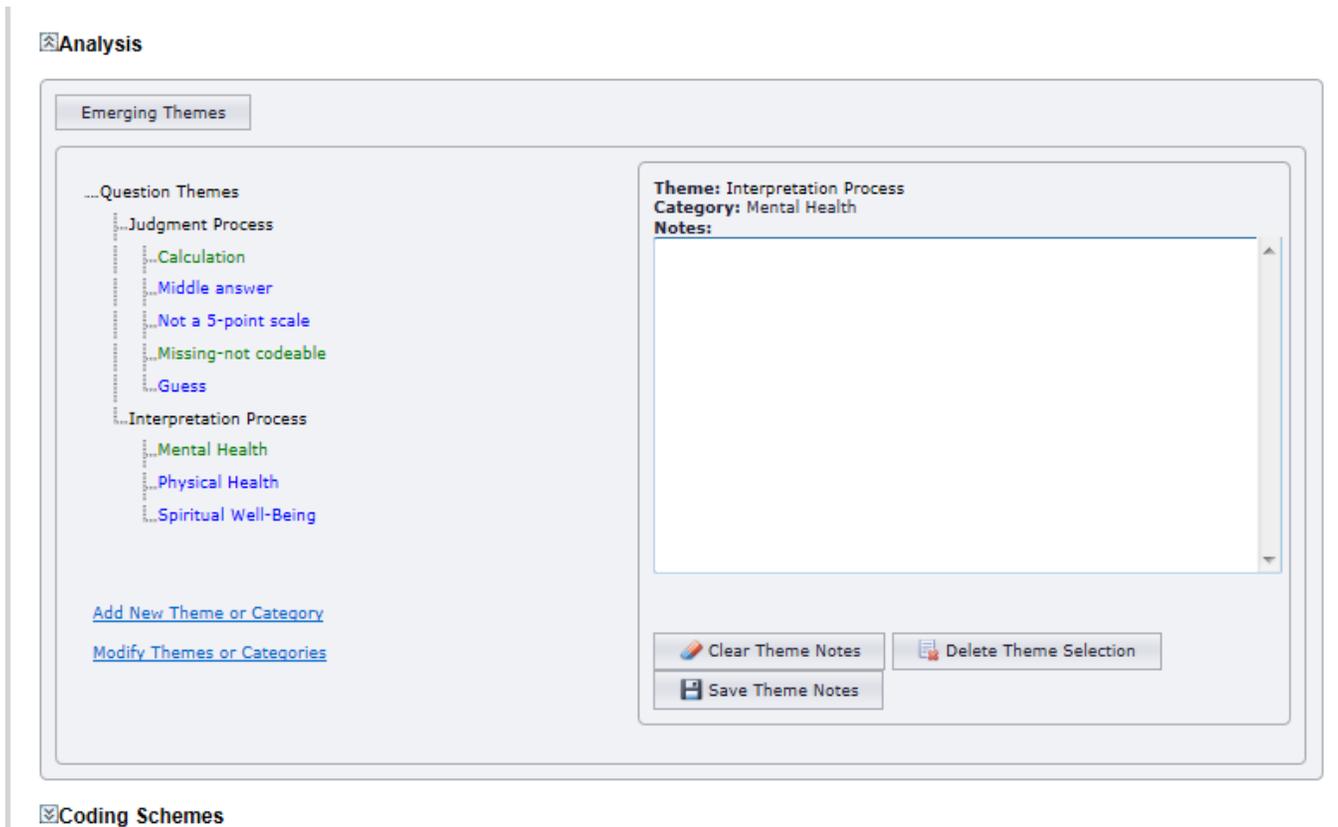


Click “Clear Data” if you would like to erase all data, including any selected answers and notes, for the question for the respondent.

### 3.8 Question Themes

On the bottom of the Question Notes entry screen, question themes may be present. Question themes are determined and entered into Q-Notes by the primary investigator, or a manager, of the project. Note that not all questions have themes, however if a question has themes associated with it, they will be displayed below the narrative box in the “Analysis” area. In the example below there are two themes for this question: Interpretation and Judgment Process.

# Q-Notes User-Guide



Themes typically have multiple categories from which to choose. Select the theme category that applies to the respondent's narrative. When selected, the category font will change to green and be italicized. This informs you that it has been saved. Also, a data entry box should appear on the right. You may enter any notes regarding that theme category in the space provided. If you enter notes click on "Save Theme Note" to save any information you have entered. You can enter a note for each category selected.

If you wish to cancel a category selection for a mark all that apply theme, you can click the "Delete Theme Selection" link after choosing the category.

## 3.9 Emerging Themes

Typically projects will not have any themes at first. During the interviewing process, themes will emerge from the respondents. While entering notes for respondents, users may recognize a potential theme emerging. The "Emerging Themes" functionality allows the user to keep track of these potential themes along with sharing these thoughts with others on the team.

# Q-Notes User-Guide

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## Analysis

Emergent Themes

[Add New Theme or Category](#)

[Modify Themes or Categories](#)

## Coding Schemes

---

Clicking the “Emergent Themes” button will bring up a window showing any previous discussion on this question, along with a text box allowing the user to add their own comments.

Emergent Themes

Emergent Themes allows individual interviewers to communicate patterns that they are seeing in their interviews with other interviewers.

NCHS09Q1: Would you say that in general your health is excellent, very good, good, fair or poor?

Interviewer	Memo	QuestionID	CreatedDate
JMezetin	time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.	NCHS09Q1	Oct 29 2014 3:01PM

Enter your comments to add to discussion:

Even though the respondent was elderly and had some physical limitations, she mentioned being in her right mind while discussing her "excellent" response

[Save Comments](#)

Enter your comments and click “Save Comments” to save.

### 3.10 Coding Schemes

In addition to themes, Q-Notes provides the functionality to have other coding schemes, such as behavior coding. If behavior codes or another set of code has been added for the project a question has themes associated with it, they will be displayed below in the “Coding Schemes” area. In the example below default Respondent and Interviewer behavior codes have been added to the project and are shown.

# Q-Notes User-Guide

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## Analysis

### Coding Schemes

**Respondent Behavior Codes**

Respondent Interrupts question reading

Respondent requires Repeat)

Respondent requests Clarification

Respondent expresses Uncertainty

Respondent provides Uncodeable answer

---

**Interviewer Behavior Codes**

Question read correctly

Skip Error (for non-computerized instruments)

Question read with minor change

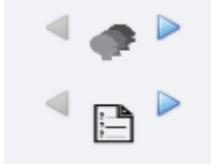
Question read with major change

Follow-probe used incorrectly (biasing, etc.)

The user entering this interview can then mark any applicable behavior codes for this respondent and question. The selections will then be automatically saved.

### 3.9.4 Navigation

When you are finished entering notes and other information for a question, use the navigation buttons allowing you to go to the next or previous questions.



- Clicking the faces icon will direct the user to the List of All interviews and respondents
- Clicking the left and right arrows next to the faces icon, will direct the user to the next or previous respondent viewing the same question.
- Clicking the question list icon will direct the user to the List of All Question summaries for the current respondent.
- Clicking the left and right arrows next to the question list icon, will direct the user to the next or previous question for the current respondent.

#### Tips:

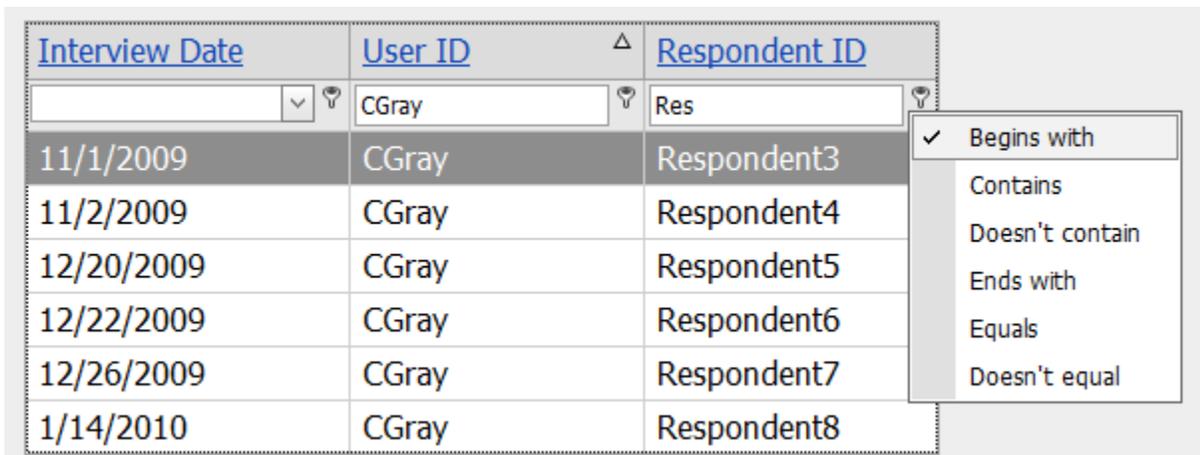
## Q-Notes User-Guide

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- While viewing other interviewer's notes can use the "Send Email" link next to the interviewer's user name to ask questions, guidance or clarifications.
- Notes are best entered directly after an interview, while the information is still fresh. When users don't have immediate access to Q-Notes following an interview, they may type notes in word for first. Then, come back to Q-Notes and copy/paste the notes.
- After entering an interview and all answers and notes for the questions, return to the Question List, and click "Print Interview Data" to verify all data was entered and saved correctly.

### 3.10 Viewing or Editing Interviews

Select "View all Interviews" from the top menu within Q-Notes. This will take you to the interview list.



Interview Date	User ID	Respondent ID
	CGray	Res
11/1/2009	CGray	Respondent3
11/2/2009	CGray	Respondent4
12/20/2009	CGray	Respondent5
12/22/2009	CGray	Respondent6
12/26/2009	CGray	Respondent7
1/14/2010	CGray	Respondent8

The list of interviews will display all respondent IDs that have been entered along with the date of the interview and the interviewer.

- Select the row of the interview to view the question list for that interview.
- Select any column header to sort the list by that field.
- Use the dropdown or textbox below the column header to filter the list based on the value entered.

## 4.0 Conduct Analysis

After data is entered for a project, you can perform analysis various functions. The method of analysis outlined in this guide is rooted within the principles of qualitative methodology, specifically, within grounded theory methodology.

The general process for analyzing cognitive interviewing data involves synthesis and reduction – beginning with a large amount of data and ending with conclusions that are meaningful and serve the ultimate purpose of the study.

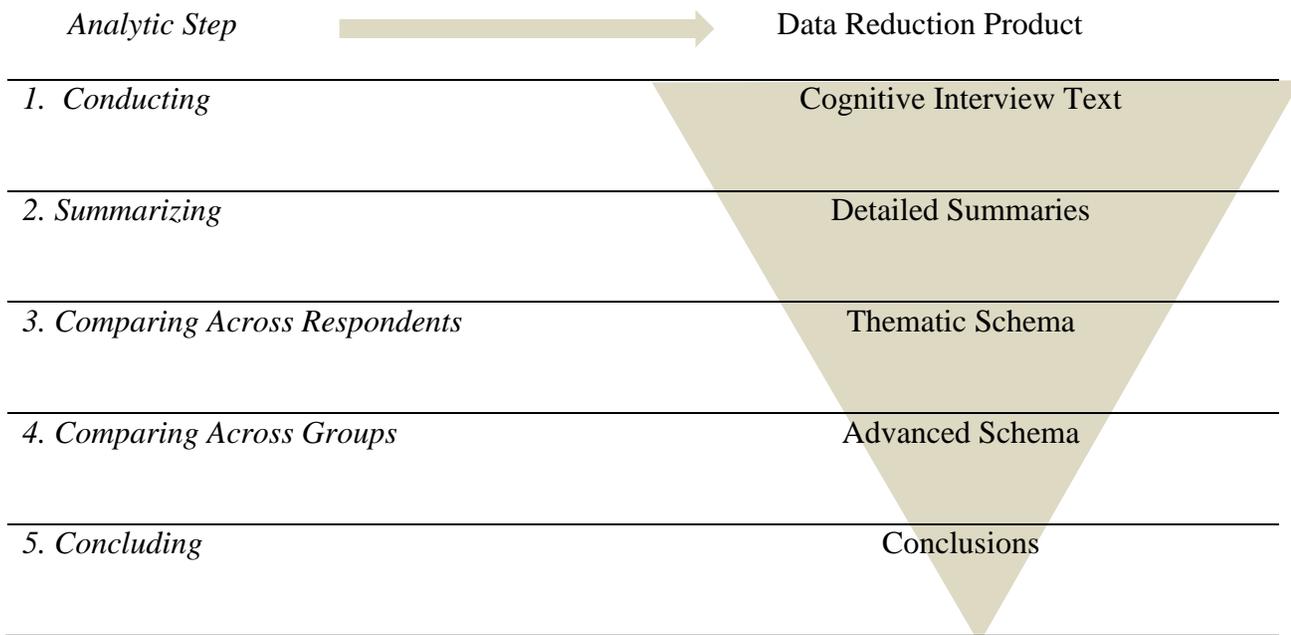
## Q-Notes User-Guide

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For analysis of cognitive interviews, reduction and synthesis can be conceptualized within five incremental steps – conducting interviews, producing summaries, comparing across respondents, comparing across subgroups of respondents, and reaching conclusions, as shown below.

### Products of Data Reduction for Analytic Steps

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Although these steps are separate and in a linear fashion, in practice they are iterative; varying levels of analysis typically occur throughout the qualitative research process. The QDRL has recently published a book “Cognitive Interviewing Methodology” that goes deeply into the process including analysis which will give the user deeper insight into the process.

This section provides information on how to use Q-Notes to perform functions that support the analysis.

To begin,

1. Log on to the Q-Notes
2. Select a project to analyze
3. On top, click on “Conduct Analysis” tab to get to the analysis main page.

As shown below, the Analysis page displays all analysis functions, within each of the 5 levels of analysis (conducting interviews, producing summaries, comparing across respondents, comparing across subgroups of respondents, and reaching conclusions) available with a brief description of each.

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## Level 1 Analysis: Conducting the Interview

[Print Interview Guide](#) Print out an interview guide with all questions and themes

## Level 2 Analysis: Within Interview

[Within Interview Analysis](#) View all data for one respondent

## Level 3 Analysis: Across Interviews

[Across Interview Analysis](#) View all data for one question across all respondents  
[Manage Themes](#) Add or Edit Project or Question level themes  
[Code Question Narratives](#) Select themes for each respondent by question.  
[Code Respondents by Theme](#) Select respondents for each theme by question.  
[Theme Analysis](#) View data based on themes.

## Level 4 Analysis: Comparing Across Sub-Groups

[Sub-Group Analysis](#) View all question data along with themes and demographic information.  
[Comparative Analysis](#) Create quantitative crosstabs of respondent answers, themes, and demographics  
[Compare Two Questions](#) View data for two questions at one time

## Level 5: Drawing Conclusions

[Report Printout](#) Report template with project data to get your report started  
[Word Search](#) Search notes and summaries for a word or exact phrase.  
[Sample Analysis](#) Search project level information of respondents and project level themes.  
[Sample Summary](#) Prints project level information of respondents and project level themes.  
[Generate Frequency Tables](#) Creates printable list of frequency tables for all questions and themes.  
[Print Functions](#)

- Alternatively, hovering over the “Conduct Analysis” tab will list the main analysis functions to quickly navigate to that specific analysis function.

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The screenshot displays the Q-Notes software interface. At the top, there is a navigation bar with tabs: 'Project Home', 'Enter Data', 'Conduct Analysis', 'Write Report', 'Manage Project', and 'Help'. The 'Conduct Analysis' menu is open, showing a list of options: 'Within Interview', 'Across Interviews', 'Manage Themes', 'Code Questions', 'Code by Themes', 'Theme Analysis', 'Across Subgroup', 'Compare Two Questions', 'Comparative Analysis', 'Coding Schemes', 'Sample Analysis', 'Word Search', and 'Print Summaries'. Below the navigation bar, the 'Project Information' section shows details for a 'Health Project (Example)' led by Kristen Miller in March 2008. The 'Questions' section offers options to 'Print Interview Guide' and 'View all questions'. The 'Interviews' section features a 'View All Interviews' button and a table listing interviewers and their respective counts.

Interviewer	Interviews
CGray	6
DHarwell	4
JMezetin	1
KJoshi	3
Kristen	2
Valerie	2
Total Interviews: 18	

You will notice that there are five groups of functions corresponding to different levels of analysis along with some additional project functions. Under each group, there are various options for different level of analysis.

## 4.1 Level 2 Analysis: Within Interview

This second stage of analysis is defined as "Within Interview Analysis" because it is focused on one interview and respondent at a time. The goal of this stage is to fully summarize the interview and the notes from each question. Reviewing these interview summaries will allow the analyst to identify possible patterns of interpretation and record respondent difficulties. This is a cursory analysis and is conducted for each individual interview. Typical steps include:

- Synthesizing interview text into detailed summaries: detailing how and why each respondent interpreted the question as well as how they formulated their answers, including events or experiences considered as well as any difficulties answering the question,

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- Identifying inconsistencies between answers and story: Case by case analysis
- Noting response problems: misinterpretation, recall difficulty
- Noting any emerging themes or patterns (to prepare for 2nd step)

The “**Within Interview Analysis**” tool, allows you to view all data for one respondent at a time. To use this function:

1. Select “Within Interview Analysis” from the Analysis Home screen.

The “Within Interview Analysis” screen will display.

2. Select a Respondent ID from the dropdown box.

This will display all demographics, questions, notes and answers for the respondent’s interview. The analyst will now have all data related to the respondent in one location and to perform the analytical steps noted above.

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## Within Interview Analysis

Select a respondent to view a respondent's answers and interviewer's notes for all questions.

Select Respondent:  ▼

[Print](#) 

### Respondent Information

<b>Respondent ID:</b> Respondent1	<b>Interview Date:</b> 3/15/2008
<b>Interviewer:</b> Kristen	<b>Place of Interview:</b> Laboratory
<b>Country:</b>	<b>Language of Interview:</b> English
<b>Gender:</b> Female	<b>Age:</b> 28
<b>Marital Status:</b> Never Married	
<b>Interview Summary:</b> This respondent was very talkative. I was able to get through the entire interview, but I had to continuously bring her back to the subject. In answering a lot of the survey questions, she didn't seem to carefully consider her answer. Sometimes it seemed like she was just answering off the top of her head. This was especially true for the more subjective questions.	
<b>Notes:</b>	

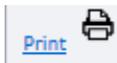
### Additional Respondent Descriptors

**Is R a smoker?:** No  
**Dominant Hand:** Left  
**Has Glasses:** No  
**Geographic Region:** Northeast

<a href="#">Question</a>	<a href="#">Question Notes</a>	<a href="#">Answer</a>	
▶ NCHS09Q1 - Would you say that in general your health is excellent, very good, good, fair or poor?	She said that she answered very good because she doesn't have any health problems that she knows about. When asked why she didn't say excellent, she said that "no one is perfect." She also said that she can't remember the last time that she was sick. She recalled one time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.	Very Good	<a href="#">Select</a>
▶ NCHS09Q2 - Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?	She said none. This goes along with what she was telling me in the previous question--that she never gets sick. Upon probing about potential injuries, she said that she had fallen about 3 weeks ago and sprained her ankle. She had to stay off of her foot for 2 days. It did not occur to her that she should report those days. Mostly she was thinking about illnesses which she did not have.	0	<a href="#">Select</a>
▶ NCHS09Q3 - Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?	She said none very quickly. I didn't get that she thought about what the question was asking. When I asked her about having possible stress or depression, she said "I ain't crazy!" I asked her if she ever had overly stressful days or felt sad, and she said "absolutely, but everyone is sad. I just don't take a pill for it." She talked about her mother	0	<a href="#">Select</a>

### Tips:

- Some analysts prefer to read notes and analyze on pen and paper. Selecting "Print"



will display the information in a pop-up window which can be easily printed.

- Clicking "Select" will redirect you to the "Notes Entry" screen. If notes have not been entered correctly, it can easily be corrected.
- Clicking the detail arrow on the left of the question table will display any themes that have been already created. These themes can then be applied for this respondent.

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- Entering text in the under the table column header will filter the list showing any rows containing the entered text.

Question	Question Notes	Answer	
q4			
▾ NCHS09Q4 - During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?	When asked this question, she said "Are you crazy! I said none! Why do you keep asking me the same question?" I asked her if she really didn't see a difference between these questions and she said "no ma'am." Then she said that "all of these questions are asking me if I'm sick in my body or sick in my head, and I said no, I'm not." I then asked her about her foot to see what things she may not have done when she had a sprained foot. She said that for 4 days she had to get her brother to pick her kids up from school and to go grocery shopping for her. Her foot was so swelled up that she couldn't walk at all.	0	Select

**Themes**

- Activity considered
  - Missing-not codeable
  - No activity considered
  - Recreation
  - Self care
  - Something else
  - Work
- Interpretation
  - Type of health problem
    - Mental
    - Missing-not codeable
    - Physical
    - Something else
- Judgement Process
  - Counted
  - Estimated
  - Guessed
  - Missing-not codeable
  - Something else

### 4.2 Level 3 Analysis: Across Interviews

This third stage of analysis is defined as "Across Interviews Analysis". It uses the question and the unit of analysis and views data across all interviews and respondents at one time. The goal of the second stage of analysis is to determine what the question is actually capturing. Comparing summaries across

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respondents will produce a thematic schema. A thematic schema identifies and maps common themes that detail phenomena captured and the process of formulating a response. Typical steps include:

1. Identify patterns across respondents
  - Types of interpretations
  - Ways of forming an answer
  - Types of response problems or errors
2. Compare that finding to the next interview
  - Is it the same? If not, how is it different?
3. Patterns become “themes”
  - Different aspects of a theme are called “categories”

The Level 3 Analysis functions allow analysts to:

- View all respondent data for one question at a time (Across Interview Analysis)
- Define themes and create a thematic schema for each question (Manage Themes)
- Apply themes to the respondents (Code Question Narrative or Respondents by Theme)

### 4.3 Across Interview Analysis

The “**Across Interviews Analysis**” function, allows you to view all data for one question at a time.

To use this function:

- Click on “Across Interview” under the “Conduct Analysis” dropdown menu
- Select the question you want to analyze from the dropdown menu.

#### Across Interview Analysis

Select a question to view all respondent's answers and interviewer's notes for the question.

Select Question:

Show Question Data

Question ID	Question Text
NCHS09Q1	Would you say that in general your health is excellent, very good, good, fair or poor?
NCHS09Q2	Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?
NCHS09Q3	Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?
NCHS09Q4	During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?
NCHS09Q5	Do you have any kind of health care coverage, including health insurance, prepaid plans such as HMOs, or government plans such as Medicare?
NCHS09Q8	Now I would like to ask you some questions about cardiovascular disease. Has a doctor, nurse, or other

Export to PDF    Export to XLS

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- Question summaries and answers will be displayed for all respondents in the project.

	ID	Question Summary	Response
▶ ⓘ	Respondent10	This respondent had a really hard time explaining why they felt their health was good. R did mention that he was focusing on physical health.	Good
▶ ⓘ	Respondent8	The respondent wanted to know if the question was asking about how he feels currently or if it was asking if he had any health problems or diseases. he explained that he has diabetes and has to carefully monitor his blood sugar. He considers his health right now to be "very good" but he didn't answer that way because he has a chronic disease.	Fair
▼ ⓘ	Respondent7	The respondent took quite awhile to answer this question. She finally answered, "I guess good" because it "fell somewhere in the middle." She said her health goes up and down, some days she doesn't feel good and other days she feels fine, so it was difficult for her to arrive at a general answer. When asked if she included mental health in her answer, she said no, that didn't even cross her mind.	Good
<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>... Themes</p> <ul style="list-style-type: none"> <li>... Judgment Process               <ul style="list-style-type: none"> <li>... Calculation</li> <li>... Middle answer</li> <li>... Not a 5-point scale</li> <li>... Missing-not codeable</li> <li>... Guess</li> </ul> </li> <li>... Interpretation Process               <ul style="list-style-type: none"> <li>... Mental Health</li> <li>... Physical Health</li> <li>... Spiritual Well-Being</li> </ul> </li> </ul> </div>			
▶ ⓘ	Respondent4	The respondent had some difficulty with this question and couldn't decide between fair and good. He visits the doctor frequently	Fair

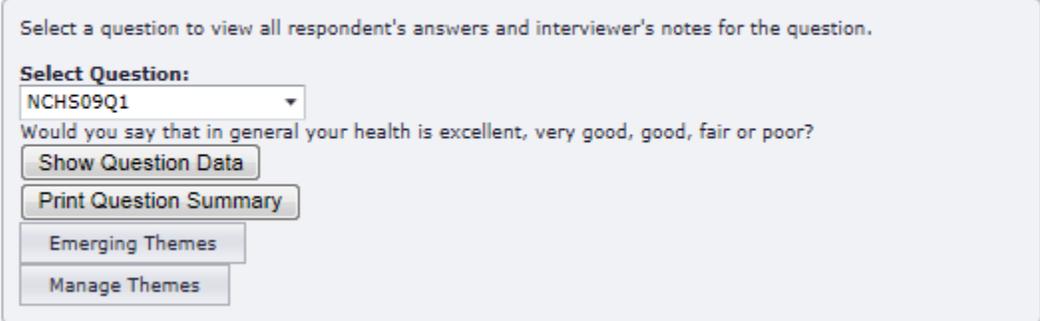
- Clicking the Row expand button will allow an analyst to select categories for themes for each respondent

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- After a question is selected the following options will be present:

### Across Interview Analysis



Select a question to view all respondent's answers and interviewer's notes for the question.

**Select Question:**  
NCHS09Q1

Would you say that in general your health is excellent, very good, good, fair or poor?

Show Question Data

Print Question Summary

Emerging Themes

Manage Themes

- Print Question Summary – Displays all information in a printer-friendly window
- Emerging Themes – Allows a user to view or add to discussion about potential themes from the interview team
- Manages Theme – Provides capabilities to create, update and delete themes and categories.

## 4.4 Manage Themes

During the analysis stages, certain patterns may emerge. These patterns are called themes. Q-Notes allow you enter themes for specific questions and also for the project or sample as a whole. To create themes:

### 4.4.1 To view or enter themes:

1. A drop-down menu will then appear containing all question IDs for the project. Select the question ID for which you wish to add or edit a theme.

## Manage Question Themes

Add analytical themes for your questions or project

Select Question:

NCHS09Q1

Would you say that in general your health is excellent, very good, good, fair or poor?

**..... Question Themes**

- ..... Judgment Process
  - ..... Calculation
  - ..... Middle answer
  - ..... Not a 5-point scale
  - ..... Missing-not codeable
- ..... Interpretation Process
  - ..... Mental Health
  - ..... Physical Health
  - ..... Spiritual Well-Being

[Add New Theme](#)

If themes have already been created, they will appear on the screen.

2. Click on “Add New Theme” link under the existing themes to create a new theme, or click on the title of the theme you would like to edit.

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Question Information

Theme Title:\*   
Generic title to describe the theme being added

Description:   
Additional information to describe the theme

Format:\*  
 Select One  
 Mark All that Apply  
Can multiple categories be selected or must user choose only one option

Sequence:\*   
A number to set the order of display for the theme

Level:\*  
 Main Theme (First Level)  
 Sub-Theme (Second level and on)  
What level the theme is found

As stated earlier, patterns that emerge are called themes. Different aspects of themes are called categories.

3. Enter the following information to set up the theme or category:

- **Title:** Short simple title for the theme
- **Description:** Brief yet informative description of what the theme means
- **Format:** Whether one or multiple categories can be assigned or coded for the theme.
- **Sequence:** Number which defines the order to list themes
- **Level:** Defines how the theme will be organized in a hierarchy
  - Main theme: This highest and first level for a theme
  - Sub theme: When a category may be further divided in analysis. The category should be changed to a sub theme. A sub theme can have its own categories.

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- For Sub themes and Categories, you must select the title of the main theme which those fall under.

Click on “Save” when done adding information.

Back Save

Delete Theme Copy Theme

<a href="#">Add Category</a>	Category	Description	Sub-theme?
	Calculation	Respondent performs some type of calculation to answer	<input checked="" type="checkbox"/>
	Middle answer	The respondent chooses the middle answer specifically because it was the middle answer	<input checked="" type="checkbox"/>
	Not a 5-point scale	Respondent does not consider all 5 points of the scale	<input checked="" type="checkbox"/>
	Missing-not codeable		<input checked="" type="checkbox"/>

For a main theme or sub theme, you can also add categories directly on this screen.

To add a category here:

5. On the bottom of the screen, click on “Add Category”

6. Enter the following information for the category:

- **Title** – Brief title for the aspect of the theme.

**\*\*Titles should not contain apostrophes or quotes. This will cause a problem for ad-hoc, on-the-fly analysis.**

- **Description** – Short yet informative text about when or why this category would be chosen
- **Sequence** – Number defining how the categories should be listed.
- **Is the category also a subtheme?** – During analysis it may develop that a category can be further broken down and differentiated. Checking this box, will allow the analyst to allow this category to also be seen as a theme so that sub-categories can be added within it.

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<a href="#">Add Category</a>	Category	Description	Sub-theme?
 	Mental Health		<input checked="" type="checkbox"/>
Category		<input type="text" value="Physical Health"/>	
Description		<input type="text"/>	
Is the category also a subtheme?		<input checked="" type="checkbox"/>	
Sequence		<input type="text" value="2"/>	
<input type="button" value="Update"/> <input type="button" value="Cancel"/>			
 	Spiritual Well-Being		<input type="checkbox"/>

7. Click on “Update” and the new category will be added

8. Add as many categories as necessary;

You can do this for project or question level themes as necessitated by the analysis.

### 4.6 Deleting a theme

To delete a theme, select the “delete” button at the bottom of the screen. However, if a theme has any categories or subthemes below it, those must be deleted first.

<a href="#">Add Category</a>	Category	Description	Sub-theme?
 	Calculation	Respondent performs some type of calculation to answer	<input checked="" type="checkbox"/>
 	Middle answer	The respondent chooses the middle answer specifically because it was the middle answer	<input checked="" type="checkbox"/>
 	Not a 5-point scale	Respondent does not consider all 5 points of the scale	<input checked="" type="checkbox"/>
 	Missing-not codeable		<input checked="" type="checkbox"/>

Categories for a theme can be deleted by clicking the red “x” button next to the category. However, categories can only be deleted if they have not been applied to any respondent selections.

### 4.7 Copying themes

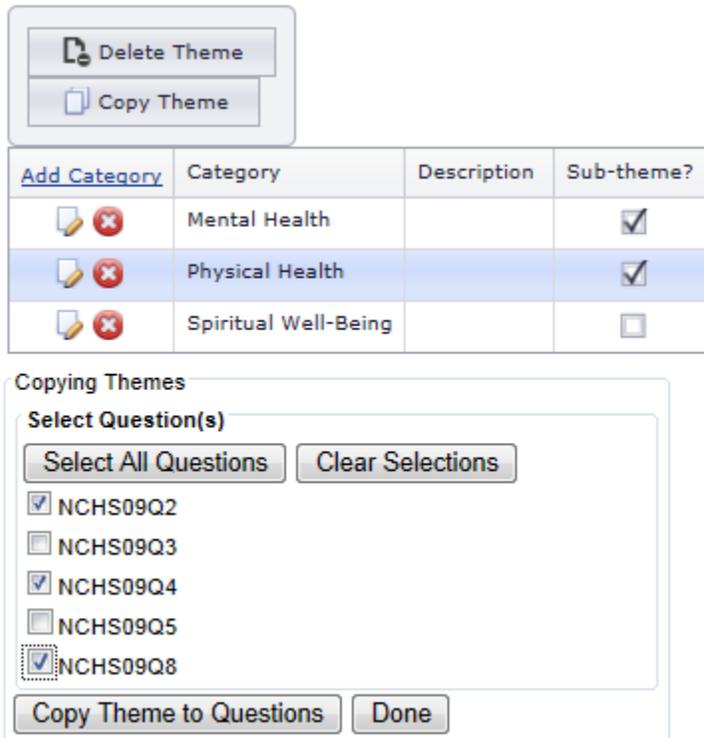
Once created, a theme can be copied to other questions. To copy a theme:

1. Select the theme you want to copy from the list

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2. Select Copy Theme from the bottom of the screen



3. Select one or more questions to copy the themes to.
4. Then, click “Copy Theme to Questions”.
5. Click “Done” after selections have been made for the themes to be copied to the other questions.

Only top-level main themes for questions can be copied, and all subthemes and categories will be copied as well.

### Tips:

For Questions Themes: Once a question has been selected the text and a link to “view emerging themes” is displayed. Clicking “View Emerging Themes” will bring up comments and ideas from analysts indicating potential themes they are seeing. This can help define and name new themes being created.

## 4.8 Emerging Themes

- To view or create a new emerging theme, click on the “Manage Question Themes” screen

## Manage Question Themes

Add analytical themes for your questions or project

Select Question:

Would you say that in general your health is excellent, very good, good, fair or poor?

Emerging Themes

.....Question Themes

- .....Judgment Process
  - .....Calculation
  - .....Middle answer
  - .....Not a 5-point scale
  - .....Missing-not codeable
  - .....Guess
- .....Interpretation Process
  - .....Mental Health
  - .....Physical Health
  - .....Spiritual Well-Being

- Click on the “Emerging Themes” button to see any ideas or discussions related to the question

Emergent Themes

Emergent Themes allows individual interviewers to communicate patterns that they are seeing in their interviews with other interviewers.

**NCHS09Q1:** Would you say that in general your health is excellent, very good, good, fair or poor?

Interviewer	Memo	QuestionID	CreatedDate
JMezetin	some discussion	NCHS09Q1	May 19 2014 12:15PM
JMezetin	time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.	NCHS09Q1	Oct 29 2014 3:01PM

Enter your comments to add to discussion:

[Save Comments](#)

- Enter any additional thoughts or information about potential themes for this question and click “Save Comments”

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- Viewing emerging themes on this screen will give provide potential ideas that can help create and describe themes and categories.

### 4.9 Code Question Narratives

After themes have been created, this function allows the analyst to easily apply themes and categories for each respondent and for each question.

To access this feature:

- On the “Code Question Narratives” screen, choose a question from the dropdown.
- Click on “Edit” next to the respondent you want

#### Code Question Narratives

Select a question to view respondent's answers.

**Select Question:**  
NCHS09Q1  
Would you say that in general your health is excellent, very good, good, fair or poor?  
[Show Question Data](#)

<a href="#">Respondent ID</a>	<a href="#">Question Summary</a>	<a href="#">Answer</a>	
Respondent1	She said that she answered very good because she doesn't have any health problems that she knows about. When asked why she didn't say excellent, she said that "no one is perfect." She also said that she can't remember the last time that she was sick. She recalled one time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.	Very Good	<a href="#">Edit</a>
Respondent10	This respondent had a really hard time explaining why they felt their health was good. R did mention that he was focusing on physical health.	Good	<a href="#">Edit</a>
Respondent11	R said that she rarely gets sick so she feels that her health is very good. During probing I asked about her mental health, and R said she had not taken that into account because she felt that this question was more about her physical health. R does have depression but she didn't account for that in her answer.	Very Good	<a href="#">Edit</a>
Respondent12	R says "excellent" because he works out about 2 to 3 times per week, he doesn't smoke, he watches his diet, and he is not on any prescription medications. He is currently separated from his wife and they are contemplating divorce. He said he has been experiencing some depression and anxiety as a result of this, but he didn't take this into consideration when answering this questions. He appeared to consider physical aspects of health when answering this question.	Excellent	<a href="#">Edit</a>

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This will show all the respondent information for the selected question. Categories for the themes will display to apply for the respondent by:

3. Click the category title under the specific theme.

The selection will be automatically saved, and the text will change to green and be italicized. Additionally another text box will display to the right (which will allow you to enter notes, clear theme notes, save theme notes or delete theme selection).

4. Enter notes for the theme and category. Direct quotes that provide the basis for the selection is usually entered here.
5. Then click "Save Theme Notes" to save the added text.

### Code Respondent Narratives

**Respondent ID:** Respondent1  
**Interviewer:** Kristen 3/15/2008

1 - NCHS09Q1: Would you say that in general your health is excellent, very good, good, fair or poor?

**Answer:**  
Very Good

**Interview Notes**  
She said that she answered very good because she doesn't have any health problems that she knows about. When asked why she didn't say excellent, she said that "no one is perfect." She also said that she can't remember the last time that she was sick. She recalled one time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.

### Analysis

[Emerging Themes](#)

...Question Themes

- Judgment Process
  - Middle answer
  - Not a 5-point scale
  - Missing-not codeable
- Interpretation Process
  - Mental Health
  - Physical Health
  - Spiritual Well-Being

[Add New Theme or Category](#)  
[Modify Themes or Categories](#)

**Theme:** Judgment Process  
**Category:** Middle answer

She did not consider excellent to be a real option because she said that "no one is perfect." There was no reason for her to say anything other than excellent, except for the fact that she did not want to put herself into this categories.

[Clear Theme Notes](#) [Delete Theme Selection](#)  
[Save Theme Notes](#)

### Tips:

- Click "Clear Theme Notes" if you would like to delete any text entered.
- Click "Delete Theme Selection" if you would like to unselect the particular theme.

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## 4.10 Code Respondents by Themes

After themes have been created, this function also allows the analyst to apply themes to multiple respondents at a time. This is especially useful, when users conduct analysis offline on pen and paper, and want to quickly assign themes to respondents.

1. On the “Code Respondent by Theme” screen, select whether to code Project or Question themes.
2. If Question is selected, choose the question containing the theme that needs to be applied
3. Click the Category for the theme you would like to assign
4. Next, select the checkbox for each respondent where the category applies.
5. Next, click the button to “Apply Theme to selected respondents”
6. Do this for each category, and question as needed.

### Code Themes

**Select Theme Location**

Project

Question

**Select Question:**

NCHS09Q1

Would you say that in general your health is excellent, very good, good, fair or poor?

.... Question Themes

- ..... Judgment Process
  - ..... Calculation
  - ..... **Middle answer**
  - ..... Not a 5-point scale
  - ..... Missing-not codeable
- ..... Interpretation Process
  - ..... Mental Health
  - ..... Physical Health
  - ..... Spiritual Well-Being

[Add New Theme or Category](#)

[Modify Themes or Categories](#)

**Respondents List**

<input checked="" type="checkbox"/> Respondent1	<input type="checkbox"/> Respondent24	<input type="checkbox"/> Respondent57
<input type="checkbox"/> Respondent10	<input checked="" type="checkbox"/> Respondent3	<input type="checkbox"/> Respondent6
<input type="checkbox"/> Respondent11	<input checked="" type="checkbox"/> Respondent36	<input checked="" type="checkbox"/> Respondent7
<input type="checkbox"/> Respondent12	<input checked="" type="checkbox"/> Respondent4	<input type="checkbox"/> Respondent8
<input checked="" type="checkbox"/> Respondent14	<input type="checkbox"/> Respondent5	<input type="checkbox"/> Respondent9
<input type="checkbox"/> Respondent2		

Tips:

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Themes and categories cannot be deleted from the system if respondents are already assigned. Analysts can come to this screen and clear all respondents quickly, then resume deleting the theme.

### Level 3 Conclusions

- Revelations from the comparisons are the cognitive interview findings.
- Findings from the cognitive interviews illustrate the different types of phenomena that the survey questions capture
- It represents the actual phenomena that are conveyed in the statistical estimate

## 4.11 Theme Analysis

This function allows you to view data centered on themes or respondent descriptors of your choice.

### Theme Analysis

View data centered around themes or respondent descriptors of your choice.

**Select Theme Location**

Project

Question

**Select a Theme**

**Display:**

Show Question Answers

Show Question Summaries

Show Frequency Table

**Filters:**

**Interview Information and Demographics**

1. Select either a "Project" or a "Question" theme
2. For "Question" themes, another dropdown will display allowing a question to be selected.
3. Then select a theme from the DD box
4. If you want to display any of the demographics, click on the "down arrow" as shown below:

  **Interview Information and Demographics**

The following options will be displayed:

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### Interview Information and Demographics

Field	Output
Age	<input type="checkbox"/>
Country	<input type="checkbox"/>
Language	<input type="checkbox"/>
Gender	<input type="checkbox"/>
Interview Location	<input type="checkbox"/>
Marital Status	<input type="checkbox"/>
Establishment State	<input type="checkbox"/>
Interviewer	<input type="checkbox"/>

⬆  
⬇

**Output Results**

5. Click on “Output Results” to display results.

**Output Results**

10 matching search results.

Drag a column header here to group by that column

<u>Item</u>	<u>Respondent ID</u>	<u>Dominant Har</u>	<u>Theme</u> <u>Notes</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	Respondent6	Missing	
2	Respondent7	Missing	
3	respondent14	Missing	
4	Respondent9	Right	
5	Respondent57	Missing	
6	Respondent24	Missing	
7	Respondent1	Left	
8	Respondent2	Left	
9	Respondent36	Right	
10	kj_res99	Right	

Export to PDF

Export to XLS

Export to RTF

6. You can export this data to PDF, XLS or RTF

### **4.12 Level 4 Analysis: Comparing Across Groups**

The fourth stage of analysis is defined as “Comparing Across Sub-Groups”. The goal is to compare identified themes across subgroups to produce an advanced schema: identifying ways in which different types of respondents may process questions differently depending on their differing experiences and socio-cultural backgrounds.

These groups can be defined by:

- Question answers
- Patterns of interpretation or themes
- Respondent sub-groups

The level 4 analysis functions provide quick ways of viewing, sorting, filtering and grouping all project data, to find potential relationships.

The Sub Group analysis function allows you to see, sort, filter and group the project data in numerous ways organized by one question.

- On the “Conduct Analysis” dropdown tab, click on “Across Subgroup”
- The following screens are displayed:

## Subgroup Analysis

**Select Question:**  
NCHS09Q1  
Would you say that in general your health is excellent, very good, good, fair or poor?

**Choose items to display in results:**

- Show Question Summaries
- Show Question Answers
- Show Frequency Table

**Filters:**

**Response Options**

**Question Themes**

[Judgment Process](#)   **Display:** Notes  All Categories

[Interpretation Process](#)   **Display:** Notes  All Categories

**Interview Information and Demographics**

Field	Output
Age	<input type="checkbox"/>
Country	<input type="checkbox"/>
Language	<input type="checkbox"/>
Gender	<input type="checkbox"/>
Interview Location	<input type="checkbox"/>
Marital Status	<input type="checkbox"/>
Establishment State	<input type="checkbox"/>

**Respondent Descriptors:**

[Has Glasses](#)   **Display:** Notes  All Categories

[Geographic Region](#)   **Display:** Notes  All Categories

- Choose a question from the dropdown box. Then you can decide any extra information you would like based on the following check boxes and dropdowns:
- Display Items
  - “Show question summaries” will include the respondent’s summary notes for that question in the results
  - “Show Question Answers” will include the response option selected for the respondent

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- “Show Frequency Table” will group the results based on the response option and other data displayed and gives the tally for each combination. (This option will prevent the Question Summaries from being displayed)
- Response Options area: Filters the output to only the selected response option
- Question Themes area: Display themes for the question and/or filter the results based on selections. For each theme displayed you will see the following:
  - Title of the theme – (Link): Clicking this link will display the frequency table in a pop up for that specific theme.
  - “Category” dropdown: Selecting an option will filter the results to just that category for this theme.
  - “Notes” checkbox: Checking this box will display the notes for this theme in the output results.
  - “All Categories” checkbox: Checking this box will display the selections for all categories in the output results. This is mainly used for Themes that are mark all that apply.
- “Interview Information and Demographics”: Displays demographic criteria with the results.
- Clicking the box under output will display the data

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- After selections have been made, click “Output Results” to display the data.

18 matching search results.

Drag a column header here to group by that column

<u>Respondent ID</u>	<u>Answer</u> ▼	<u>Gender</u> ▼	<u>Is R a smoker</u>	<u>Calculation</u> ▼	<u>Middle answer</u>	<u>Not a 5-point</u>	<u>Missing-not</u>
Respondent12	Excellent	Male	No	Yes			
respondent14	Excellent	Female		Yes	Yes		
Respondent2	Excellent	Male	Yes	Yes			Yes
Respondent3	Excellent	Male	Yes		Yes		
Respondent24	Excellent	Male		Yes			
kjresx9	Excellent	Male					
kj_res99	Excellent	Male					
Respondent4	Fair	Male		Yes	Yes		
Respondent9	Fair	Female	Yes			Yes	
Respondent8	Fair	Male		Yes			
Respondent10	Good	Female	Yes	Yes			
Respondent7	Good	Male	Yes	Yes	Yes		
Respondent36	Poor	Female	No	Yes	Yes		
Respondent11	Very Good	Female	Yes	Yes			
Respondent1	Very Good	Female	No	Yes	Yes	Yes	
Respondent5	Very Good	Female	Yes	Yes			
Respondent6	Very Good	Female		Yes			
Respondent57	Very Good	Male					

- Results can be exported to PDF, XLS or RTF by clicking the respective buttons at the bottom of the screen.

### 4.13 Comparative Analysis

The comparative analysis functions provide a quick way of viewing and identifying relationships from a slightly broader perspective, than the sub group analysis.

The comparative analysis tools allows you to create crosstabs of two different types of data entered. Q-Notes has four different data types: Questions (Answers given), Project Themes, Question Themes and Demographics. This tool allows you to quickly look at relationships between any of the data.

1. On the “Comparative Analysis” screen, start by selecting the two data types you want to analyze.

## Comparative Analysis

Select items to generate a quantitative crosstab.

Select Item #1:       Question                       Descriptors  
                                  Question Themes       Demographics

---

Select Item #2:       Question                       Descriptors  
                                  Question Themes       Demographics

2. Then, you must choose which option you are looking for
3. For Question Themes, you must choose the Question first, and then the Theme within that question.

## Comparative Analysis

Select items to generate a quantitative crosstab.

Select Item #1:       Question                       Descriptors  
                                  Question Themes       Demographics

**Select Question:**  
NCH509Q1      ▼  
Would you say that in general your health is excellent, very good, good, fair or poor?

---

Select Item #2:       Question                       Descriptors  
                                  Question Themes       Demographics

**Select Question:**  
NCH509Q4      ▼  
During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

Themes  ▼

4. Click "Search" to display your results.

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NCHS09Q4

Judgement Process

NCHS09Q1	Counted	Estimated	Guessed	Missing-not codeable	Something else	No Answer
<b>Excellent</b>	<u>2</u>					<u>5</u>
<b>Very Good</b>	<u>1</u>	<u>1</u>			<u>1</u>	<u>2</u>
<b>Good</b>	<u>1</u>					<u>1</u>
<b>Fair</b>		<u>1</u>	<u>1</u>			<u>1</u>
<b>Poor</b>						<u>1</u>

The results will be displayed in a table. The rows will be identified according to the label to the left of the table. The columns will be identified with the label above the columns. The numbers within the cell represent how many cases fit both the column and rows categories from the data.

Clicking the numbers in a cell, will display the respondents and related notes for the cases in a secondary table. In the example below, the “2” in the “Counted” column and “Excellent” row was selected.

	Respondent ID	Q1 Narrative	Q2 Narrative
	Respondent2		He counted the couple days in the past month that he was feeling run down. He answered 2 days this time because he decided to cancel a lunch date with his daughter one of those days because he was feeling especially tired. That was the only thing that he did not do on those days-- he was able to take care of his dog, do some light cleaning and pay bills.
	Respondent3	He explained that he doesn't currently have any health "issues," and that's why he picked "excellent." He admitted that he drinks and smokes a lot, but it hasn't done anything to damage his health yet. He said he doesn't feel the effects of either except maybe an occasional hang over. He thinks he's probably healthier than a lot of people because he's young.	He explains that he was planning on "playing ball with his buddies" but felt too bad from drinking the night before to meet up with them. Otherwise, he can't think of anything at all, and he's not even sure if he should have included that incident. He says again, that he's in really good shape except for the smoking.

[Print](#)

[Reset](#)

Clicking the “Information” icon will display interview level information about the respondent

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NCHS09Q4  
Judgement Process

NCHS09Q4	Counted	Estimated	Guessed	Missing-not codeable	Something else	No Answer
Excellent	2					5
Very Good	1	1			1	2
Good	1					1
Fair		1	1			1
Poor						

Respondent Info

Respondent Information

Respondent ID: Respondent3      Interview Date: 11/1/2009

Interviewer: CGray      Place of Interview: Laboratory

Country:      Language of Interview: English

Gender: Male      Age: 25

Marital Status: Divorced

Interview Summary: Respondent thought he was in excellent health. Admitted to heavy smoking and drinking, though. He attributed his good health to

Notes: being young and working out at the gym frequently

Additional Respondent Descriptors

Is R a smoker?: Yes

Has Glasses: Reading

Print      Reset

- Click on “Print” – A printer friendly pop up of the screen will display that can be printed.
- Click on “Reset” to begin a new analysis

## 4.14 Compare Two Questions

The Compare Two Questions analysis function is similar to the subgroup analysis, except it allows for data from two questions to be analyzed at the same time. Data can be gathered based on each question’s answers, notes, and themes, in addition to the respondent demographics and descriptors.

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1. On the “Compare Two Questions” screen, start by selecting two questions to analyze.

The screenshot displays the 'Compare Two Questions' interface. It features two question configuration sections. The first section is for 'NCHS09Q1' with the question text 'Would you say that in general your health is excellent, very good, good, fair or poor?'. It includes 'Question 1 Filters' with 'Response Options' and 'Question Themes' expanded. Under 'Question Themes', 'Judgment Process' and 'Interpretation Process' are selected, each with a 'Display: Notes' checkbox and an 'All Categories' checkbox. The second section is for 'NCHS09Q4' with the question text 'During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?'. It includes 'Question 2 Filters' with 'Response Options' and 'Question Themes' expanded. Under 'Question Themes', 'Activity considered', 'Judgement Process', and 'Response Problems' are selected, each with a 'Display: Notes' checkbox and an 'All Categories' checkbox. Below these sections is a 'Filters:' area with 'Interview Information and Demographics' and 'Respondent Descriptors' checked. At the bottom, there is a 'Choose items to display in results:' section with 'Show Question Summaries', 'Show Question Answers', and 'Show Frequency Table' options, and an 'Output results' button.

2. Choose additional options by expanding the areas under Question Themes, Interview Information or Respondent Descriptors.
3. Click “Output Results” to search and display results.

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18 matching search results.

Drag a column header here to group by that column					
Respondent ID	Q1 Answer	Q1 Narrative	Q2 A	Q2 Narrative	Calculati
Respondent57	Very Good				
kj_res99	Excellent		0		
kjresx9	Excellent				
Respondent8	Fair	The respondent wanted to know if the question was asking about how he feels currently or if it was asking if he had any health problems or diseases. he explained that he has diabetes and has to carefully monitor his blood sugar. He considers his health right now to be "very good" but he didn't answer that way because he has a chronic disease.	0	He explained that there are some activities he has to be careful about because of his type 1 diabetes, but he doesn't do these things anyway so they wouldn't count as his "usual activities." He admitted that he did have a somewhat difficult time answering this question. He doesn't really have mental health problems so he didn't even consider this when answering the question.	Yes
Respondent5	Very Good	"I think I'm in very good health for my age." I asked why she chose "very good" rather than "excellent" and she	0	Respondent asked why the survey always asked about the last 30 days	Yes

- This table can be grouped and sorted in any manner using the header column and grouping header.
- Drag a column header to the grouping header to group by the chosen column.

18 matching search results.

Drag a column header here to group by that column					
Respondent ID	Q1 Answer	Q1 Narrative	Q2 A	Q2 Narrative	Calculati
Respondent57	Very Good				
kj_res99	Excellent		0		
kjresx9	Excellent				
Respondent8	Fair	The respondent wanted to know if the question was asking about how he feels currently or if it was asking if he had any health problems or diseases. he explained that he has diabetes and has to carefully monitor his blood sugar. He considers his health right now to be "very good" but he didn't answer that way because he has a chronic disease.	0	He explained that there are some activities he has to be careful about because of his type 1 diabetes, but he doesn't do these things anyway so they wouldn't count as his "usual activities." He admitted that he did have a somewhat difficult time answering this question.	Yes

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18 matching search results.

Q1 Answer ▾					
<u>Respondent ID</u>	<u>Q1 Narrative</u>	<u>Q2 A</u>	<u>Q2 Narrative</u>	<u>Calculation</u>	<u>Middle</u>
▸ Q1 Answer: Excellent (Count=7)					
▸ Q1 Answer: Fair (Count=3)					
▾ Q1 Answer: Good (Count=2)					
Respondent10	This respondent had a really hard time explaining why they felt their health was good. R did mention that he was focusing on physical health.	1	R explained that since he didn't go to work the one day he was sick, that was the one time he included. During probing R remembered a second day where he had a bad hangover and didn't do some of the 'usual activities' that he would do on a Sunday, like going to church.	Yes	
Respondent7	The respondent took quite awhile to answer this question. She finally answered, "I guess good" because it "fell somewhere in the middle." She said her health goes up and down, some days she doesn't feel good and other days she feels fine, so it was difficult for her to arrive at a general answer. When asked if she included mental health in her answer, she said no, that didn't even cross her mind.	0	The respondent asked for clarification on the term "self-care." she thought it referred to eating healthy and exercise, but wasn't sure. She explained that she's not the healthiest eater and rarely exercises, so she wasn't sure how the question applied to her.	Yes	Yes
▸ Q1 Answer: Poor (Count=1)					
▸ Q1 Answer: Very Good (Count=5)					

- Alternatively right-clicking the column header will provide a menu of the different options for viewing the data.

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18 matching search results.

Drag a column header here to group by that column

Respondent ID	Q1 Answer	Q1 Narrative	Q2 A	Q2 Narrative	Calculati
Respondent57	Very Good				
kj_res99	Excellent		0		
kjresx9	Excellent				
Respondent8	Fair	how if the ow he feels f he had ses. he es and has d sugar. He w to be swer that c disease.	0	He explained that there are some activities he has to be careful about because of his type 1 diabetes, but he doesn't do these things anyway so they wouldn't count as his "usual activities." He admitted that he did have a somewhat difficult time answering this question. He doesn't really have mental health problems so he didn't even consider this when answering the question.	Yes
Respondent5	Very Good	"I think I'm in very good health for my age." I asked why she chose "very good" rather than "excellent" and she explained that she is "after all, an old	0	Respondent asked why the survey always asked about the last 30 days and joked that she can	Yes

- Results can also have multiple levels of groupings, as seen below:

18 matching search results.

Q1 Answer	Judgement Process	Respondent ID	Q1 Narrative	Q2 Answer	Q2 Narrative	Calculati
▸ Q1 Answer: Excellent (Count=7)						
▾ Q1 Answer: Fair (Count=3)						
▸ Judgement Process: (Count=1)						
▸ Judgement Process: Estimated (Count=1)						
▸ Judgement Process: Guessed (Count=1)						
▸ Q1 Answer: Good (Count=2)						
▸ Q1 Answer: Poor (Count=1)						
▸ Q1 Answer: Very Good (Count=5)						

## 4.14 Coding Scheme Analysis

The coding scheme analysis will retrieve all data for selected behavior codes on the project.

### Coding Scheme Analysis

Select a Coding Scheme: [dropdown] Filter by code: [dropdown]  
Select Question: [dropdown]

1. Click on the DD “Select a Coding Scheme”

It will display a list of all codes for the specified scheme for all questions. For example, the following screenshot depicts a result for selecting all respondent behavior codes.

### Coding Scheme Analysis

Select a Coding Scheme: Respondent Behavior Codes [dropdown] Filter by code: [dropdown] ←  
Select Question: [dropdown]

Coding summary for Respondent Behavior Codes across all questions.

QuestionID	Code	Cases
kj_testq10	Respondent expresses Uncertainty	3
kj_testq11	Respondent expresses Uncertainty	3
ki_testq12	Respondent expresses Uncertainty	3

2. Codes can then be filter by using the other dropdowns.
  - Filter by code: Will show results for all question for a specific code.
  - Select question: Will limit results to just the specific question
  - Choosing an option in both will filter to a specific code and specific question.
3. In that case, the following screen is displayed:

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## Coding Scheme Analysis

Select a Coding Scheme: Respondent Behavior Codes  
Filter by code: Respondent requests Clarification  
Select Question: NCHS09Q1  
Would you say that in general your health is excellent, very good, good, fair or poor?

Coding summary for NCHS09Q1 and Respondent Behavior Codes: Respondent requests Clarification

**RespondentID**

Respondent12

Respondent10

Respondent5

111122

9000

## 4.15 Sample Analysis

This search allows you to get a filtered, yet detailed look at respondents at the project level. This includes any respondent descriptors or project level themes and all respondent demographic information.

## Sample Analysis

This search allows you to get a filtered, yet detailed look at respondents at the project level.

### Project Themes and Respondent Descriptors

<a href="#">Dominant Hand</a>	<input type="text"/>	▼	<b>Display:</b> Notes <input type="checkbox"/> All Categories <input type="checkbox"/>
<a href="#">Has Glasses</a>	<input type="text"/>	▼	<b>Display:</b> Notes <input type="checkbox"/> All Categories <input type="checkbox"/>
<a href="#">Geographic Region</a>	<input type="text"/>	▼	<b>Display:</b> Notes <input type="checkbox"/> All Categories <input type="checkbox"/>
<a href="#">Is R a smoker?</a>	<input type="text"/>	▼	<b>Display:</b> Notes <input type="checkbox"/> All Categories <input type="checkbox"/>
<a href="#">testint</a>	<input type="text"/>	▼	<b>Display:</b> Notes <input type="checkbox"/> All Categories <input type="checkbox"/>

### Interview Fields

Field	Output
Age	<input type="checkbox"/>
Country	<input type="checkbox"/>
Language	<input type="checkbox"/>
Gender	<input type="checkbox"/>
Interview Location	<input type="checkbox"/>
Marital Status	<input type="checkbox"/>
Establishment State	<input type="checkbox"/>
Interviewer	<input type="checkbox"/>
<input type="checkbox"/> Show Interview Summary Notes	
<input type="checkbox"/> Show Quantitative Summary	

- Based upon various parameters various reports are generated and displayed; a sample output is provided below:

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Drag a column header here to group by that column

Item	Cases	Age	Country	Language	Gender	Interview Location	Marital Status
1	1	18 - 29		English	Female	Laboratory	Never Married
2	1	18 - 29		English	Male	Laboratory	Divorced
3	1	18 - 29		English	Male	Laboratory	Never Married
4	1	18 - 29		English	Male	Laboratory	Separated
5	1	18 - 29	United States	english	Male	Laboratory	Never Married
6	1	30 - 49		English	Female	Laboratory	Current Married
7	1	30 - 49		English	Female	Laboratory	Never Married
8	1	30 - 49		English	Female	Laboratory	Never Married
9	1	30 - 49		English	Female	Laboratory	Separated
10	1	30 - 49		English	Male	Laboratory	Current Married
11	1	30 - 49		English	Male	Laboratory	Divorced

### 4.16 Word Search

This function provides capability to search all notes and summary fields for certain text.

#### Word Search

Enter a word or phrase to search summaries for the criteria.

  
 Question Summaries  
 Respondent Summary  
 Theme Notes  

1. Enter a word or a phrase you want to search [e.g., health]
2. Select appropriate checkbox to specify whether to search either "Question Summaries", "Respondent Summary" and/or "Theme Notes"

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3. Click on "Search"
4. if any matches are found, the results will be displayed

#	Item	Summary Type	Text	Respondent ID	Type ID
1		Question	She said that she answered very good because she doesn't have any health problems that she knows about. When asked why she didn't say excellent, she said that "no one is perfect." She also said that she can't remember the last time that she was sick. She recalled one time about 5 years ago that she had the flu and was sick in bed for 3 days. She said that she also never gets colds or has any allergies.	Respondent1	NCHS09Q1
2		Question	He had a difficult time answering this question. Before giving an answer he asked, "what do you mean by your health not being good? Do you mean that you just don't feel too good, but you can still get around or that you are sick in bed?" I told him to answer whatever he felt was the best. He said "well, I was never so bad that I stayed in bed all day. there were a couple days that I was feeling run down and took it easy, but I wasn't, you know, on my death bed!" He then answered zero days. He did say that he called the doctor to see if he should go for an appt, but the doctor said to wait and see how he felt in the next day or two--and it appeared to pass.	Respondent2	NCHS09Q2

### 4.17 Sample Summary

The "sample Summary" provides an overview of respondent characteristics and demographics, which includes all respondent descriptors. This can be seen below:

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### Sample Summary

n = 18

Age	Count
18 - 29	6
30 - 49	8
50 - 64	2
65 and Over	2

Country	Count
	16
United States	2

Language	Count
English	18

### Respondent Descriptors Summary

Geographic Region: Where the interview took place in the US

Category	Cases
Midwest	2
South	3
West Coast	5
[No Data Entered]	8

Is R a smoker?: Does R smoke?

Category	Cases
Yes	7
No	3
[No Data Entered]	8

### 4.18 Generate Frequency Tables

The “Generate Frequency Tables” provides the same information as the “Sample Summary” but will also include all question response options and question themes data in the project.

NCHS09Q1: Would you say that in general your health is excellent, very good, good, fair or poor?

Answer	Cases
Excellent	7
Very Good	5
Good	2
Fair	3
Poor	1
Unknown	0

#### Question Themes Summary

Interpretation Process: What was the basis for the respondents answer?

Category	Cases
Mental Health	12
Physical Health	14
[No Data Entered]	2

Judgment Process: How does the respondent come up with their answer(s)?

Category	Cases
Calculation	13
Middle answer	6
Not a 5-point scale	2
Missing-not codeable	1
[No Data Entered]	3

These tables can then be printed or copied and pasted into reports from the study.

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## 4.19 Print Functions

Throughout the lifetime of a project, there is potential for large amounts of data to be entered. This area of the analysis functions allows the analysts to look at those types of data and print out information accordingly. In this section, the following options are available:

- **Interview Guide:** Printout of questionnaire protocol. Users can take this directly into an interview to write their notes and mark answers.
- **Interview Guide (Include themes):** Printout includes theme structure for questions keeping interviewers aware of themes during the interview, in addition to interview guide.
- **Frequencies Summary:** Printout of all questions and potential response options with tallies for each option, along with themes.
- **Full Question Summary:** Printout of all respondent information, followed by each question with all answers, notes and themes.
- **Emerging Themes:** Printout of any emerging themes entered by interviewers for all questions.
- **Project Level Summary:** Printout of all respondent information, including interview level respondent notes and project level theme data.

For the following functions, you must select an item from the corresponding dropdown then click the title link to display the printout.

- **Interview Summary:** Printout of a particular respondent's information including question answers, notes and theme data.
- **Interview Group Summary:** Printout of a subset of interviews, based on the interviewer for domestic projects, and the country for international projects.
- **Question Summary:** Printout of all respondent notes for a single question, including emerging theme notes and theme data.
- **Multiple Question Summary:** Printout of a subset of all respondent notes for selected questions, including emerging theme notes and theme data.
- **Theme Summary:** Printout of theme structure for the selected question and theme. Along with tallies for how themes were coded.

## 5.0 Other Functions

### 5.1 Changing Passwords

Once you have logged into Q-Notes you can change your password by clicking on the link from the menu labeled "Change Password." Enter your old password and the new password you wish to use and

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then click “Change Password.” Your password must be at least 8 characters long, contain at least one uppercase and one lowercase letter, and a special symbol.

### Change Password

Use the form below to change your password.  
New passwords are required to be a minimum of 7 characters in length.

Old Password:

Password:

Password:

## 5.2 Reset Password

Please email [QNotes@cdc.gov](mailto:QNotes@cdc.gov) with your username if you have forgotten your password, and need to have it reset.

## 5.3 Creating New Users

As a group manager, you can create new Q-Notes users. Within the project, select “Project Users” from the main menu. Towards the bottom of the Project Users screen, click on the button titled “Create a new user”.

To create a new user:

1. Click on the link at the bottom of the screen labeled “Add New User.”
2. This will bring you to a “User Information” screen. This screen requires the following information:
  - a. User Name: The ID the user will use to log onto Q-Notes
  - b. Email: The email address for the user
  - c. Project Role: Determines the access and privileges the user has to the Q-Notes system. Select the type of group role you wish this user to have.

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- i. Observer: Can only view data.
- ii. User: Only permitted to view and enter/edit notes for the projects.
- iii. Analyst: Allowed to enter notes and create new themes.
- iv. Manager: Access to all components of Q-Notes, including creating users and projects for the group.

The screenshot shows a 'User Information' dialog box. It contains the following fields and options:

- User Name:** JDoe
- Email:** JohnDoe@email.com
- Project Role:**
  - Observer
  - Interviewer
  - Analyst
  - Manager

At the bottom of the dialog are two buttons: 'Cancel' and 'Save New User'.

## 6.0 Appendix A

Analytic Step	Theory Building Tier	Data Reduction Product	Q-Notes Element
<b>Conducting</b>	Individual Respondent's Explanation of Answers	Cognitive Interview Text	Print Interview Guide
<b>Summarizing</b>	Record of Respondent Difficulties Identification of Potential Themes	Detailed Summaries	Within Interview Analysis
<b>Comparing Across Respondents</b>	Identification of "What Question Captures"	Thematic Schema	Across Interview Analysis Manage Analysis Code Respondents by Theme Theme Analysis
<b>Comparing Across</b>	Response Process	Advanced Schema	Code Question

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Analytic Step	Theory Building Tier	Data Reduction Product	Q-Notes Element
<b>Groups</b>	Differences Across Groups		Narratives Sub-Group Analysis Comparative Analysis
<b>Concluding</b>	Explanation of Question Performance	Conclusions	Report Printout Word Search Sample Characteristics

### 6.1 Troubleshooting

#### JavaScript

The Q-Notes application uses JavaScript. If JavaScript is disabled some functionality will not be functional. Please ensure JavaScript is enabled.

#### Compatibility View – Internet Explorer

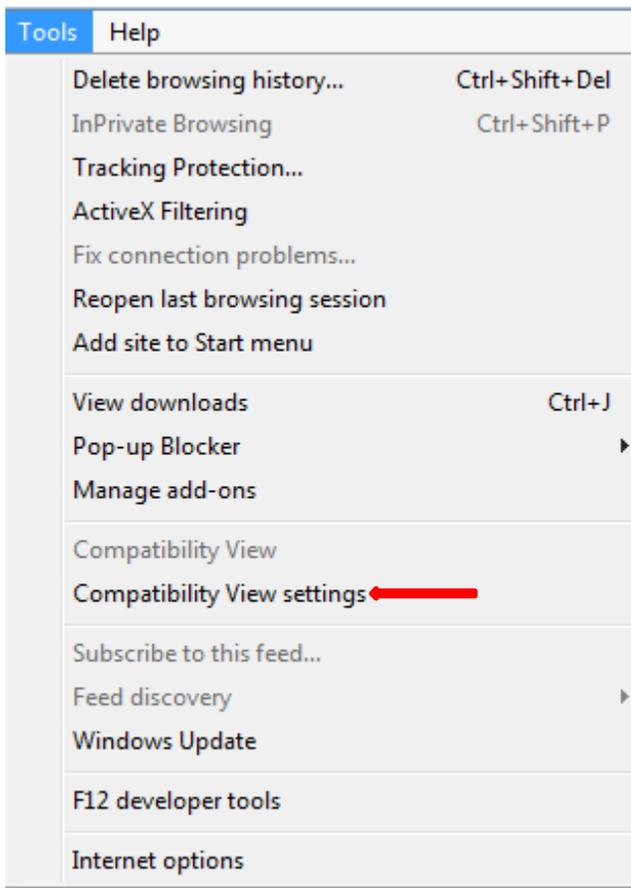
Internet Explorer will sometimes force a website to be viewed in “Compatibility Mode”. This is known to cause some functionality to stop working and result in abnormal layouts. Disabling Compatibility view will ensure the highest Q-Notes performance.

Modify your browser settings to disable “Compatibility View” as follows:

1. Click on “Tools” on the tools bar of the browser
2. The following screen is displayed

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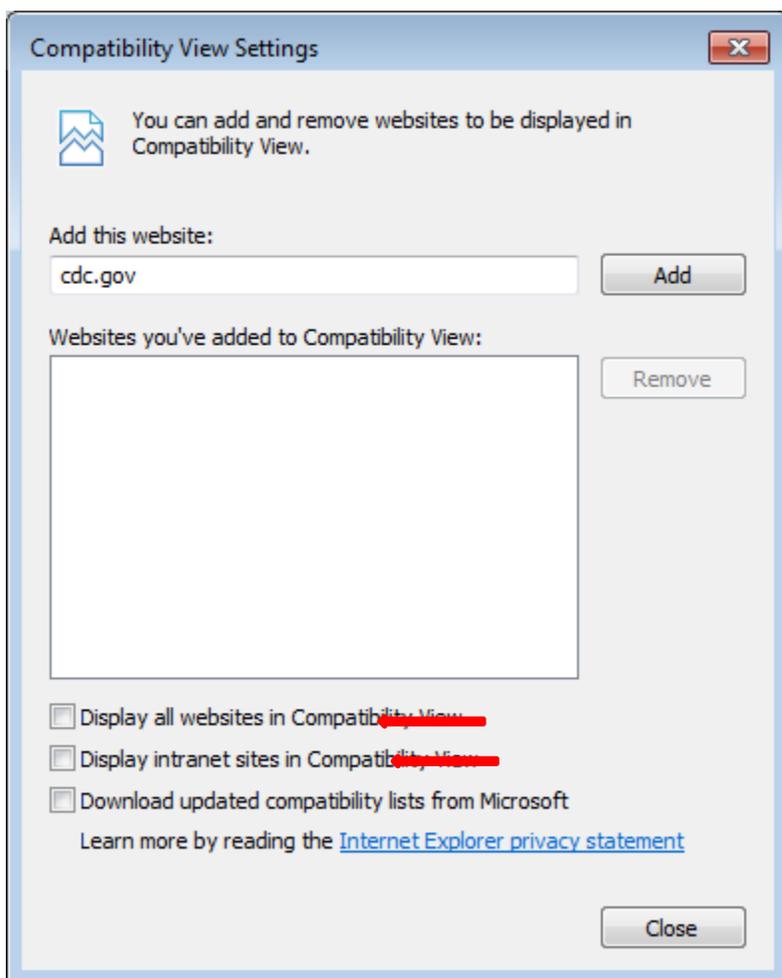
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3. Click on "Compatibility View Settings"
4. The following screen is displayed

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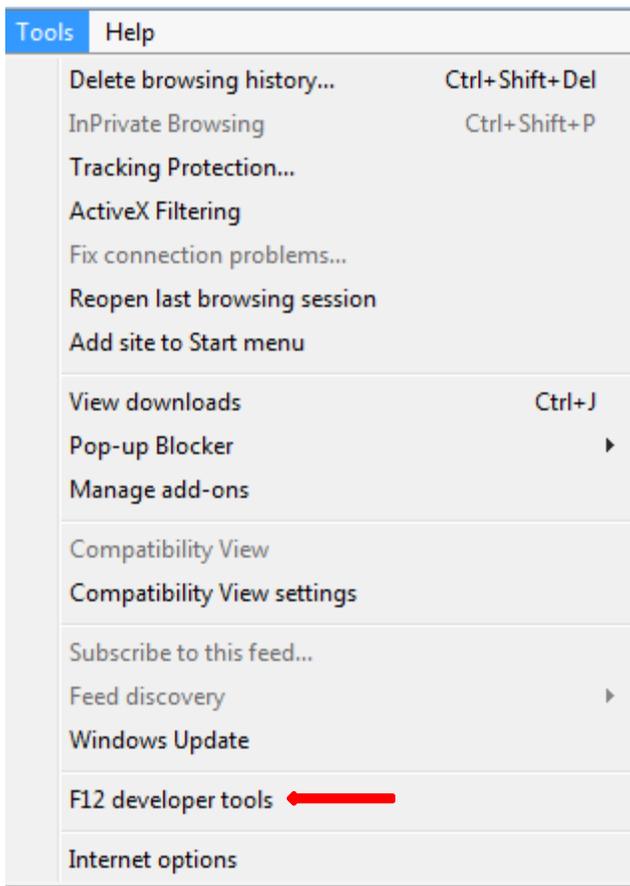
5. Ensure checkbox next to “Display all websites in Compatibility View” is not checked
6. Ensure checkbox next to “Display intranet sites in Compatibility View” is not checked. [If you are a NCHS or CDC employee, accessing the application from within the CDC network]
7. Click on “Close” to complete the process

To ensure that Compatibility View is disabled:

1. Click on “Tools” to display the following menu

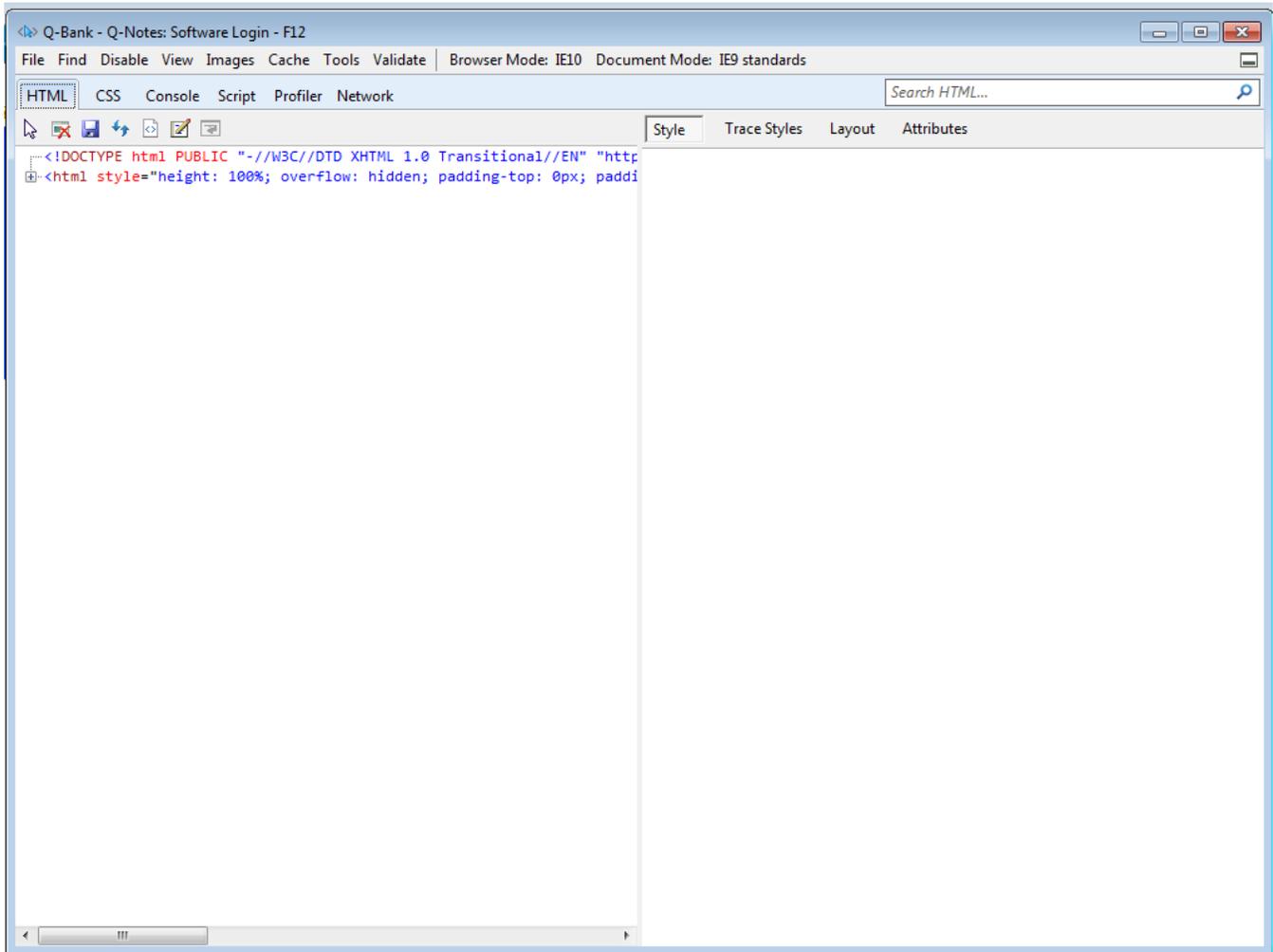
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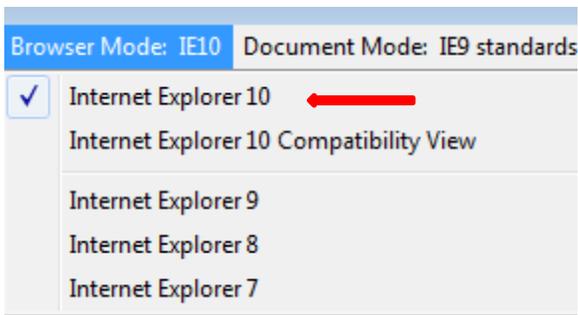


2. Click on "F12 Developers tools"
3. The following screen is displayed

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1. Click on "Browser Mode" DD
2. The following screen is displayed



1. Ensure that the "Internet Explorer 10" option is checked. [If you have an older or newer version of Internet Explorer, select the most updated version as long as it is not the "Compatibility View" version.]

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### Network Issues:

Because the Q-Notes application is web-based application, there may be downtime associated with network outages on our servers. Due to internal and external networks, speed may also fluctuate. We ask for your patience and feedback as we work to provide minimal system downtime.

### Other issues:

If you experience any problems or issues with Q-Notes, please do not hesitate to send us an e-mail. As we allow more people to use Q-Notes, we realize errors related to higher usage, and usage in other ways, are more likely to occur. In your email, be sure to include the following:

- What task or function you were using or attempting to use?
- What goal you wanted to achieve or perform?
- What error message, if any, you received?

These questions will help us better understand, troubleshoot and resolve your issue. Our E-mail address is [QNotes@cdc.gov](mailto:QNotes@cdc.gov) , include "Error" in the subject line to help route your email to the correct location.

### Feedback:

The Q-Notes team is proud to allow free use of Q-Notes to any and all interested parties. We would like also work on improving Q-Notes to become a more useful and universal tool. We welcome and encourage all feedback. If you have any ideas, feedback or comments related to Q-Notes, please send us an email to [QNotes@cdc.gov](mailto:QNotes@cdc.gov). We look forward to hearing from you.