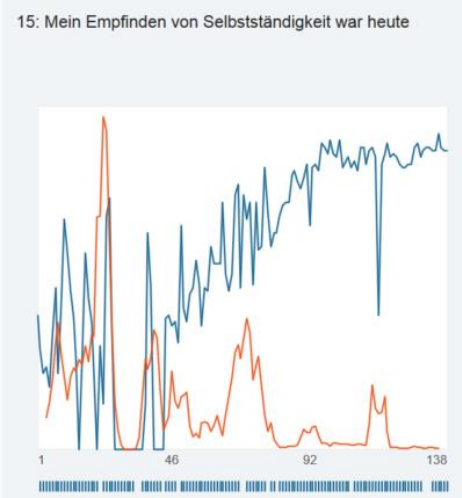


#create_new_process_questionnaire

For your information:

SNS has an integrated questionnaire editor, which allows to add new questionnaires. You can – if copyright allows so – add an earlier published questionnaire. One can also add new, individualized and client-specific questionnaires, making personalized monitoring an easy possibility.

You can choose for an outcome questionnaire, which aims at administration weekly or less (see #create_new_outcome_questionnaire for more details) and will be displayed as bar charts. Process questionnaires are the other possibility, which are mostly used for daily administration and fine-tuned monitoring. The data generated by such process-questionnaires can be displayed as time-series. Most SNS-inherent analyses make use of these time-series and therefore are from our point of view the major benefit when using SNS. They allow to cover a spectrum from making holistic, systemic interpretations of current states and ongoing processes to fine-grained analysis of single items and their progress.

Editing a process questionnaire follows easy principles, covered in this presentation. SNS allows herein to create new items with different answering scales, or to simply import items from other questionnaires from within SNS. Also, your instance comes equipped with a number of pre-installed process-and outcome questionnaires, you are free to use.

Please keep in mind that it is your (and your clinics) responsibility to check for copyright whenever you add an existing questionnaire. Please contact us, in case you are uncertain or need help. SNS being a continuous work in process, we, all our customers and clients benefit from any feedback and information about your personal experiences, when using the software.

SNS

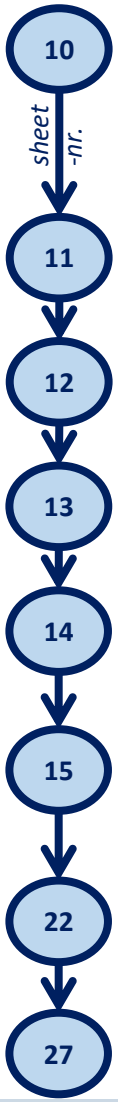
sheet-nr.

Content: 2

1. Click on “Questionnaires” under the “Administration” bar at the side-menu
2. Press the button “NEW QUESTIONNAIRE”
3. Add a specific questionnaire name
4. Edit welcoming text
5. Edit goodbye text
6. Define questionnaire type: Process- or Outcome-questionnaire
7. Commentary field?
8. Shall items be presented in random order?
9. Click “ADD FFACTOR”
10. Add abbreviation of factor
11. Add description of factor
12. “SAVE” factor
13. “ADD ITEM“
14. Add item text
15. Assign item to one (or more) factors
16. Shall the item enter the assigned factor in “recoded” direction?
17. Change to tab “TYPE” (obligatory)

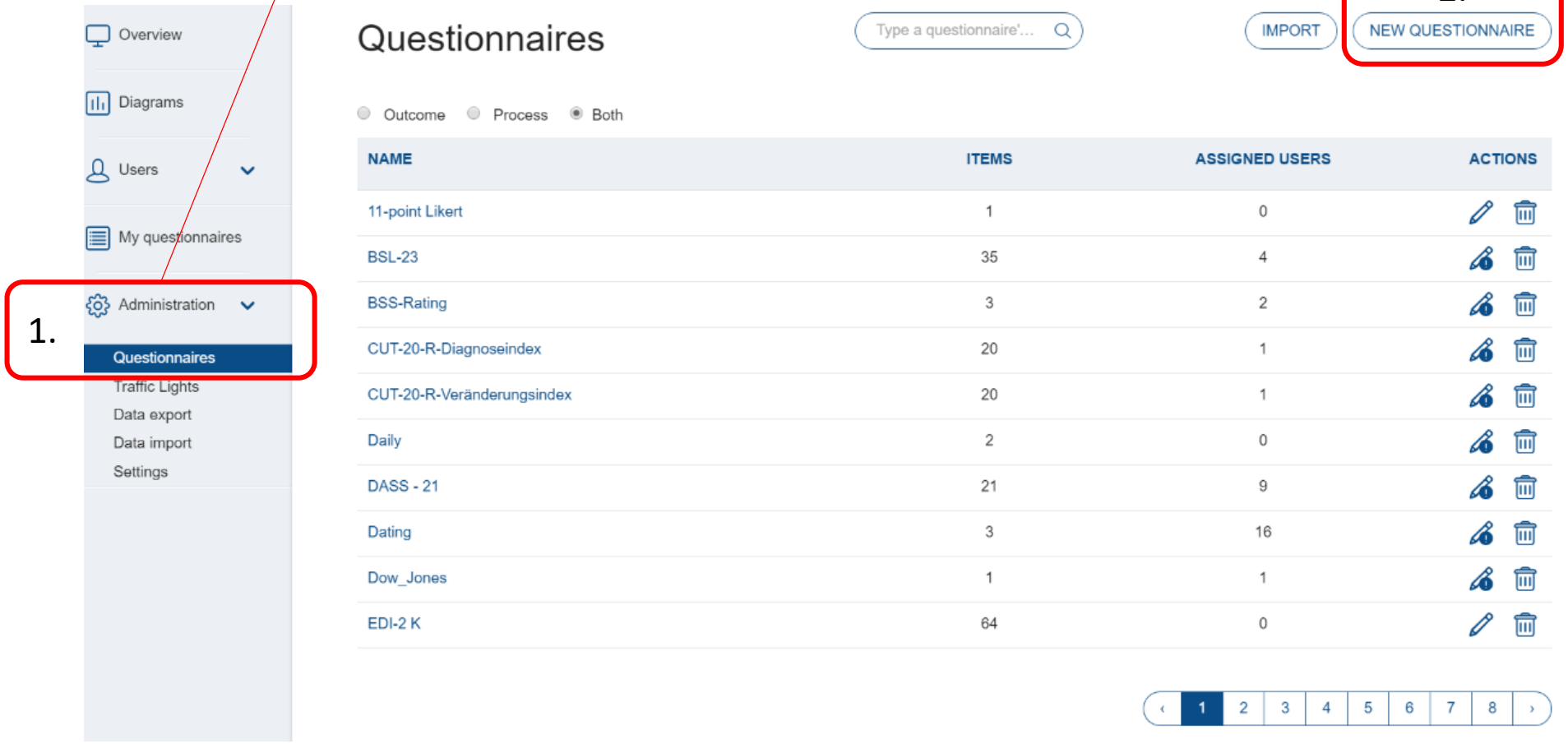
18. Define the type of answer scale (here Likert-scale)
    a) If Likert-scale: add number of desired answer-buttons
    b) Define “Label in the Button” and the applicable value
    c) Define the text of the scale-extrema
    d) You can choose to watch a preview of the item
19. “SAVE” item
20. “ADD (next) ITEM“
21. Define new item text
22. Assign item to factor
23. If you want to change to a different answer-scale, click tab “TYPE”
24. Chose type of scale (here visual analog slider VAS)
    a) Define maximum and minimum value of slider
    b) Define the text of scale-extrema
    c) You can choose to watch a preview of the item
25. “SAVE” item
26. “SAVE QUESTIONNAIRE” after you have edited all information, factors and items.

27. suggestions for the creation of (individual process) questionnaires

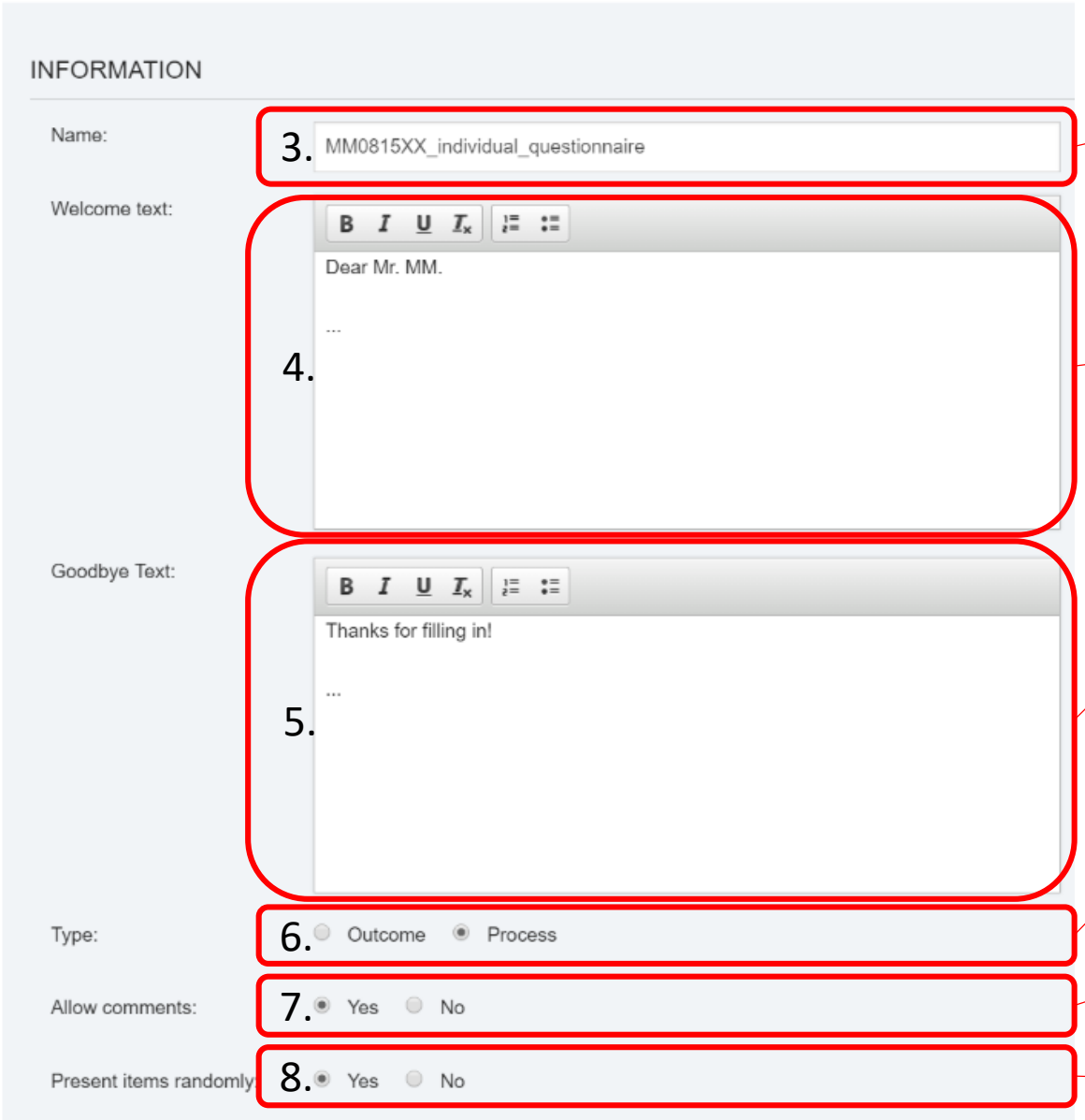


1. Click on “Questionnaires” under the “Administration” bar at the side-menu

2. Press the button “NEW QUESTIONNAIRE”



Add questionnaire



3. Add a specific questionnaire name
(for individual questionnaires you best combine with the username)

4. Edit welcoming text

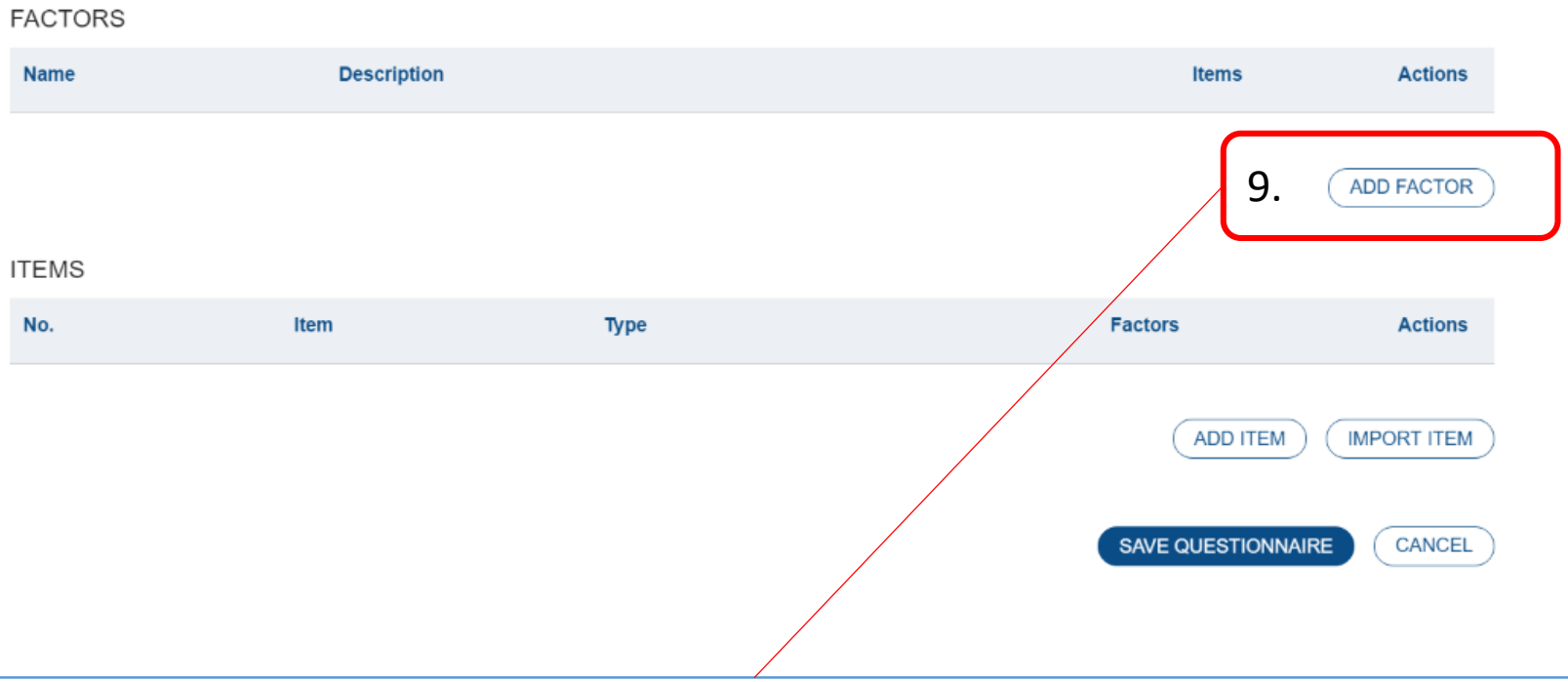
5. Edit goodbye text

6. Define questionnaire type: Process- or Outcome questionnaire

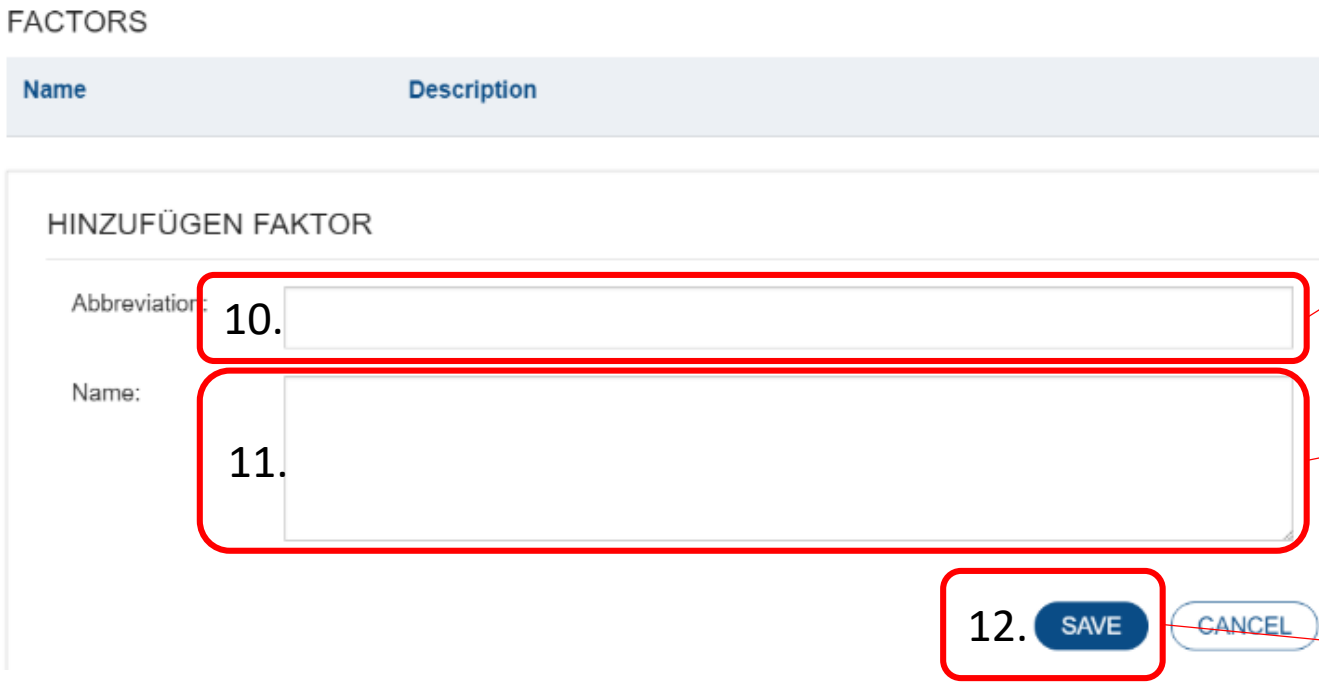
7. When box is checked, the questionnaire will display an open commentary field after the last item

8. When "yes" is checked, the items are presented in random order at each new administration of the questionnaire

Factors combine a number of items (to be edited in the next step). Usually, one clusters items that belong to a similar topic (e.g. items that respectively ask for anger, joy, shame etc. might be combined under the factor 'emotions'). Thereby, factors can function as a nice overview that can be detailed in a second step, when looking at the individual items. Since many types of analyses and diagrams in SNS make use of factorization and because it enhances clarity when displaying diagrams, it is advisable to assign each item to a factor (even though it is not obligatory).



9. Click "ADD FFACTOR"



10. Add abbreviation of factor (e.g. with Roman numbers)

11. Add description of factor

12. “SAVE” factor

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	0	

ADD FACTOR

...

Add next factor, if applicable

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	0	
II - REL	Therapeutic Relationship	0	

ADD FACTOR

13. “ADD ITEM“

FACTORS

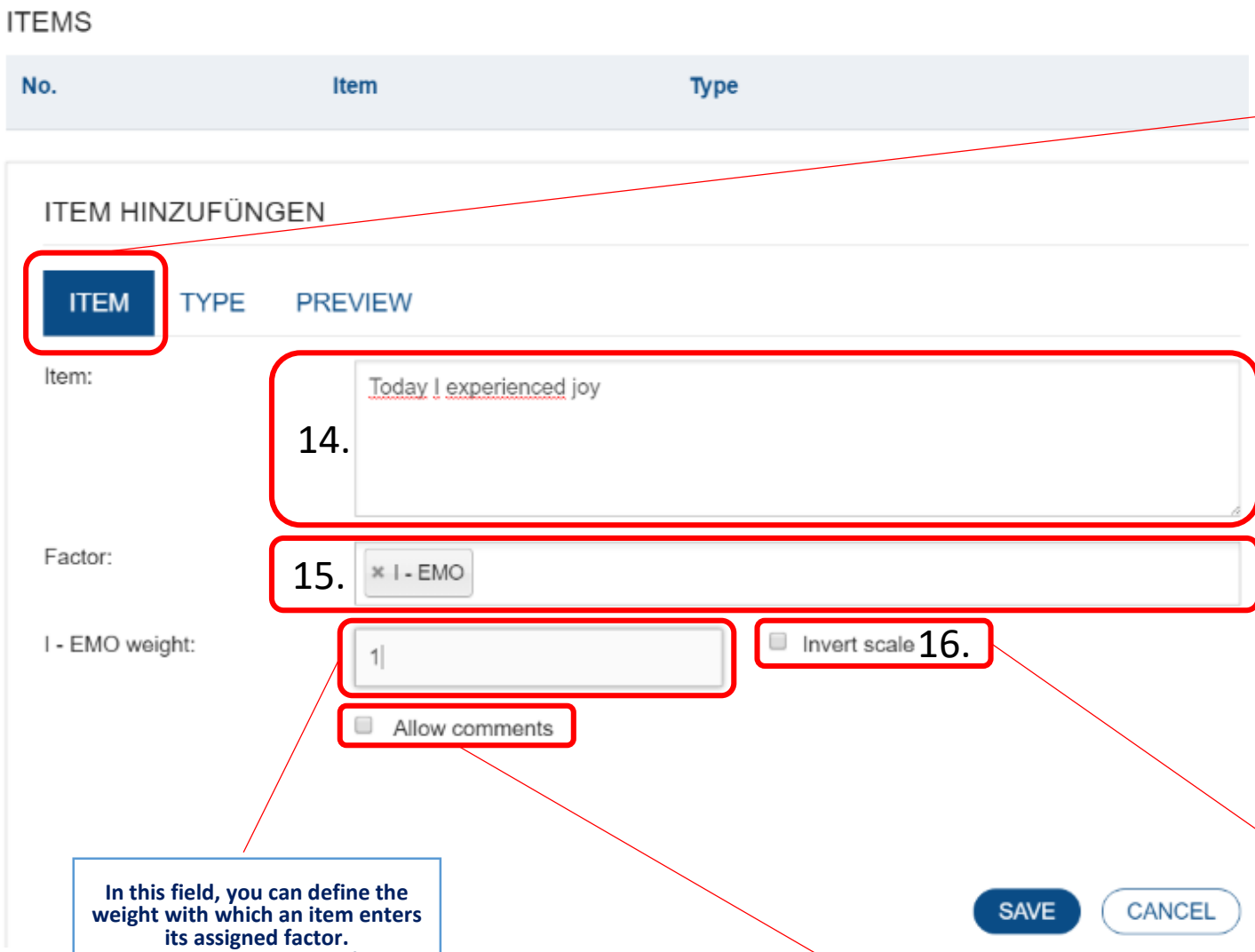
Name	Description	Items	Actions
I - EMO	Emotions	0	
II - REL	Therapeutic Relationship	0	

ADD FACTOR

ITEMS

No.	Item	Type	Factors	Actions

13. ADD ITEM IMPORT ITEM



The first of three tabs “ITEM” is activated

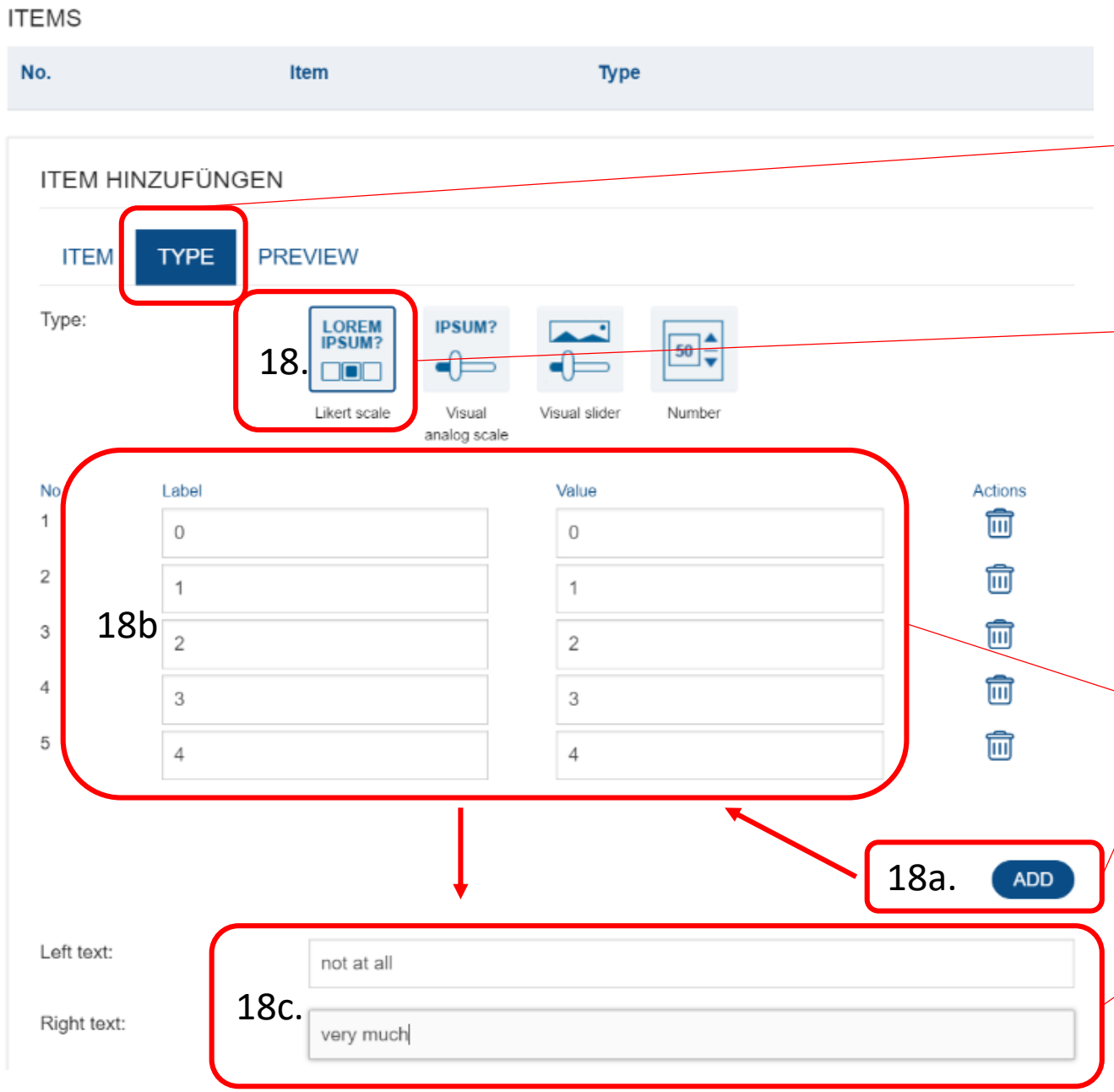
14. Add item text

15. Assign item to one (or more) factors

16. When box is checked, this item enters the assigned factor in “recoded” direction.
If e.g. an item asking for “anxiety” is added to a general factor “positive emotions”, the item score should load inverse on that factor.
When asking for the respective diagrams in a later step, the factor will then be combined of positive emotions and the inverse “anxiety” item; the diagram of the item “anxiety” itself will however be displayed in its raw-value, meaning that high scores of anxiety will have a the time-series in the upper segment of the diagram in this individual raw-data diagram.

In this field, you can define the weight with which an item enters its assigned factor.
Some questionnaires use factor-analytic results to fine-tune the weight with which an item influences a total score, e.g. Also some item-response-theoretical considerations can be met through weight adjustments.

If box is checked, that item has a separate commentary field.



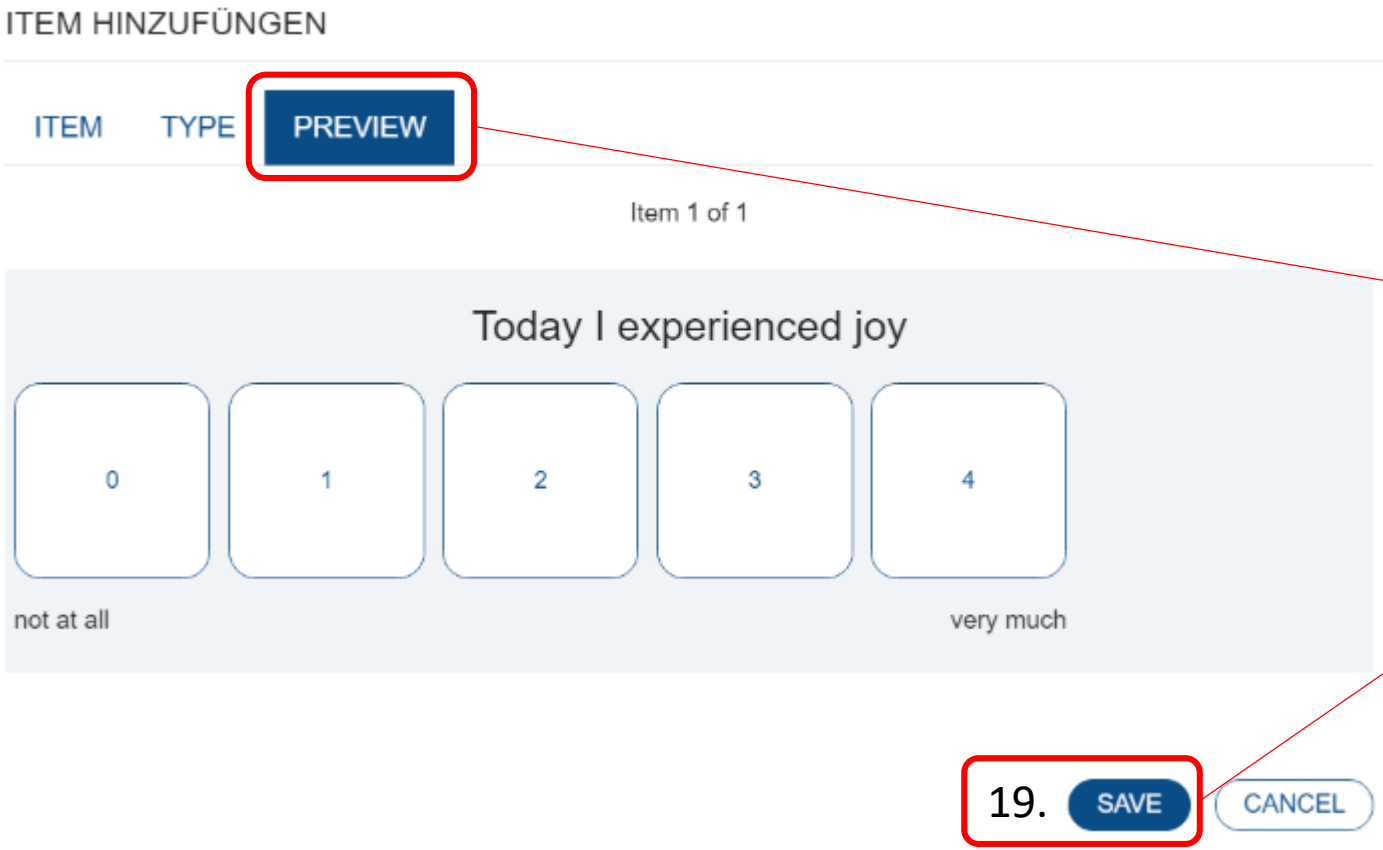
17. Change to tab "TYPE" (obligatory)

18. Define the type of answer scale (here Likert-scale)

18a. If Likert-scale: add number of desired answer-buttons (Likert-steps mostly are 3, 5 or 7 steps)

18b. Define "Label in the Button" and the applicable value (labels can be numbers, but often are text such as "moderate" or "1-2 hours per day)

18c. Define the text of the scale-extrema (left---right)



18d. You can choose to watch a preview of the item

19. “SAVE” item

20. “ADD (next) ITEM“

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	1	
II - REL	Therapeutic Relationship	0	

ADD FACTOR

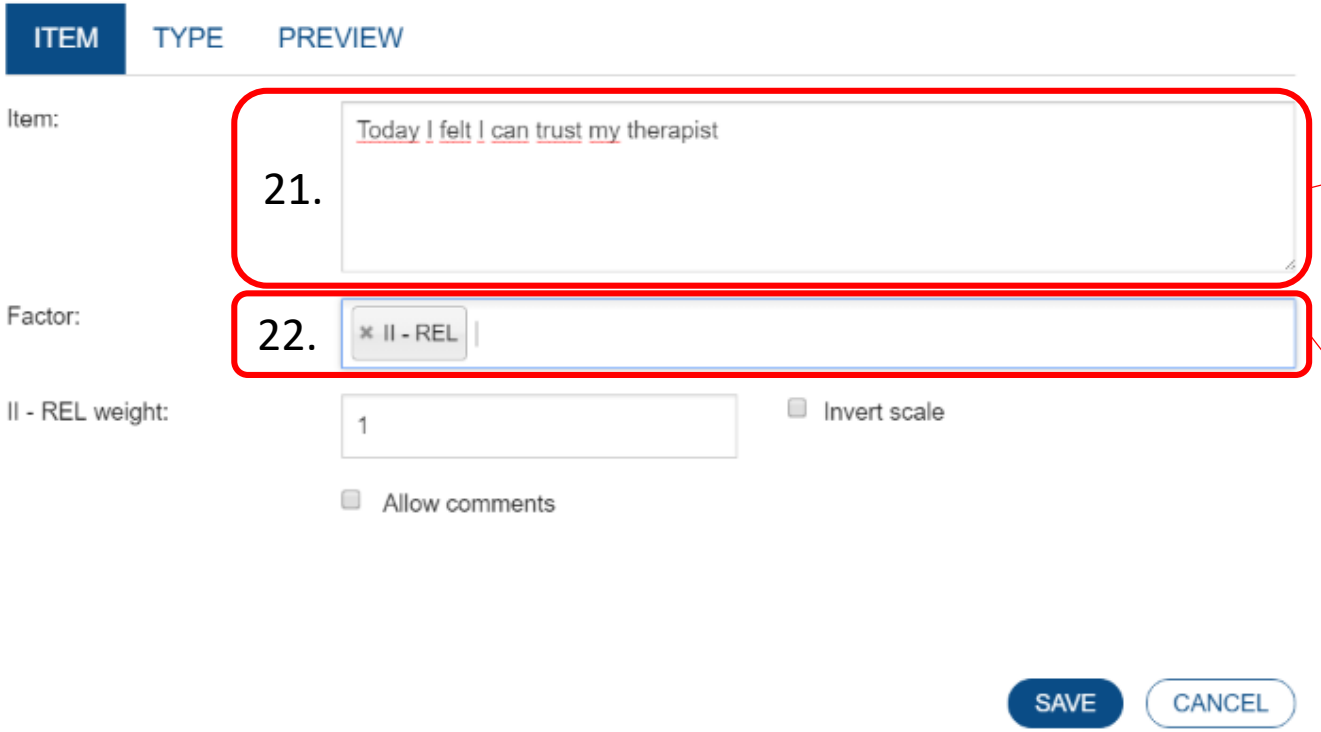
ITEMS

No.	Item	Type	Factors	Actions
1	Today I experienced joy	Likert-Skala	I - EMO	

20. ADD ITEM IMPORT ITEM

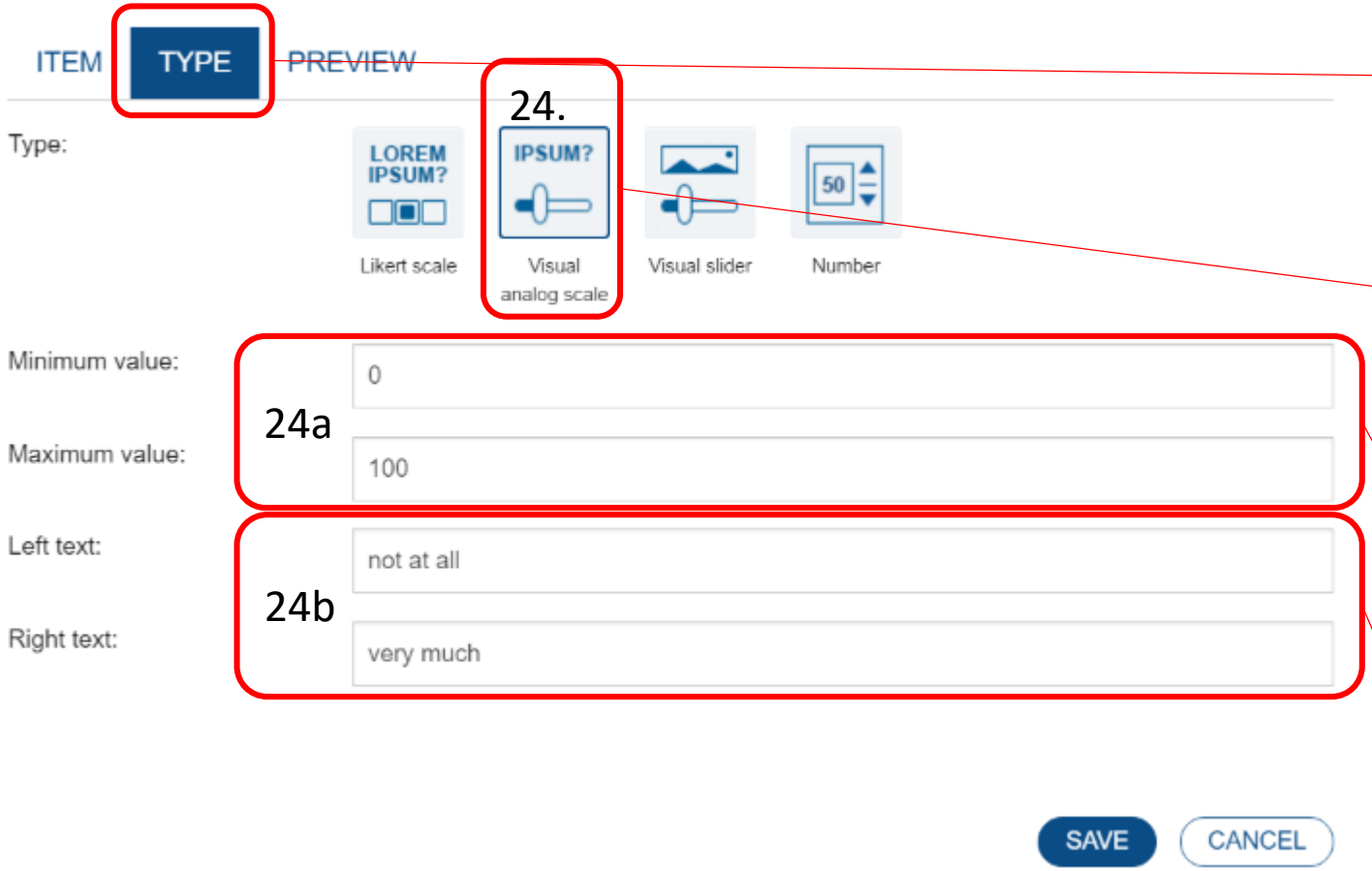
SAVE QUESTIONNAIRE CANCEL

When adding the next item, SNS automatically uses the settings of the previous item as a default. When sticking to the exact same scales throughout the complete questionnaire, one then only has to change the item text and the factor assignment and keep the settings untouched further on.



21. Define new item text

22. Assign item to factor

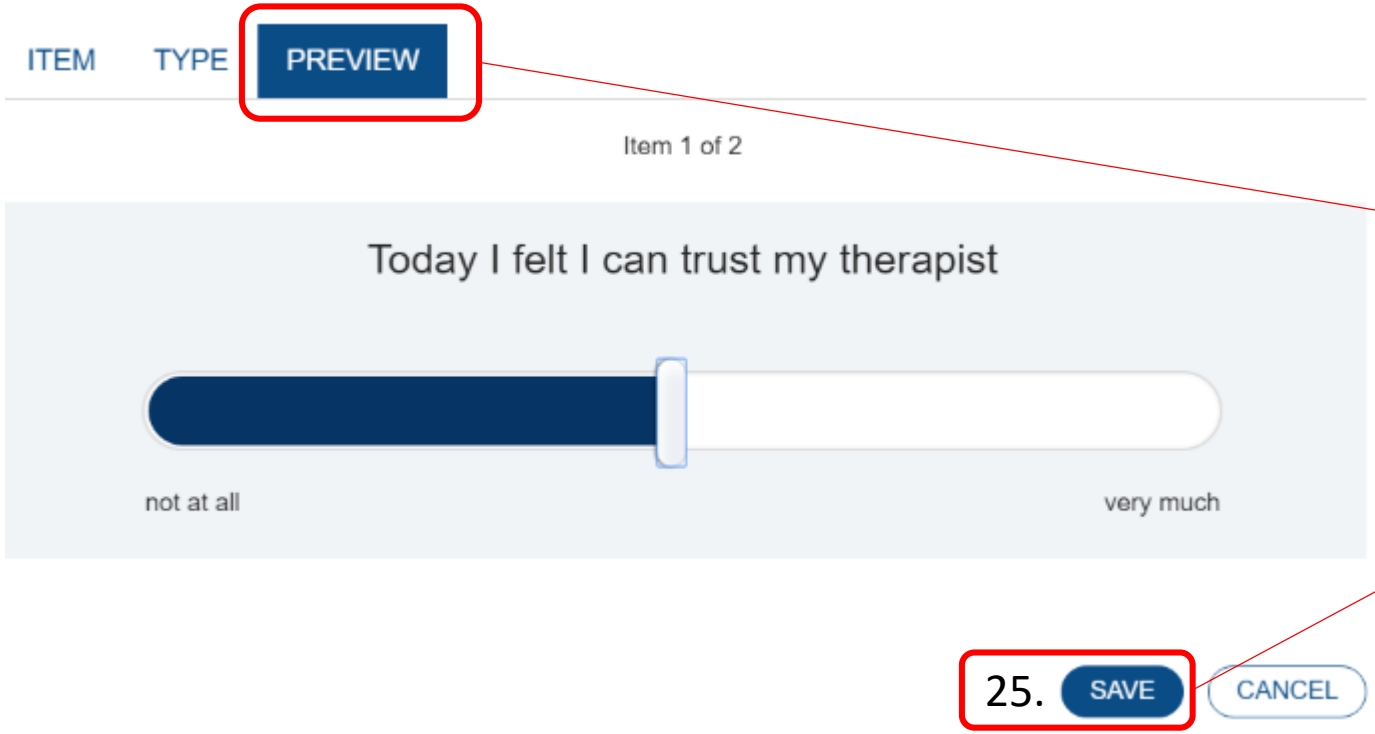


23. If you want to change to a different answer-scale, click tab “TYPE”

24. Choose type of scale (here visual analog slider VAS)

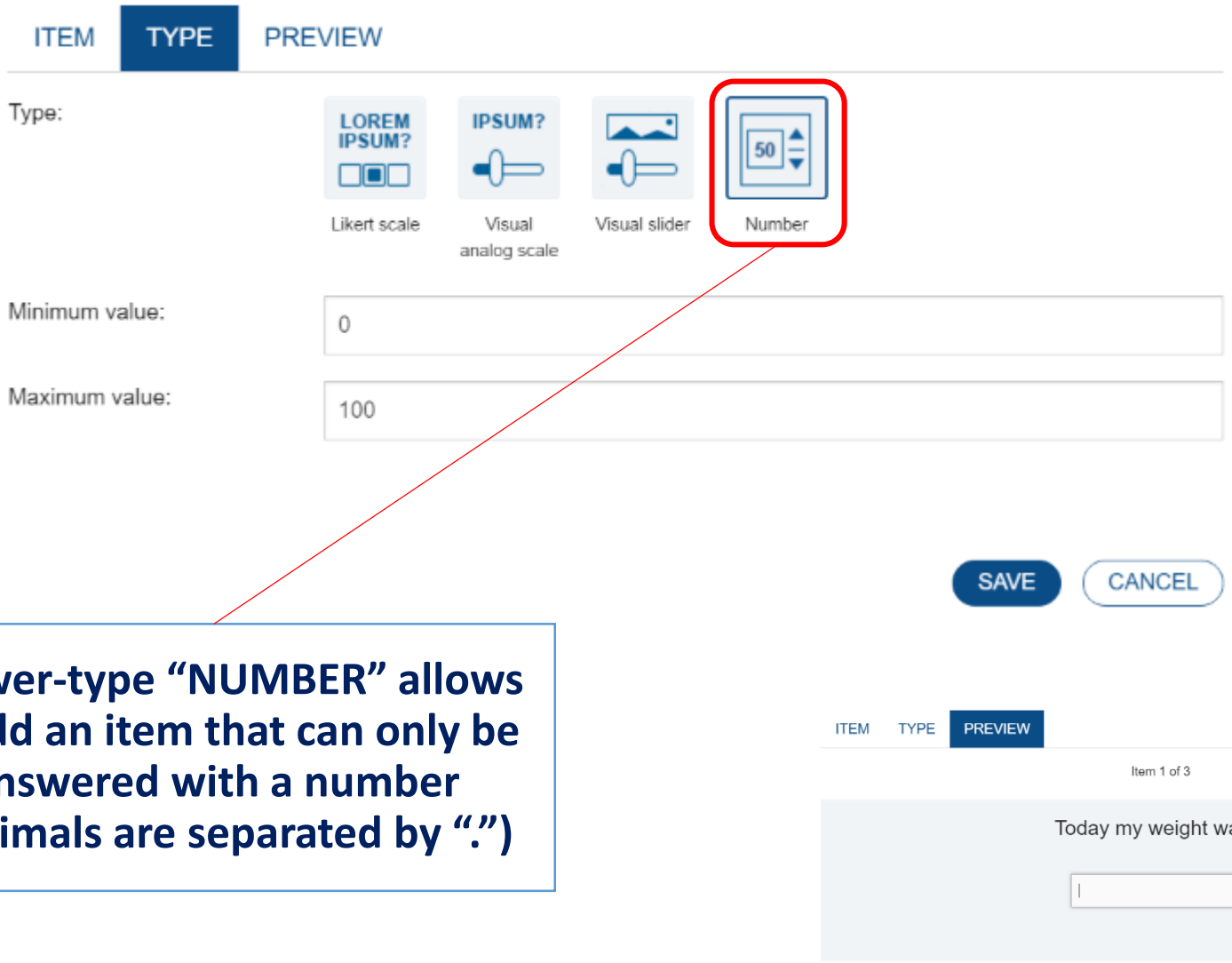
24a. Define maximum and minimum value of slider

24b. Define the text of scale-extrema

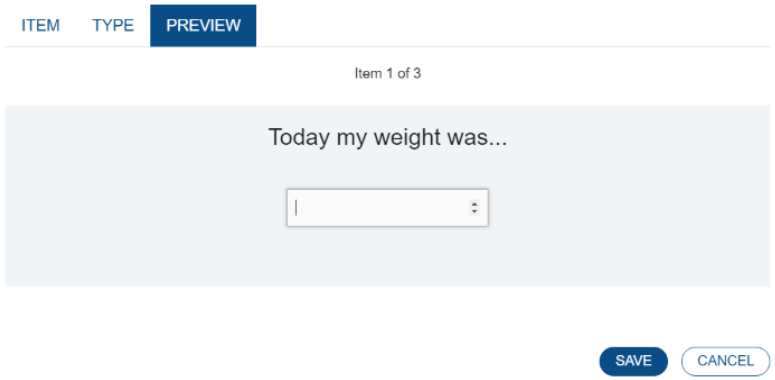


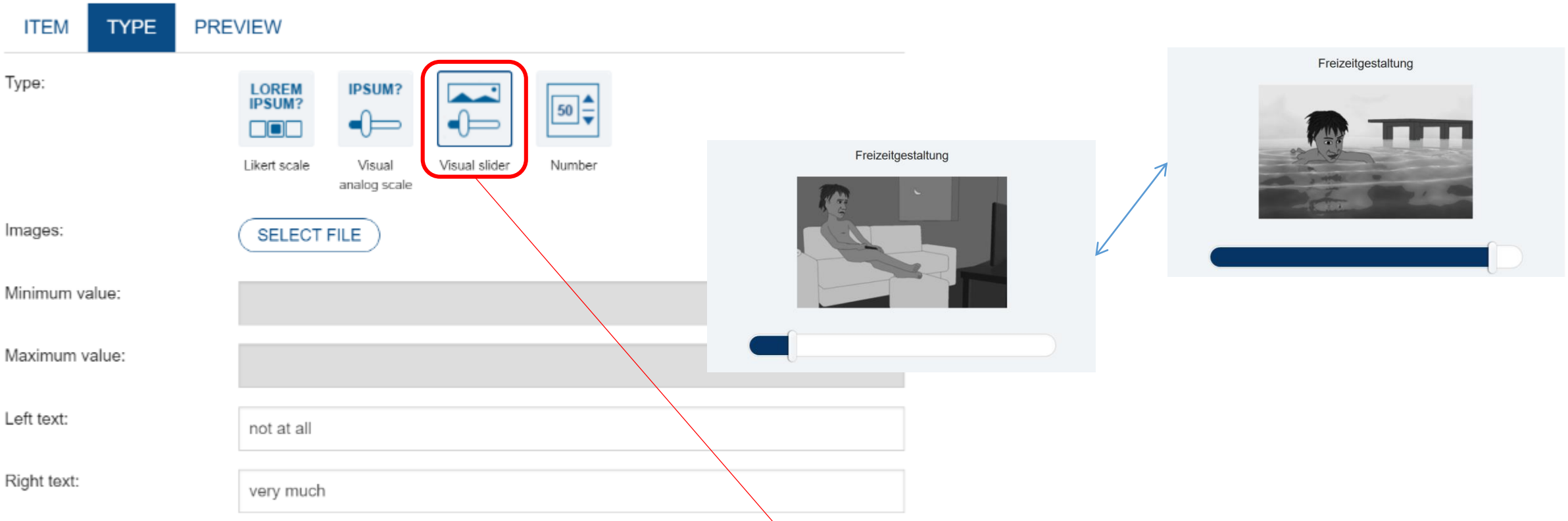
24c. You can choose to watch a preview of the item

25. “SAVE” item



Answer-type "NUMBER" allows to add an item that can only be answered with a number (decimals are separated by ".")





As a special form of answer scales, SNS allows to upload pictures in any number. It is thus possible to add a complete flip-book, smileys or personal pictures and use these to answer.

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	1	
II - REL	Therapeutic Relationship	3	

ADD FACTOR

ITEMS

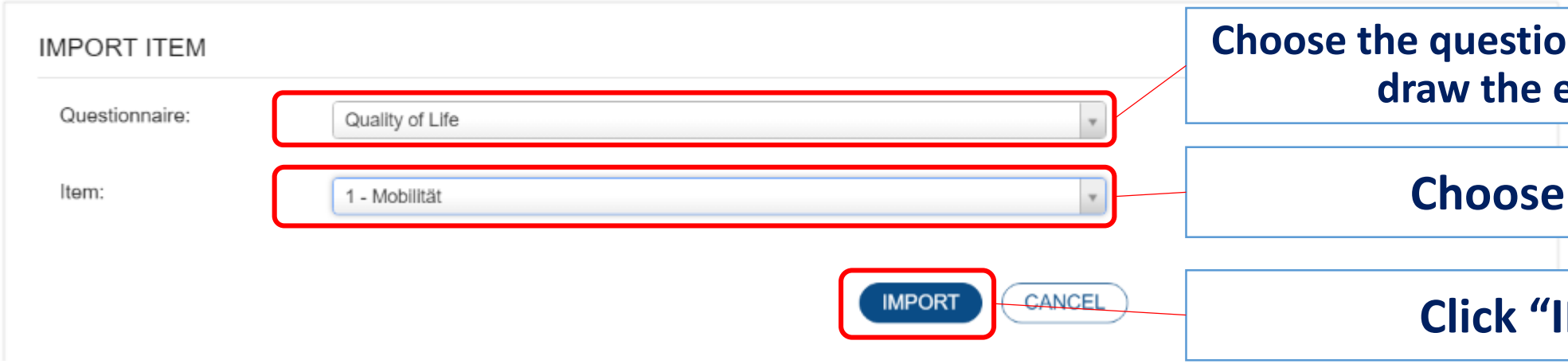
No.	Item	Type	Factors	Actions
1	Today I experienced joy	Likert-Skala	I - EMO	
2	Today I felt I can trust my therapist	Visuelle Analog-Skala	II - REL	
3	Today my weight was...	Nummer	II - REL	

ADD ITEM IMPORT ITEM

If you are familiar with other questionnaires from within SNS, you can also simply import an existing item to your new questionnaire with the button “IMPORT ITEM”

ITEMS

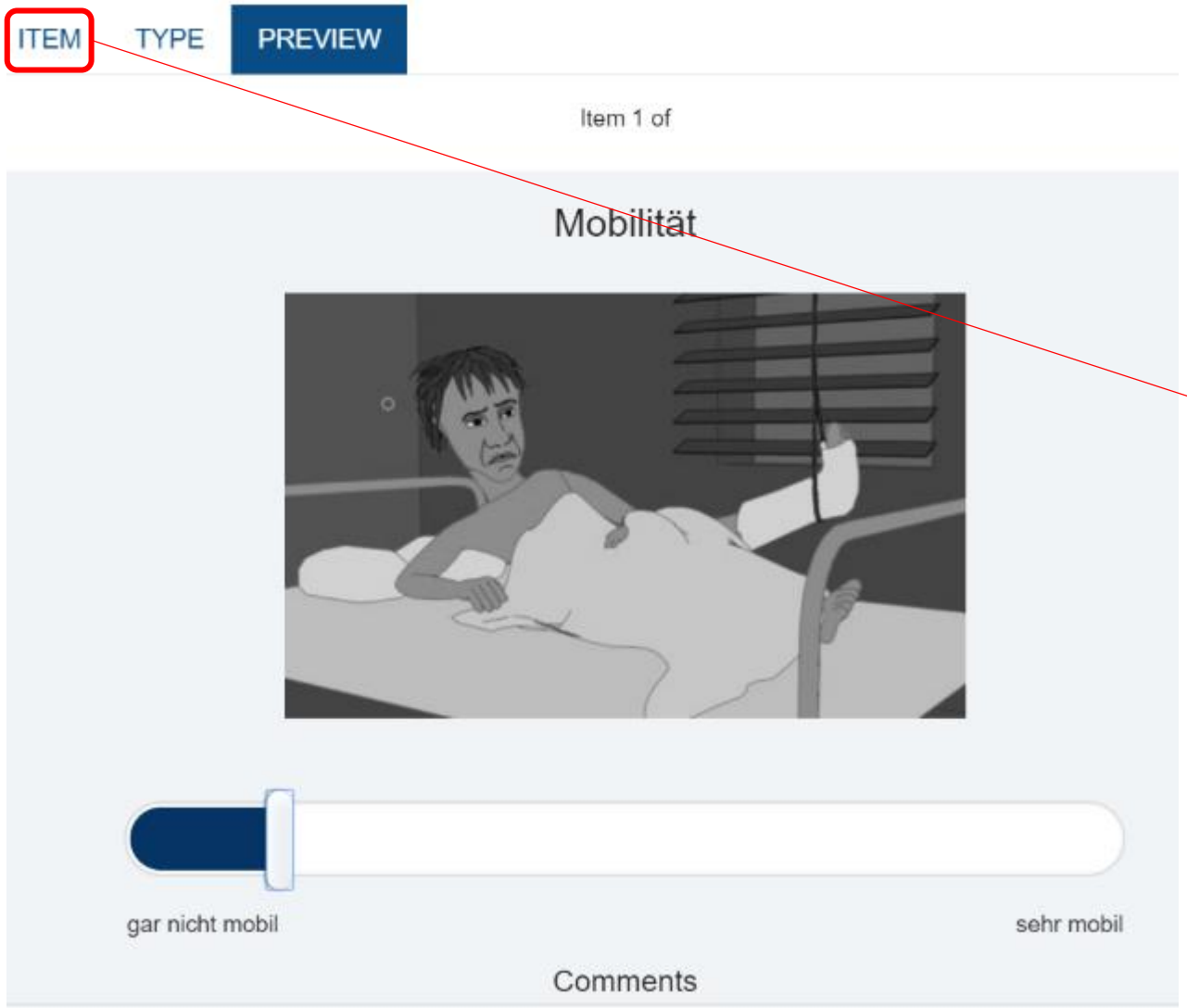
No.	Item	Type	Factors	Actions
1	Today I experienced joy	Likert-Skala	I - EMO	
2	Today I felt I can trust my therapist	Visuelle Analog-Skala	II - REL	
3	Today my weight was...	Nummer	II - REL	



Choose the questionnaire from which to draw the existing item

Choose the item

Click “IMPORT”



If applicable, you can now assign the imported item to one of your new factors…

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	1	
II - REL	Therapeutic Relationship	3	
III - ADD	Additional open factor	0	

ADD FACTOR

ITEMS

No.	Item	Type	Factors	Actions
1	Today I experienced joy	Likert-Skala	I - EMO	
2	Today I felt I can trust my therapist	Visuelle Analog-Skala	II - REL	
3	Today my weight was...	Nummer	II - REL	
4	empty item --- answer with 0	Visuelle Analog-Skala	II - REL	

ADD ITEM IMPORT ITEM

SAVE QUESTIONNAIRE CANCEL

When creating individual process questionnaires, it is advisable to add 'empty' factors. In ongoing therapy, new topics might arise and the text of 'empty' factors (and items) can be edited later on.

In a second step you might add a number of 'empty' items. Once a new questionnaire has been assigned to a client, the number of factors and items can not be changed, in order to maintain time-series of same length. Therefore clients can answer 'empty' items with a "0" until you edit the item-text at a later time. Just then clients start to actually fill in these items.

FACTORS

Name	Description	Items	Actions
I - EMO	Emotions	1	
II - REL	Therapeutic Relationship	3	
III - ADD	Additional open factor	0	

ADD FACTOR

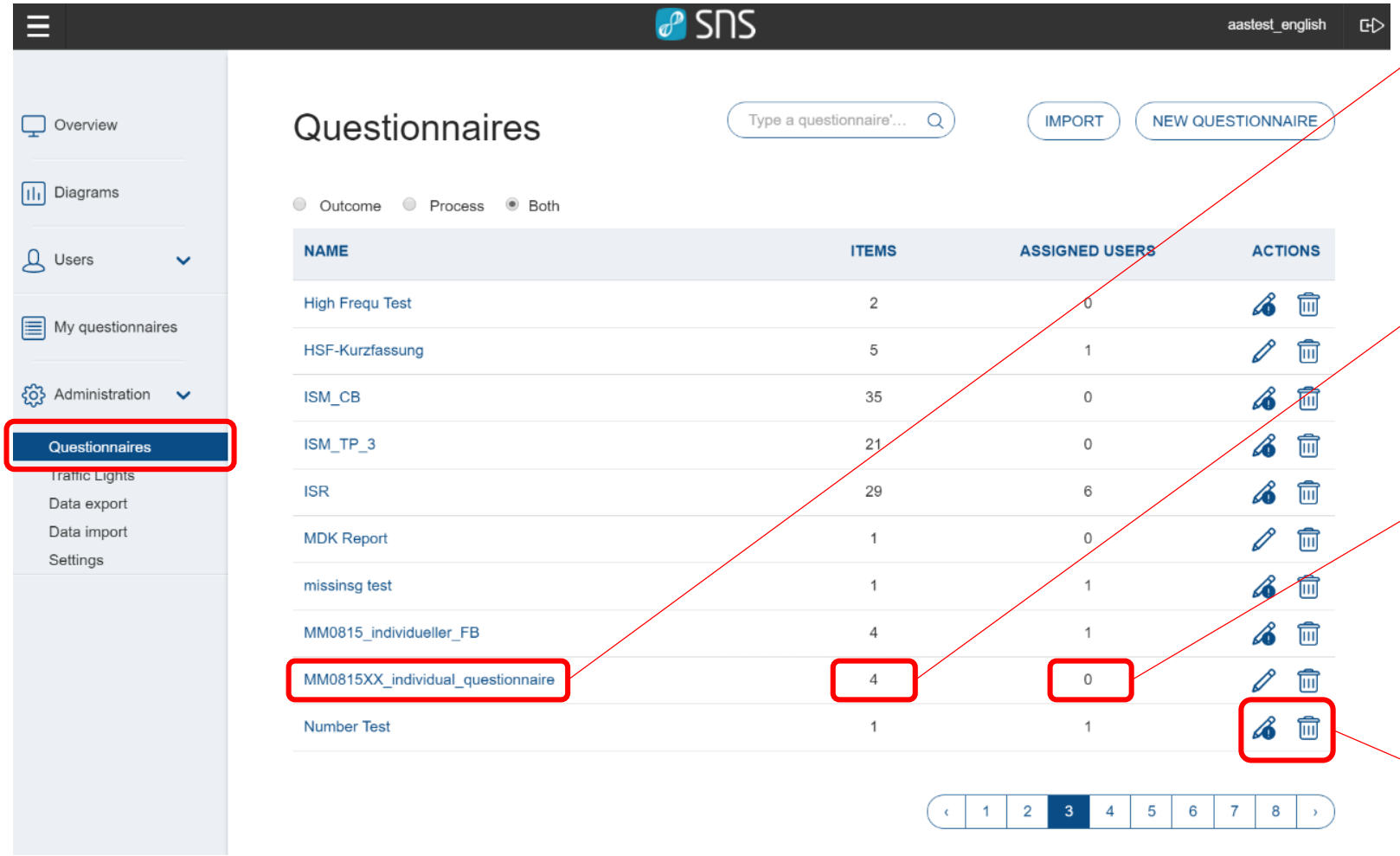
ITEMS

No.	Item	Type	Factors	Actions
1	Today I experienced joy	Likert-Skala	I - EMO	
2	Today I felt I can trust my therapist	Visuelle Analog-Skala	II - REL	
3	Today my weight was...	Nummer	II - REL	
4	empty item --- answer with 0	Visuelle Analog-Skala	II - REL	

ADD ITEM IMPORT ITEM

SAVE QUESTIONNAIRE CANCEL

26. "SAVE QUESTIONNAIRE" after you have edited all information, factors and items.



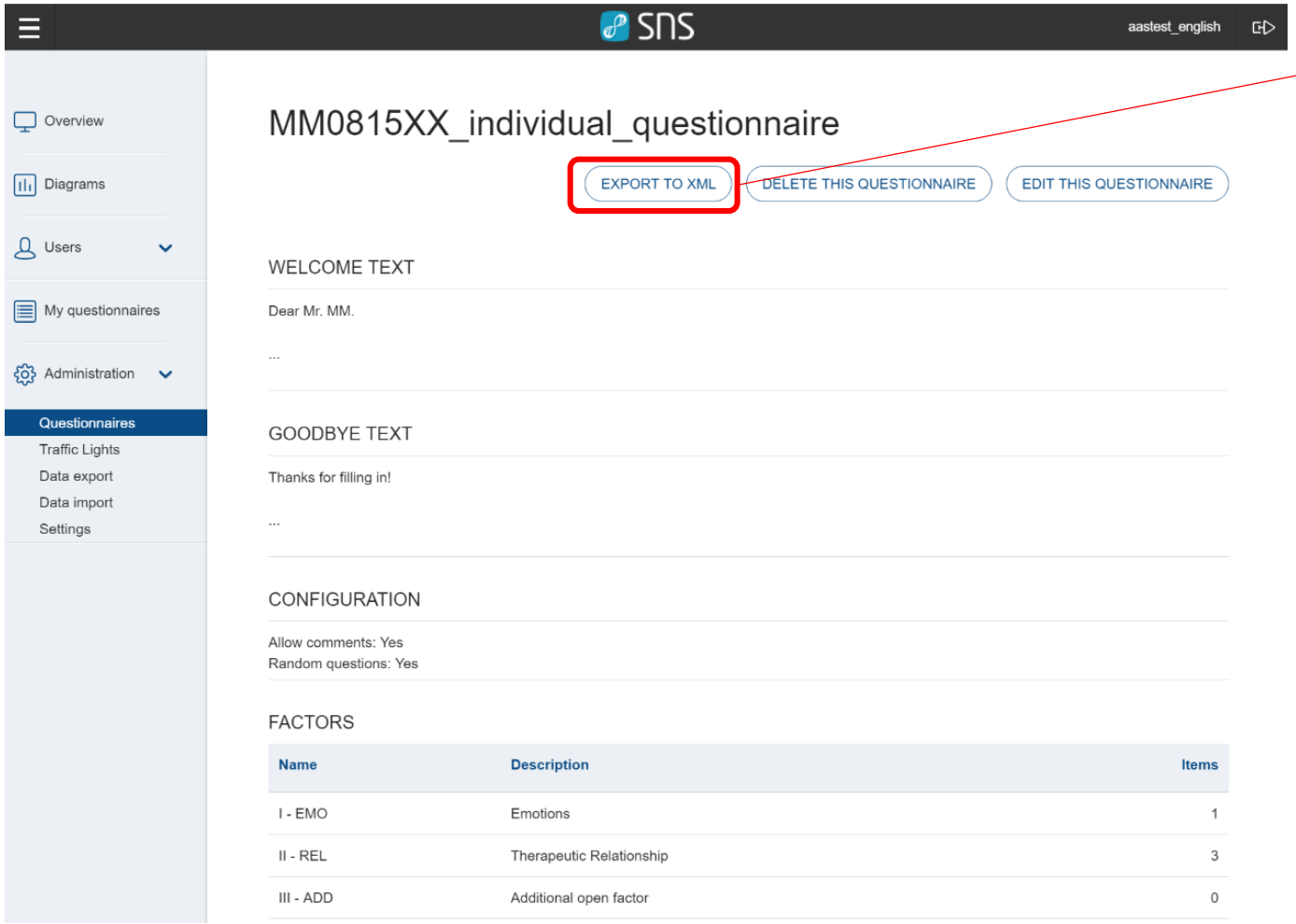
After successful save, the questionnaire is visible in the list of questionnaires. It is now available for administration by assigning it in a schedule (see #create_new_client)

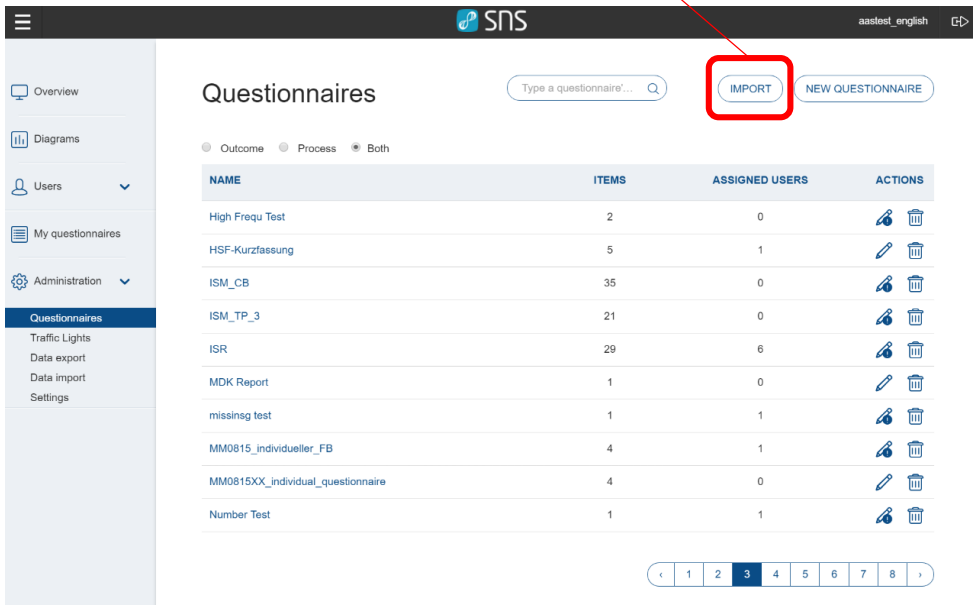
Number of items in the questionnaire

Number of currently assigned users/schedules

After a questionnaire has been assigned to a user/schedule, the number of items and factors can not be changed.
The item-texts remain changeable however. Also the assignment of items to factors remains changeable.
(When factors are displayed in a diagram, SNS computes these each time anew. This allows to change factors and integrate new data to diagrams from ongoing administration)

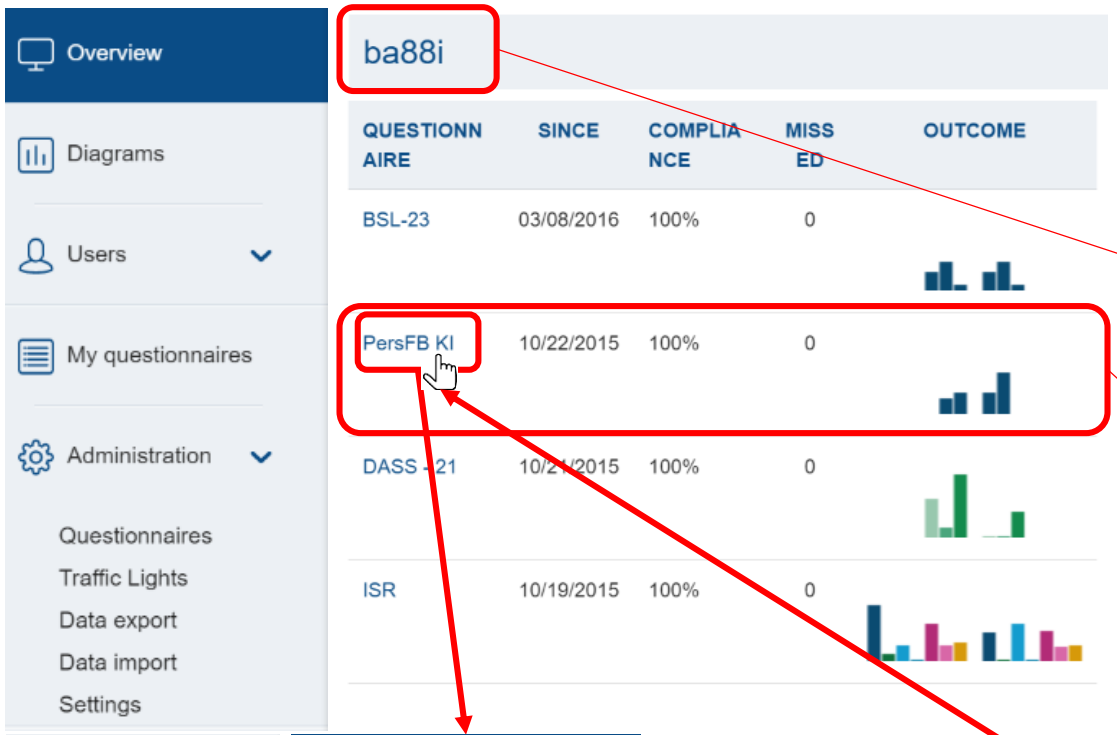
Questionnaires can be exported as xml-file. You can archive old questionnaires and re-import them when necessary. If a questionnaire with the exact same name is already implemented in SNS, the import will be assigned with a running number [...(1)]. Thereby you can actually clone a questionnaire and have the clone available for editing.
Some clinics use a procedure of having a number of core items that are assigned to all clients. These are added-on individually for each respective client. Here a clone of the core-questionnaire is being used as a basis.

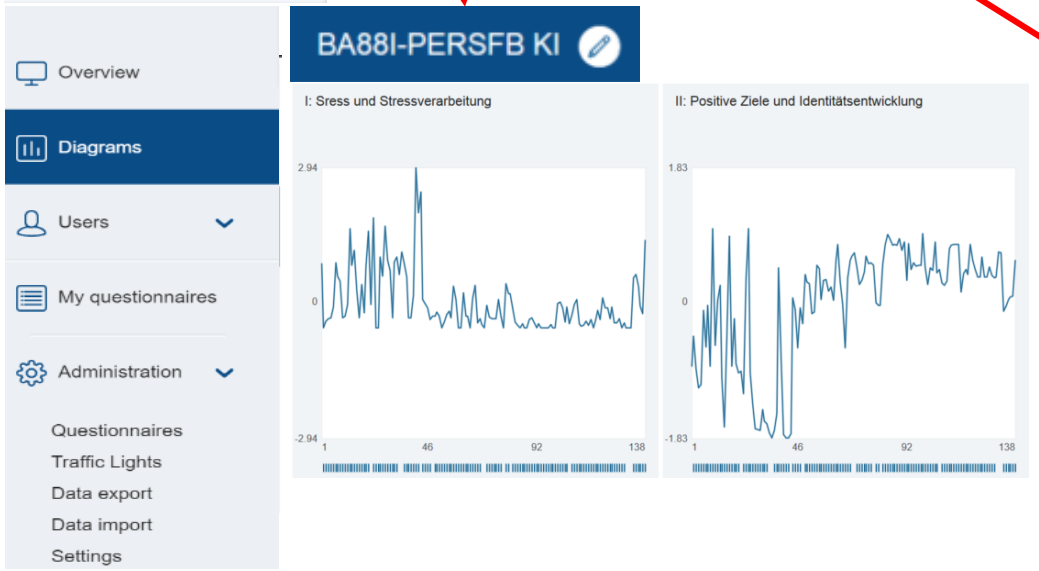




27. Some suggestions for the creation of (individual process) questionnaires

1. Involve clients as much as possible into the process of creation. This creates a feeling of filling in one's own questionnaire and assures compliance.
2. Use formulations, terms and language of the client.
3. Items are often best kept short and concise. Try to cover only a single concept with an item.
4. State items as variables (e.g. "Today, my level of pain was … expressed"); avoid yes-no questions (e.g. "Today I felt pain").
5. Avoid (double) negations.
6. To avoid fast and unreliable answering, it is sometimes advisable to have separate items' poles in different directions. A 'positive' pole can thus be alternating between right and left.
7. Often it is beneficial to have process questionnaires that cover separate aspects of a person's life, such as social environment, therapeutic relationship, personal strengths, psychiatric symptoms, problems, emotions, goals, behavioral patterns, sense of change, motivation, etc.
8. Important aspects might best be covered with a number of separate items.
9. Allow for paradoxes; e.g. anxiety and courage can both be strongly expressed at some points and therefore should be administered both.
10. If you choose to allow for the commentary field to appear after the questionnaire, make sure to explain how you plan to use the information. In most cases it is rather a diary used for landmarks when giving feedback with time-series data. It is usually not the place for communication and messages from client to coach/therapist.
11. The current setting of SNS is such that anyone with access to an instance can see all questionnaires (not everyone has access to all clients!). Therefore you should aim at individualizing and individual questionnaire as much as possible, without giving away private and confidential information. Shortly we will add a function to SNS that allows to make questionnaires only visible to users you choose.
12. Make sure to save a finished questionnaire. For security reasons, SNS has a time-out function. If your session on creating a questionnaire gets interrupted, make sure to save in between. You can easily re-access the unfinished questionnaire and continue later.





In the menu, you find the "Overview"-page, which displays the following:

Client-/user-name

Active schedules, starting date, total compliance, missed in the last 7 days.
Also two diagrams are being displayed, showing the mean of each factor of the first 7 entries (left) and latest 7 entries (right) for process questionnaires.
Outcome-questionnaires display the first and latest entry and their respective factors

A click on the questionnaire-name opens the default view of all diagrams of that questionnaire (first all factors, then all item-diagrams are shown).
See for detailed information #create_time-series_diagrams and #create_bar-chart_diagrams

Feedback

If you come across problems when creating a new (process) questionnaire or if the presentation has flaws, misses information or you have suggestions, please do not hesitate to contact us.

SNS is a work in progress and we, you and all clients benefit from all feedback we receive. Feel free to always contact the support under:

benjamin.aas@ccsys.de

Thank you very much!