

Update Notes to:
Developing and Using Questionnaires

Note: *This guidance is designed to ensure that GAO policies on evidence and generally accepted government auditing standards are met. The guidance conforms to the generally accepted principles and practices of the appropriate disciplines. Statements that particular actions “should” be taken are practices that are expected to be followed, unless there are good reasons for not doing so. Before deviating from a practice expressed as a “should” statement, staff members must consult with an appropriate staff member in Applied Research and Methods (ARM) or a team specialist and must document the consultation.*

Although some of the tools, procedures, and GAO references may have changed since this paper was written in 1993, much of the guidance it offers on developing and using questionnaires remains useful today. However, many of the survey processes and time-lines discussed in this transfer paper are geared toward a time when most of our surveys were conducted by mail, and now, most of surveys are conducted electronically via the Internet. For more complete, up-to-date, information about survey processes and timelines, please consult the documents below. They are available on ARM’s website under Guidance, and Questionnaires and Interviews.

Additional materials to consult when developing and using a questionnaire:

- Conducting Questionnaire Surveys
- Web Survey Guidance
- Questionnaire Pretest Procedures
- Mail Surveys: Guide to Estimating Duration and Personnel needs by Task
- Addressing Envelopes and Letters, Including Cover Letter Salutations
- Letters, E-mails, and Introductions for Mail and Electronic Questionnaires