Metatude

Dialogue Designer
User Manual

Version 2.2

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1 Introduction

1.1 About Metatude

The Metatude software suite allows you to collect feedback on the performance and activities of your company from stakeholders such as customers, business partners, co-managers and employees. This information is vital to your company because it allows you to fine-tune your business activities and company policies to the perception of your performance. And it is this information that will allow you to gauge and influence what others say and think about your company, something that can make or break you. Essential information that constitutes the basis for your business decisions.

Metatude's web-based software allows you to collect feedback on issues such as:

- customer satisfaction and loyalty;
- employee commitment;
- corporate reputation;
- business ethics;
- service level management.

Metatude is designed for large organizations whose IT infrastructure may be complex and have many stakeholders. Once the software is installed you can easily define target groups, create questionnaires, conduct research and manage output for analysis and reporting tools.

For more information on Metatude software, technology and business examples, please consult our website: http://www.metatude.com

1.2 About this manual

This manual will show you how to make a questionnaire with the Metatude Dialogue Designer. After you have read this manual you will be able to create questionnaires, which are processed by other Metatude software components and sent to respondents as HTML or XML files.

In this manual we will show you how to prepare a questionnaire step by step. After giving you some general information about the Metatude software suite, we will show you how to install the application and to create and save dialogue files. After this you will see how to set dialogue properties and how to create questions in general. The next part of this manual explains the characteristics and properties of each question type you can create with the Dialogue Designer. Finally, the interactivity features for the dialogues will be presented.

This manual is dated August 11th, 2004; Metatude will update this documentation if needed. Please check http://www.metatude.com/support/ for recent versions.

1.3 The Metatude suite

The Metatude software suite consists of four interacting software components:

1. **Metatude Dialogue Server;**
2. **Metatude Channel Integration Components;**
3. **Metatude Dialogue Designer;**
4. **Metatude Project Manager.**

The basis of the Metatude architecture is a central server (*Metatude Dialogue Server*) that needs to be installed in your organization. This server maintains the connections with databases, stores and serves the dialogues to stakeholders and collects and stores the collected data in a database.

Once the *Dialogue Server* is installed, you can manage any stakeholder feedback with two desktop applications that are relevant for the regular user: the *Metatude Dialogue Designer* and the *Metatude Project Manager*. Consultants, managers and researchers can use these two applications to prepare questionnaires and manage projects involving stakeholder feedback.

1) Metatude Dialogue Server
The Metatude Dialogue Server (MDS) is the central component within the Metatude architecture. This server connects to databases and directories with stored stakeholder information, communicates with electronic channels, stores and serves dialogues and writes results to a database. All the project information and intelligence to manage projects automatically resides on this server.

2) Metatude Channel Integration Components
The Metatude Channel Integration Components (MCIC) needs to be installed on an electronic channel. This allows the channel to communicate with the central server.

3) Metatude Dialogue Designer
The Metatude Dialogue Designer (MDD) is a Windows application that is used to create questionnaires. With a simple and intuitive interface any user can learn how to create questionnaires in a matter of minutes. Many question types are supported, e.g. open questions, multiple choice, multiple response, scale and matrix questions.

4) Metatude Project Manager
With the Metatude Project Manager (MPM) you can manage stakeholder feedback projects. The MPM can connect via a network to the Metatude Dialogue Server. Once logged on you can connect databases and directories, create target groups, assign dialogues to (multiple) target groups and retrieve results in the desired format.

2 Installation

2.1 Operating system and requirements

The Metatude Dialogue Designer is a Windows application. It will run on Windows 98, Windows NT, Windows 2000 and Windows XP. In order to work with the Metatude Dialogue Designer, you will need hardware that meets the following minimum specifications:

- 300 MHz Intel or AMD Processor;
- 32 MB RAM;
- 30 MB of available space on the hard disk;
- CD-ROM station.

The CD-ROM station is needed for installation of the software.

2.2 Installation MDD

Installing from CD-ROM:

- Place the Desktop software CD-ROM in the CD-ROM drive.
- Browse to the CD-ROM drive, choose the directory *Dialogue Designer* and double click the file *setup.exe*.
- Press **OK** to start the installation procedure and follow the instructions on the screen.

You will see a message when the installation is completed.

3 Dialogue files

3.1 Creating, saving and previewing dialogues

In order to collect feedback from your stakeholders you need a dialogue/questionnaire. This chapter tells you how to create and edit a dialogue. A dialogue can consist of different types of questions. Furthermore you learn how to save and print a dialogue. The output of the Dialogue Designer is a dialogue file in XML format. If you define a new project with the Metatude Project Manager you can indicate which dialogue you would like to use.

To start the Dialogue Designer click on the Metatude Dialogue Designer icon in the start menu. When the Dialogue Designer is started, a blank dialogue is opened.

To open an existing dialogue, go to the **File** menu and choose **Open** (CTRL-O). A window is opened where you can select a folder on your hard disk or network where a dialogue is stored. Select the dialogue and click the **Open** button. The application now opens the dialogue file.

To save a dialogue file, go to the **File** menu and choose **Save** (CTRL-S). If you want to save the dialogue file under another name, go to the **File** menu and choose **Save as**. To print a dialogue, go to the **File** menu and choose **Print**.

A better way to see how the dialogue will look for the respondent, it to launch the dialogue in your browser. To do this, go the **File** menu and choose **Preview**.

When the dialogue has interactive elements, you can simulate the interactivity in the MDD. To do this, go to the **File** menu and choose **Interactive Preview**. The application launches the interactive dialogue in a window. By making choices and clicking the next button you can see the interactivity with the respondent. To see different interactive paths and patterns, you can start the dialogue from the start by clicking the button **Refresh Dialogue** at the top of the window.

3.2 Dialogue properties

A question file consists of two parts: the *dialogue properties* and a *question list*. The dialogue properties hold information in addition to the actual questions. Here you can enter a name for the dialogue file, see who created the questionnaire and in which language it is written. This information is necessary to store and catalogue dialogue files and to present them to respondents. When designing a dialogue file you can switch between the dialogue properties and the question list by using the tab bar, directly beneath the menu bar.

When you create a new dialogue file or open an existing one, the **dialogue properties** window is opened. In this window you can create or edit the appropriate information. The six dialogue properties are listed below:

Name: The title of the dialogue.

Author: The name of the person who created the dialogue file.

Description: A description of what the dialogue file is.

Preface: This text is shown to the respondent just before the question list is presented. Here you can say what the dialogue is about and what you will do with the information.

Epilogue: This text is shown to the respondent after he has filled out the dialogue. An excellent opportunity to thank a respondent for his or her participation.

Encoding: You can choose UTF-8 or ISO-8859-1 as the encoding for the dialogue. If the language of the dialogue is an European language (for example English or German), the ISO-8859-1 encoding is apropriate. If you want to use characters that are not present in this encoding (such as Greek or Asian characters) then choose the UTF-8 encoding. All possible characters are usable if you choose the UTF-8 encoding.

The Metatude Dialogue Server must be installed with support for Unicode if you wish to use the UTF-8 encoding. You will not be able to use an UTF-8 encoded dialogue when this support is not present. In this case, please select ISO-8859-1 as the encoding for the dialogue.

Version: This states the version of the Metatude Dialogue Designer. The dialogues will have this version number as a property in order to avoid conflicts between different versions of Metatude software components. You cannot adjust this value.

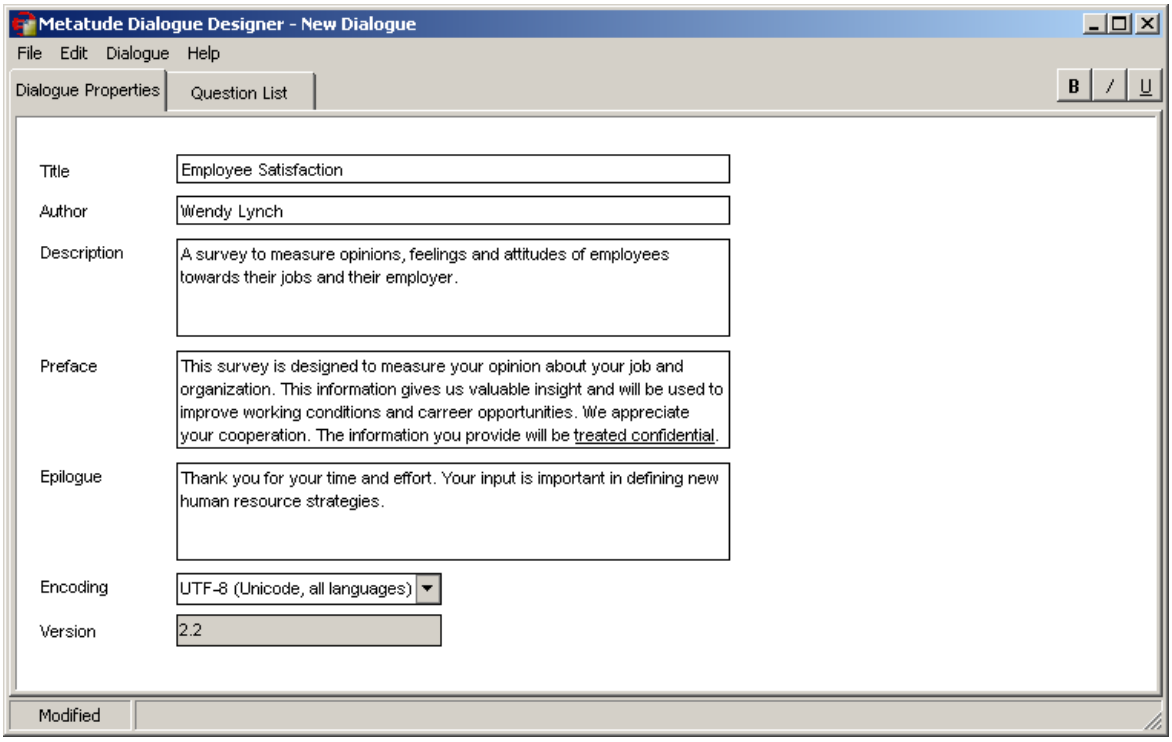

Figure 1: An example of dialogue properties.

Font formatting
You can select parts of the text you entered in the Preface and Epilogue fields and format these fonts bold, italic or underlined using the buttons on the top right hand corner. You can also apply font formatting on selected text by using the shortcuts CTRL-B, CTRL-I and CTRL-U for resp. bold, italic and underlined formatting. These font formatting features can also be used througout the questionairre.

3.3 Custom Attributes

When a directory server is created in the Metatude Project Manager, custom attributes can be assigned to each field of the directory server. These custom attributes can be used in dialogues. The functionality is similar to the custom attributes in invitation and reminder e-mails.

Custom attributes can be inserted in each part of the dialogue. For example, a custom attribute can be placed in the preface, the question text, the answer text or the epilogue. These tags are replaced with the particular value in the database for the respondent. If the respondent comes from a database where this custom attribute has not been defined, this value is left blank. You can insert custom attributes by entering the name of the attribute between brackets. The custom attribute tags will appear in blue on your screen.

For example, if a custom attribute called 'Function' is defined, then you can include the value of this attribute in a dialogue by placing the text <FUNCTION> in the appropriate place. This tag will be replaced by the value that is in the database for each respondent. You can ask such questions as 'Do you enjoy working as a <FUNCTION>?'. If the database contains the value 'Web Designer' for a particular respondent, then the question that will be asked is: 'Do you enjoy working as a Web Designer?'.

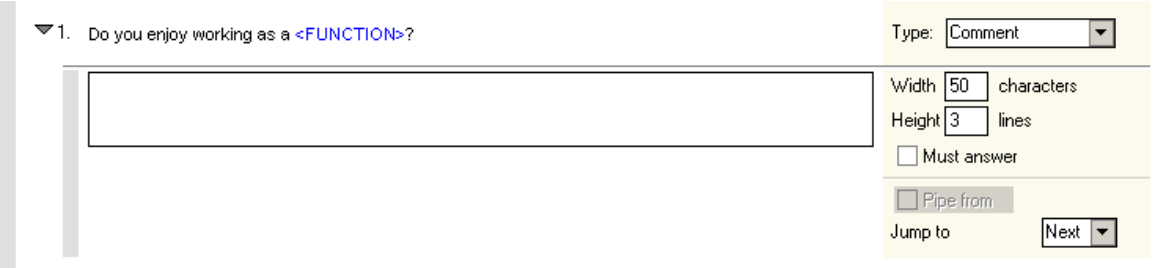

Figure 2: Custom attribute in a dialogue

4 Question list

4.1 Question list

The question list is the area where you can add, edit and delete questions. When you have opened a dialogue file you can go the question list by clicking on the tab **question list**.

You can change the sequence of questions by dragging them with the mouse. You can drag a question by clicking on the gray vertical line in front of the question.

You can open and close a question. When a question is opened, you can see the question text, the question type, the answers and the question properties. When a question is closed you can only see the question text and the question type.

To open and close a question click on the triangle ▸ in front of the question text. The triangle is pointed to the right when a folder is closed and pointed downwards when it is opened. When no answers are defined, a question cannot be opened. If this is the case, the triangle in front of the question text is colored in a light shade of gray.

You can open and close a question via the menu bar (**Dialogue – Expand/collapse question**) or with your keyboard (CTRL-E). You can expand and collapse all questions at once via the menu bar or with your keyboard (CTRL- R for expand all and CTRL-T for collapse all).

4.2 Adding questions and answers

The **question list** window has an extra bar ('button bar') to add and delete questions and to add answers. These functions can also be accessed in the menu bar via the item **dialogue**.

Creating a new question
You can make a new question by clicking on the **New question** button in the button bar. After this, proceed as follows:

- enter the question text;
- select the question type and press the 'Enter' key on your keyboard;
- enter the possible answers;
- edit the question properties.

You can switch between these functions using the mouse or by using the TAB-key on your keyboard.

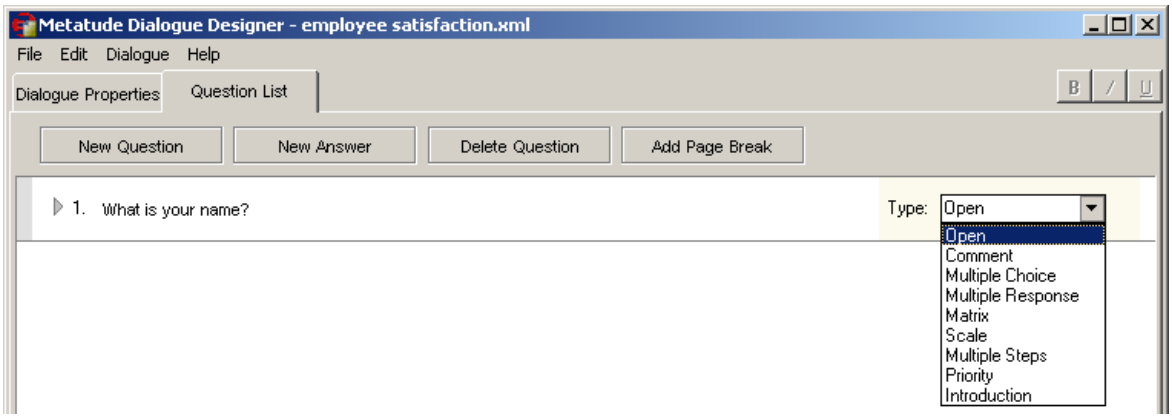

Figure 3: Question list.

Page break
A page break can be inserted after any question. The questions up to the page break are presented to a respondent. When the respondent clicks on the next button in a dialogue, the next set of questions is presented.

Enter the question text
Obviously, each question has a question text. This is the actual question you ask to the respondent. The question text starts right next to the question number. The first item that is selected when adding a new question is the question text.

Select the question type
The Metatude Dialogue Designer allows you to create eight different types of questions. It is also possible to enter an introduction where you can provide additional information that doesn't require a response. You can select the question type on the right side of the application using the drop down menu.

> ***Note:*** *Each question type has its own interface. In the next chapter we will show you the different question types, how to set the right properties and how to enter possible answers.*

Enter the possible answers
Below the question text there is space to enter possible answers. If there are no answers entered yet, then this space is not visible. Just press 'Enter' after you enter the question text or the question type. The application will automatically create space for any possible answers.

You can change the sequence of answers by dragging individual answers with the mouse. You can drag an answer by clicking on the circle or square positioned in front of the answer. You can even drag answers to another question. To copy an answer, drag the question while holding the CTRL-button down.

Edit the question properties
Many of the question types also have question options that can be set. These properties determine the form of the question or make it possible to create a special answer category. The question properties differ for the different question types. For each question, you can choose the **Must answer** option. If this option is selected, then a respondent must answer this question before the dialogue is submitted, or the next set of questions is presented. The next chapter will explain the question properties associated with each question.

5 Question types

5.1 Open questions

An open question is a question to which the respondent can give an 'open answer'. This means that he is not limited by predefined answer categories. A good example of this question is if you ask for somebody's name.

When you create an open question in the Metatude Dialogue Designer, the respondent can enter his answer with his keyboard in a text field. When you choose 'open question' from the drop down menu and press **Enter**, a textbox appears. You can enter text in the textbox. This text can provide an additional direction for the respondent, for instance: 'please enter your name here'. Be sparse with these directions, the respondent will generally know that the textboxes are meant for entering his or her answer.

You can set two properties for the open question. First of all you can set the **length** of the textbox. This length refers to the width of the textbox. Some questions require less space.

Figure 4: Example of an open question.

5.2 Comment questions

A comment question (like the open question) is a question where the respondent is not bound by answer categories to give his answer. The only difference is that the respondent has more space to define his answer than with the open question. You choose this question type when you expect an elaborate answer. As with the open question, you can enter a text in the textbox that can provide an additional direction for the respondent.

You can set two properties for the comment question. Both properties define the space that is presented to the respondent to enter his question. The first property defines the **width** (in characters) of the textbox, the second one the **height** (in lines). When creating a comment question, these values are, by default, set to 50 (width) and 3 (height).

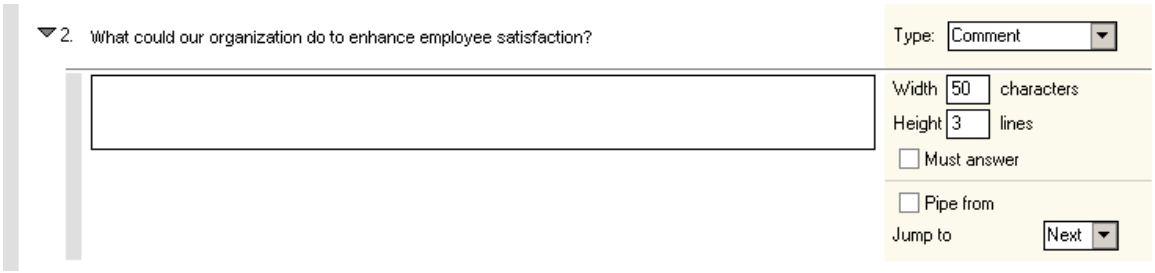

Figure 5: Example of comment question.

5.3 Multiple choice questions

A multiple choice question is a question where the respondent can choose one answer from a list with predefined answers. A good example of a multiple choice question is to ask in which department people work, since people generally work only in one department.

After you have entered your question text and selected the option 'multiple choice', you can enter your predefined answers in the area below the question text. You can insert multiple answers by clicking the **New answer** button in the button bar or by clicking the **Enter** key after you entered a predefined answer. After this a new answer is inserted automatically. To delete an answer, go to the **Dialogue menu** and choose **Delete answer**. An alternative is to delete the question text and to click on the backspace button while the cursor is in the empty answer space.

The answers to the question can be displayed in multiple columns. Select the number of columns by choosing a value for **Display in columns**.

When you create a multiple choice question, you can use the question properties to add two special types of answer categories. You can add the answer category **Not applicable** by checking the checkbox in the dialogue properties. When respondents mark this answer, a special value is stored in the results that distinguishes it from normal answer values. The application creates an answer category with the text 'not applicable'. You can select and change this default text (to another language for example).

Another special answer category is **Other**. When you use this category, an answer is inserted where the respondent can answer the question in a textbox. The respondent can use this when the predefined answer categories don't fit his or her answer. You can add the answer category '**other**' by checking the checkbox in the dialogue properties. You can select and change the default text.

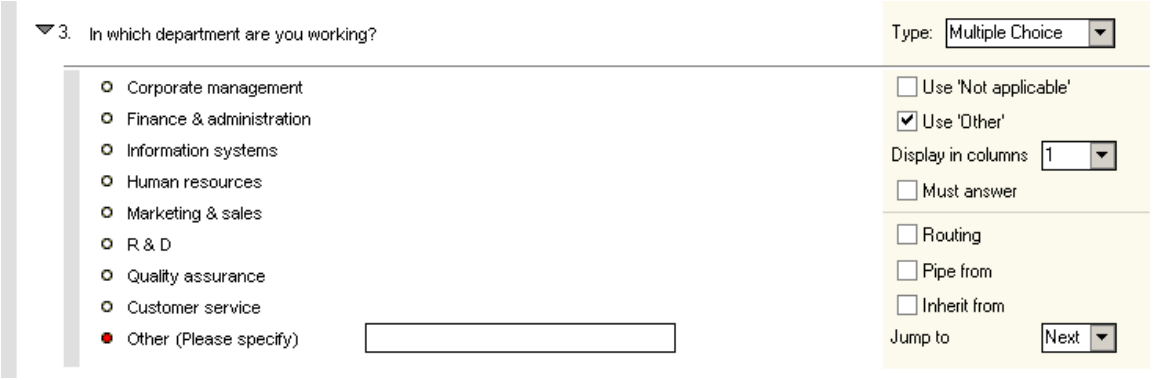

Figure 6: Example of a multiple choice question.

5.4 Multiple response questions

A multiple response question is a question where the respondent can choose zero, one or more answers from a list with predefined answers. Creating a multiple response question is very similar to a multiple choice question. In the dialogue properties you can choose to insert the two special answer categories: **Not applicable** and **Other**. An additional possibility is to set a limit for the maximum numbers of answers given. In most cases it is best to leave this value blank (default value). The answers to the question can be displayed in multiple columns. Select the number of columns by choosing a value for **Display in columns**.

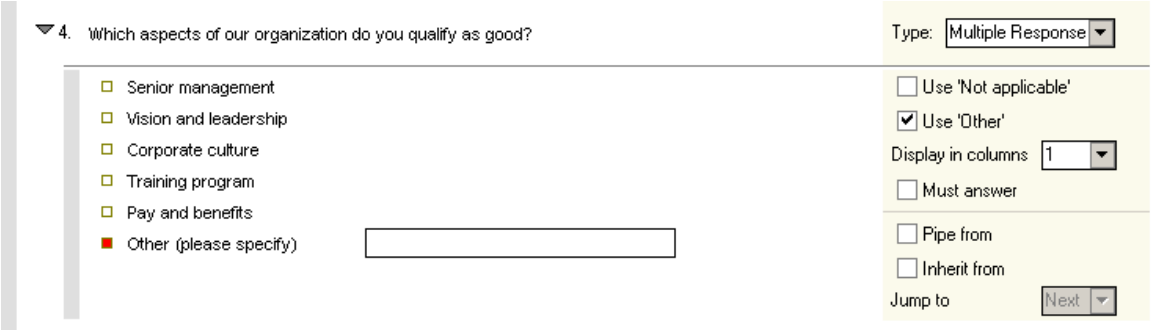

Figure 7: Example of a multiple response question.

5.5 Matrix questions

A matrix question can be seen as a combination of two or more questions. Instead of the same question for a specific situation, you can ask the question for multiple situations. For instance: if you defined a list of aspects that people could value in their job and want to know how the respondent values these aspects as well as how he thinks his co-workers or management value these aspects. You can ask the respondent the same list three times with three, multiple response questions. With a matrix question you can combine these three questions into one, with the answer categories as rows, and the situations as columns.

When you select the **Matrix** question type, you start with one row and one column. You can add rows and columns by clicking the **Enter** key after you have entered a row text or a column text.

To delete an answer, go to the **Dialogue menu** and choose **Delete answer**. An alternative is to delete the question text and to press the **Backspace** key while the cursor is in the empty answer space.

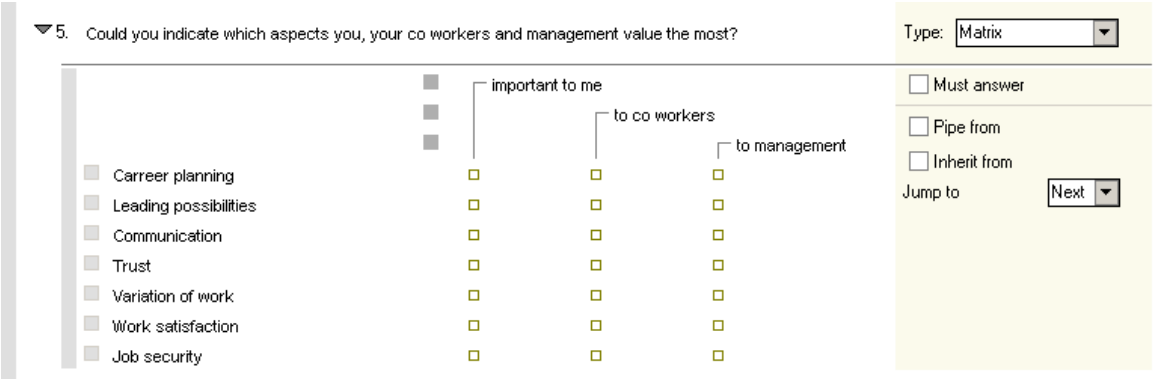

Figure 8: Example of a matrix question.

5.6 Scale questions

A scale question is used when a situation is not black or white. With a scale question the respondent can indicate to which extent or degree he or she agrees, or values something. Scale questions are usually used to measure an opinion.

There are many types of scale questions. If you are creating scale questions for the first time this may seem complicated. Fortunately, you can see how the choices you make are shown to the respondent. Basically, when you design a scale question you must make four choices:
1. the number of scales;
2. the values of all the scales or only the outer limits of the scales;
3. whether or not you want to use row labels;
4. whether or not you want to use 'Not applicable'.

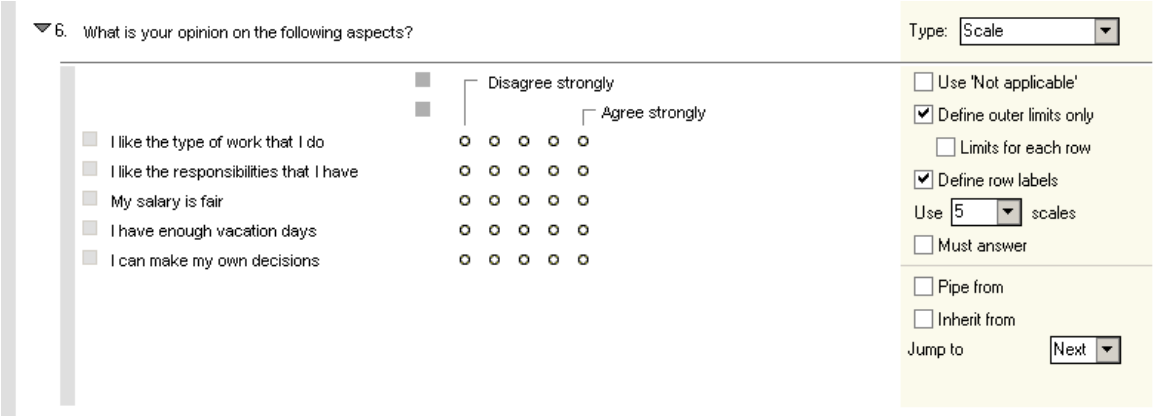

Figure 9: Example of a 5 scale question.

A few examples will make this clear:

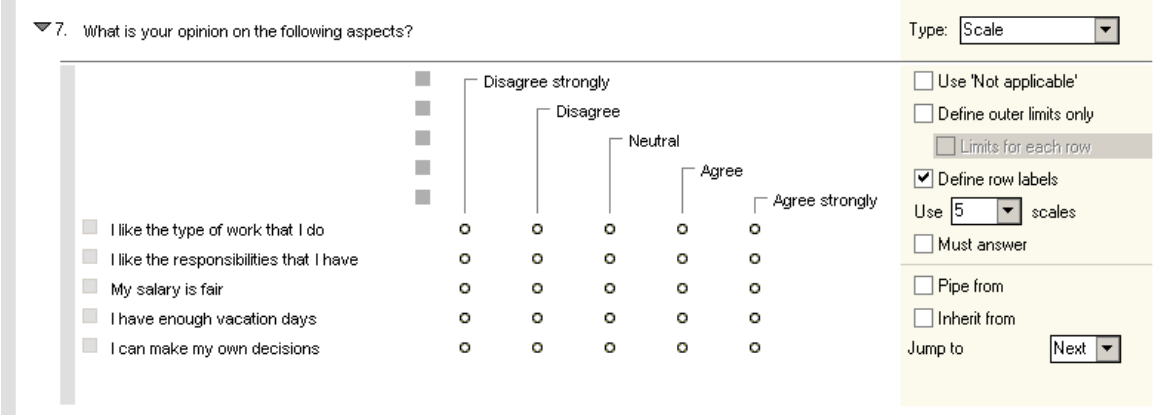

Figure 10: The same scale question, with values for each scale.

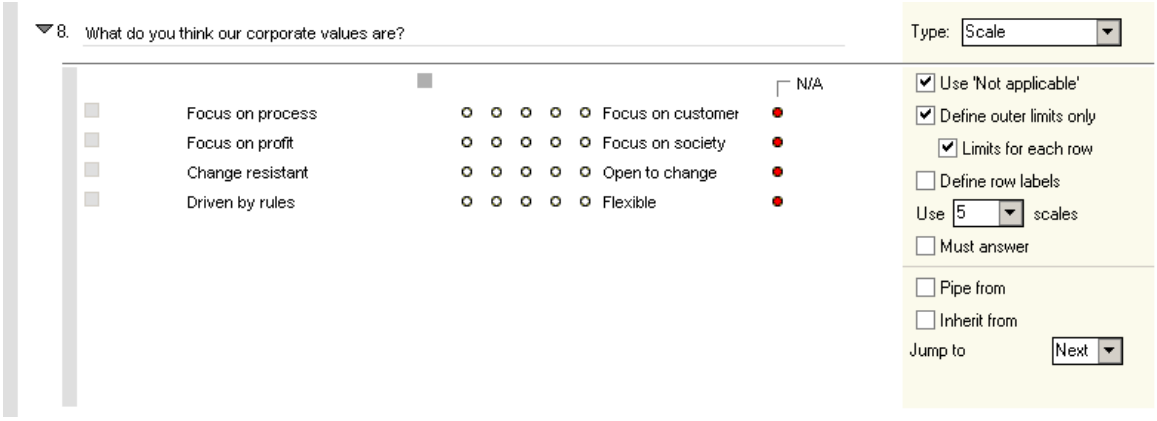

Figure 11: A 6 scale question with 'limits for each row' and an extra scale 'not applicable'.

5.7 Multiple steps

A multiple steps question can be used when there are a lot of predefined answers and these answers can be organized in categories. An example is when you ask someone which car he or she drives. Instead of listing all types of all brands, you can first ask the brand name and then present a list with specific types for this brand. With a multiple steps question you can help a respondent to find his way within a large number of predefined answers by organizing the answers in a logical way.

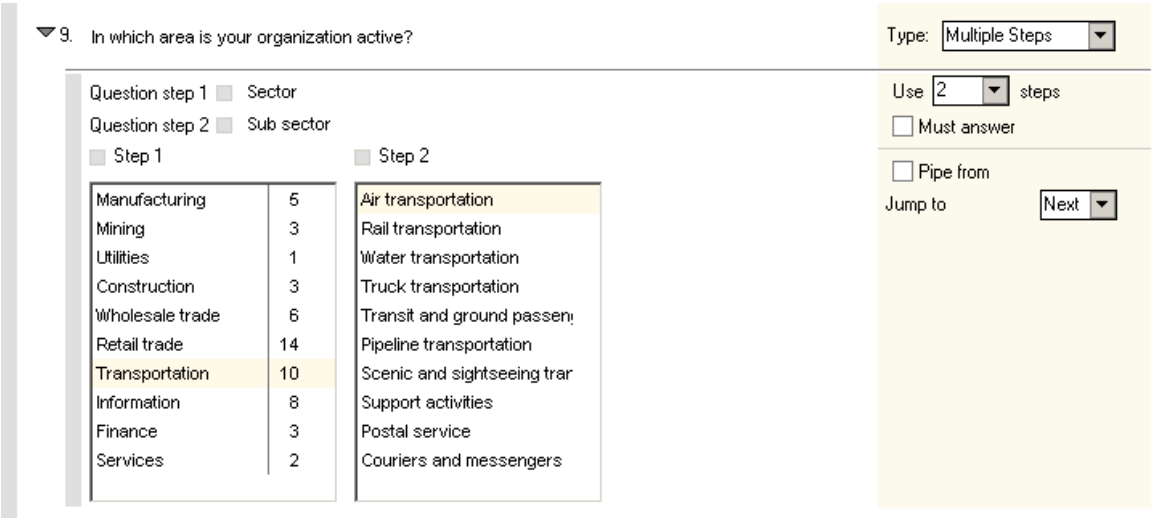

Figure 12: A multiple steps question.

When you select the 'multiple steps' question type and press the **Enter** key, three lists are presented to you in which you can organize your predefined answers. You can choose between two or three steps (lists) on the right of your screen. First you define the questions for each step. This can be done just above the lists.

You can enter an answer by clicking with the mouse on the list and entering text. After each answer, just press the **Enter** key and you can enter a new answer. To enter questions in the second or third step, first select the right answer in the previous step. You can see the previous steps that are selected by their light color. Behind the answer in the first step you can see the total amount of answers for that answer in the next steps.

You can change the sequence of answers by dragging them with the mouse. To remove an answer, first select it and then click on the **Backspace** key while holding the **Shift** key.

5.8 Priority questions

You can use a priority question when you want a respondent to indicate a priority among a set of predefined answers. When you use a priority question, you need to enter the predefined answers and select how many priorities you want the respondent to indicate. For instance, if you ask for a top 3 priority, the respondent can choose which predefined answer is priority number 1, priority number 2 and priority number 3. You can do this by setting the value **top** in the question properties.

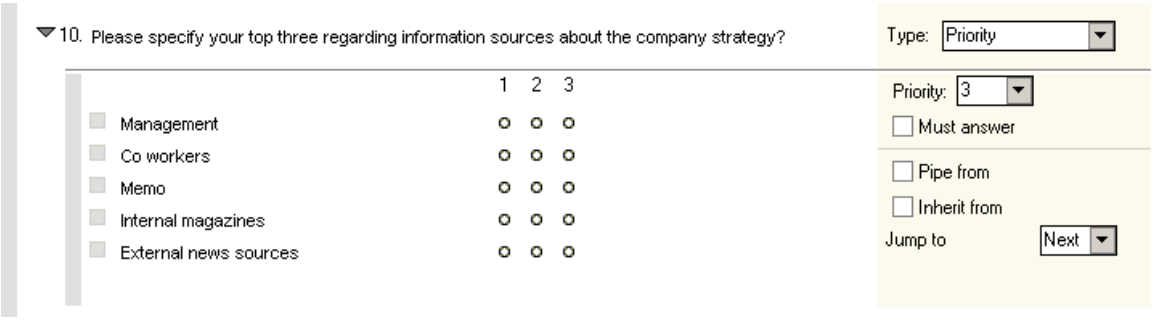

Figure 13: A priority question.

5.9 Introduction

An introduction is not a question. It doesn't require a respondent to give an answer. An introduction is meant to provide some additional information at some point in the dialogue. You can use this to explain why you are asking some questions or to divide the dialogue into sections.

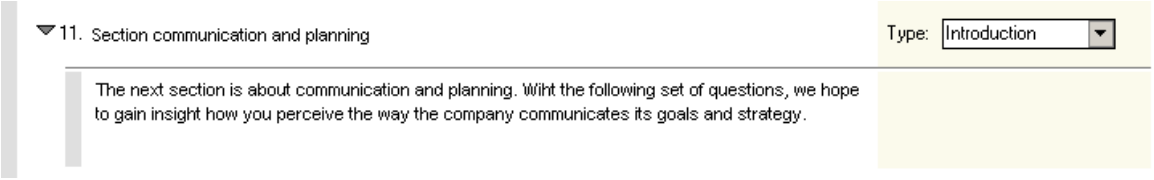

Figure 14: An introduction.

6 Interactivity

6.1 Types of interactivity

With the Metatude software you can build interactivity into dialogues. Interactivity means that you can adapt questions and categories based on response given by the respondent. One common type of interactivity is routing. With routing, you can define the question path based on answers that are given by the respondent. You can ask different sets of questions for different situations. An interactive dialogue is served to a respondent in small parts. Each time a decision has been made that is based on the input of the respondent, a new part of the dialogue is shown.

You can conveniently define interactivity with the Metatude Dialogue Designer. There are three different types of interactivity possible within the Metatude software.

Piping: transferring a value from a question to another question.
Exampe: If you ask the respondent for the name of his of her car brand, you can ask questions later that use the name of the brand that the respondent filled out.

Routing: defining a path through the questionnaire based on respondent input
Example: You can ask if someone is satisfied with the service of your company. Based on the response you ask a different set of questions.

Inheritance: repeating only checked or only unchecked answer categories in subsequent questions.
Example: You can ask which benefits an employee receives. After this you can ask how satisfied this person is for every one of the benefits he or she receives.

In the paragraphs to follow, we will explain each of the interactivity types in detail and show how to define interactivity in the Metatude Dialogue Designer.

6.2 Originating and receiving questions

Before we explain the different types of interactivity in greater detail we'd like to point out that each time you define an interactive element in the questionnaire there are two or more questions involved. One question influences the interactivity, and other questions are influenced by the defined interactivity.

The influencing question we call an **originating** interactive question, since the interactivity finds its origin in this question.

The influenced questions we call **receiving** interactive questions, since these questions are on the receiving end of the interactive construction. The questions 'receive' information from the originating question to which they need to adapt themselves.

A question that receives information from an originating question can never be placed before that originating question. Note that a question can be both an originating and receiving question at the same time.

The MDD shows if a question is an interactive origination or receiving (or both) question by showing an icon containing the letter 'O' for 'originating' or letter 'R' for 'receiving' on the question text line just to the left of the question properties. It is important that you grasp this concept, since it will help you understand how to define interactive surveys in the Metatude Dialogue Designer.

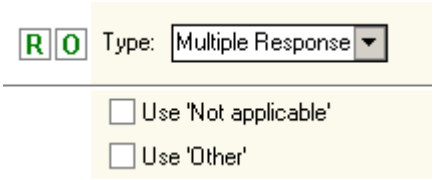

Figure 15: Icons just left of the question properties show if a question is an interactive originating or receiving question.

6.3 Interactive question: Piping

Piping is transferring an answer to a question, given by a respondent, to another question. You can literally repeat an answer in the question text of the question that receives the answer. If the origination question was 'which car brand do you own?' and the respondent gave the answer 'Ford', you can use this value in the question text of subsequent questions, for instance by asking: 'Are you satisfied with your Ford?'.

Only questions where a respondent can define just one singe answer are suitable to act as the origin of a piping question. Hence, only the open question and the multiple choice question can be used as an origin for piping. In the following table you can see which question types can serve as an originating question for a piping question and which types can serve as a receiving question.

Question	**Originating**	**Receiving**
Open question	X	X
Comment question		X
Multiple choice question	X	X
Multiple response question		X
Matrix question		X
Scale question		X
Multiple steps question		X
Priority question		X

Figure 16: supported questions for piping.

You can define the receiving piping question, by clicking on the checkbox **Pipe from** in the properties menu of that question. A drop down box will appear where you can select the question number of the question that should be the originating piping question. Only the open questions and multiple choice questions will be shown in the drop down list, since these are the only supported originating questions for piping.

In the receving question you can place four dots (....) in the place where you would like the originating value to be inserted in the question text. In the survey process, the software will replace the four dots with the value the respondent gave in the originating question. An example of an interactive piping construction is shown in the figure below.

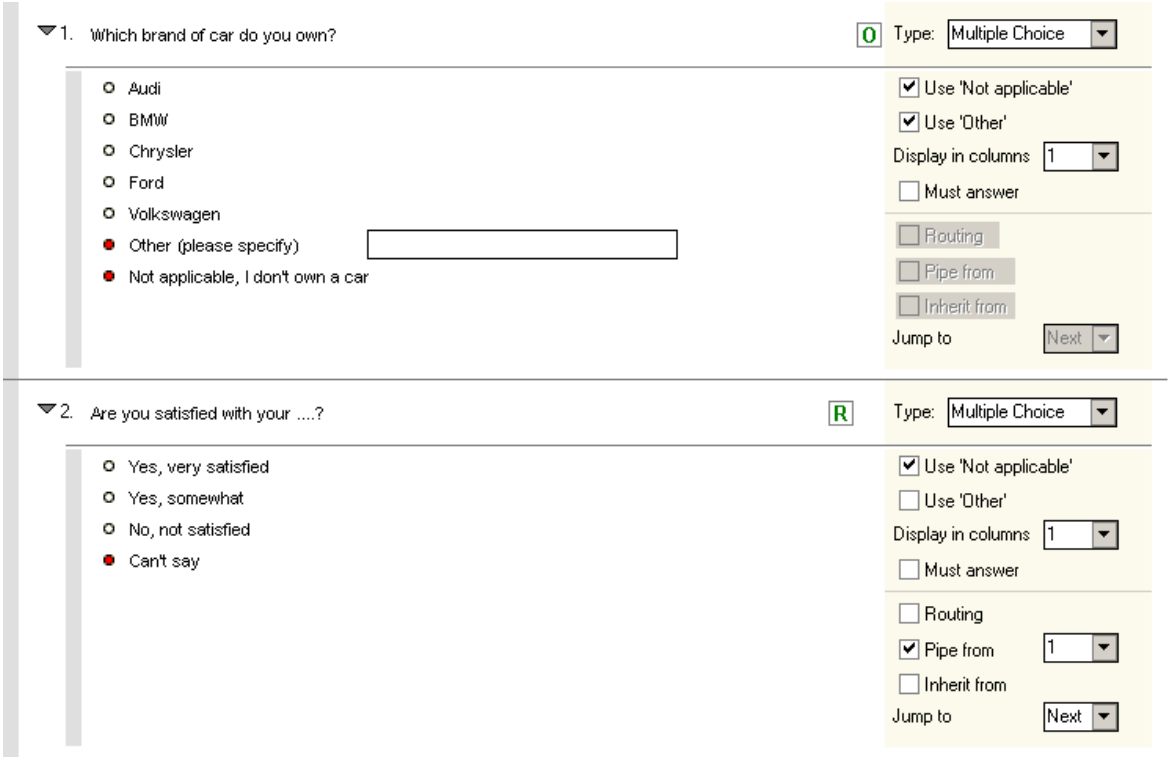

Figure 17: An interactive piping construction

Please note in this example that if a user answers that the first question is 'not applicable', the receiving question will be automatically be skipped in the survey process.

6.4 Interactive question: Routing

Routing is defining a path through the questionnaire based on input given by the respondent. A 'path' can only originate at a multiple choice question. Every question can be a receiving question. Underneath the table of supported questions for routing is shown.

Question	Originating	Receiving
Open question		X
Comment question		X
Multiple choice question	X	X
Multiple response question		X
Matrix question		X
Scale question		X
Multiple steps question		X
Priority question		X

Figure 18: supported questions for routing.

In order to define a path, you check the checkbox **Routing** in the question properties of the multiple choice question that has to become the origin of the routing. The MDD will show a drop down menu for all the answers that you have defined for the multiple choice question. The dropdown boxes contain all the question numbers in the dialogue that follow the current question. You can not route to an earlier question. For each answer you can now specify which question should be the next question, if the respondent chooses this answer. Figure 19 shows an example of an interactive routing construction.

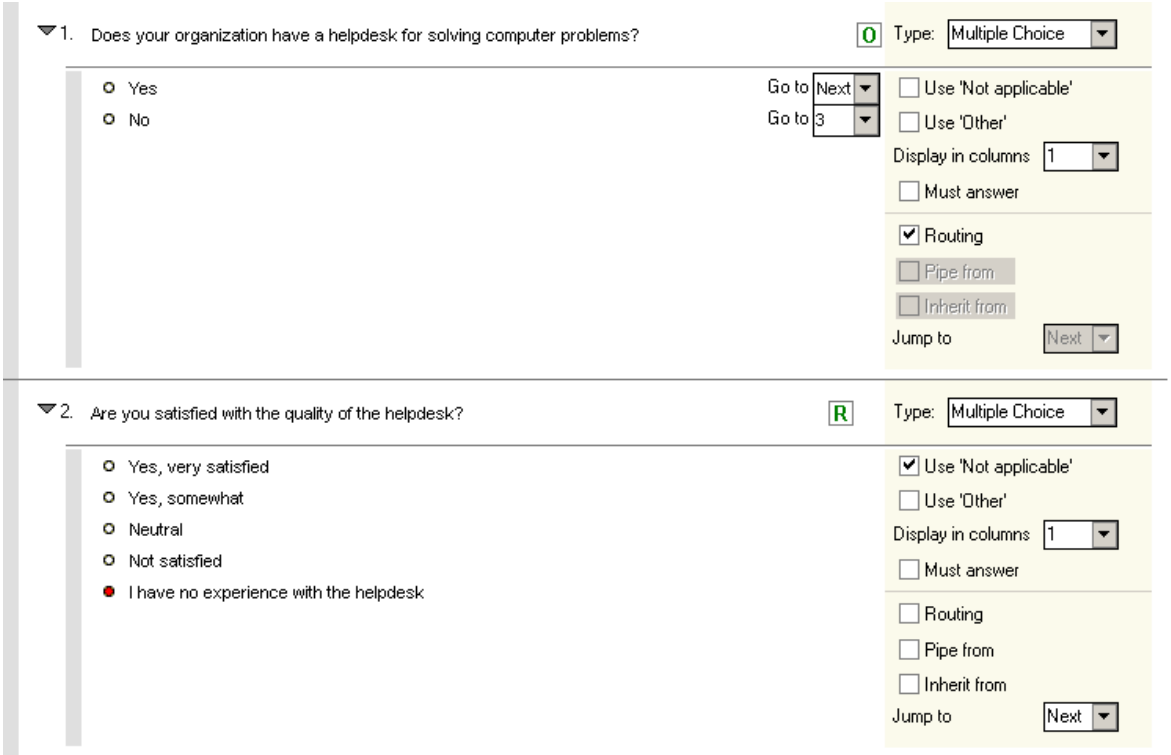

Figure 19: An interactive routing construction.

A special case of routing is the **Jump to** possibility. With this feature you can define that a respondent should jump to a specific question *regardless* of which answer the respondent has given. The jump to can be specified for every question type, not just a multiple choice question. You specify a jump at the originating question. In the question properties there is a **Jump to** value with a drop down box. This has the default value **Next** (since normally a user should continue with the next question in the dialogue). Here you can set a specific question number or the value **End** (in case you want the respondent to jump to the end of the survey.

Using this feature might not look very logical at first sight, for it seems that each respondent skips the same set of questions when the jump to feature is used. You could reason that leaving these skipped questions out of the survey might have the same result. It is only in combination with the routing functionality that the jump to feature is usefull. To explain this, an example follows

Suppose that you want to aks respondents if they have a car. If they do, you want to ask them which brand of car they have. If they don't have a car, you want to ask them why. This example is shown in figure 20.

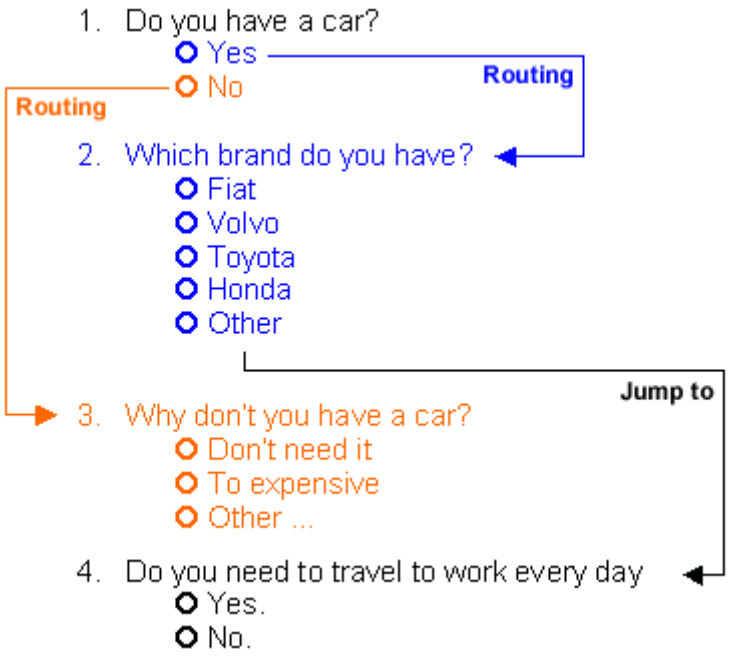

Figure 20: A combination of routing and 'jump to' creates different legs is a survey.

With the routing functionality you can route respondents who have a car to question 2 and respondents that don't have a car to question 3. Without jumping, respondents that have a car will continue with question 3 after having answered question 2. Question 3 is the wrong question for those respondents. You can solve this by defining that regardless of what people answer in question 2, they should jump to question 4. With the 'jump to' functionality you can create different legs in a survey.

6.5 Interactive question: Inheritance

When you use **inheritance**, answers from a previous question are transferred to following questions. Which answers are inherited depends on what the respondent has filled out at the originating question. Inheritance is a very powerfull interactive feature that allows you to 'zoom in' on specific issues, without asking questions that don't make sense to the respondent. The originating question for inheritance can only be of the multiple response type. You can find the supported receiving question types in the table below.

Question	**Originating**	**Receiving**
Open question		
Comment question		
Multiple choice question		X
Multiple response question	X	X
Matrix question		X
Scale question		X
Multiple steps question		
Priority question		X

Figure 21: supported questions for inheritance.

A good example of a situation where you can use inheritance is when you want to ask a respondent which websites he or she knows and subsequently you want to ask the respondent his or her opinion on those websites. It wouldn't make sense to ask respondents their opinion on specific websites if they have never visited those sites. You can solve this by using inheritance.

In this specific case you would first define a multiple response question that asks respondents which sites they have visited. After this question, you can define a scale question where the respondents can give their opinion on the sites that they have visited. Next, you can define that the scale question positively inherits the answers the respondents checked in the previous multiple response question. The respondents now only have to rate the sites they know about.

A question can positively or negatively inherit answers from a multiple response question. When the inheritance is positive, only the categories that the respondent checked will be shown in the receiving inheritance quesion. When inheritance is negative, only the categories that the respondent did not check will be shown in the receiving inheritance question. In the above example, if you use negative inheritance, you could ask why respondents didn't visit the other sites.

In order to define an inheritance question, you check the check box **Inherit from** in the question properties of the receiving question. A drop down menu will appear on the right side of the 'Inherit from' check box. This drop down menu contains the question numbers of all the preceeding multiple response questions. You can select the originating question you want the receiving question to inherit from.

After you select the question number to inherit from you see all the answers of the originating question appear as answer categories of the receiving question. These categories are shown in a light grey color to indicate that they are not editable. If you want to edit the categories, you should do this in the originating question. Changes made there are also directly reflected in the receiving questions.

Just to the right of the drop down box there is an icon that shows if the inheritance is positive or negative. This is shown by a **+** (positive) or a **-** (negative) symbol. The default value is positive. To change the value just click on the symbol.

Besides inheriting categories directly from an originating question, it is also possible to add new categories to these inherited categories. The new categories will always be shown to the respondent.

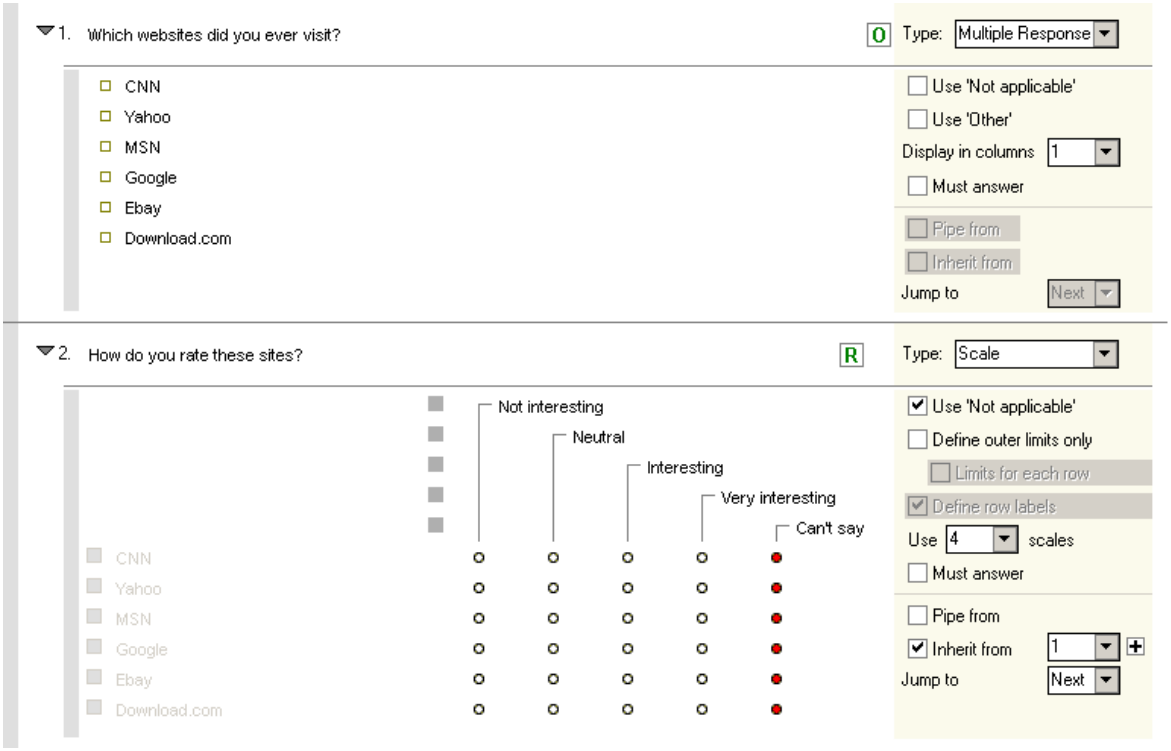

Figure 22: An interactive inheritance construction.

The inheritance feature is implemented with built in intelligence that makes the software flexible to use and avoids situations that are not logical to the respondent:
- You can use the category 'other' in the originating question. Whatever the respondent fills out in this field is repeated in associated positive inheritance questions.
- If a respondent checks no category at all in the originating question, the associated positive inheritance questions are skipped automatically.
- You can define 'multiple inheritance' dialogues. This means that a receiving inheritance question (only of the multiple response type) can act as an originating inheritance question
- You can use the same multiple response question several times for different receiving inheritance questions.

7 Preferences

7.1 Selecting stylesheets

Stylesheets are used to format the question lists in webbrowsers. To preview a dialogue, a stylesheet is needed. The Metatude Dialogue Designer (MDD) comes with a default stylesheet. You can also use your own stylesheets. The procedure is described below:

First, choose **Edit > Preferences** from the menu bar. The preferences window for the MDD is shown.

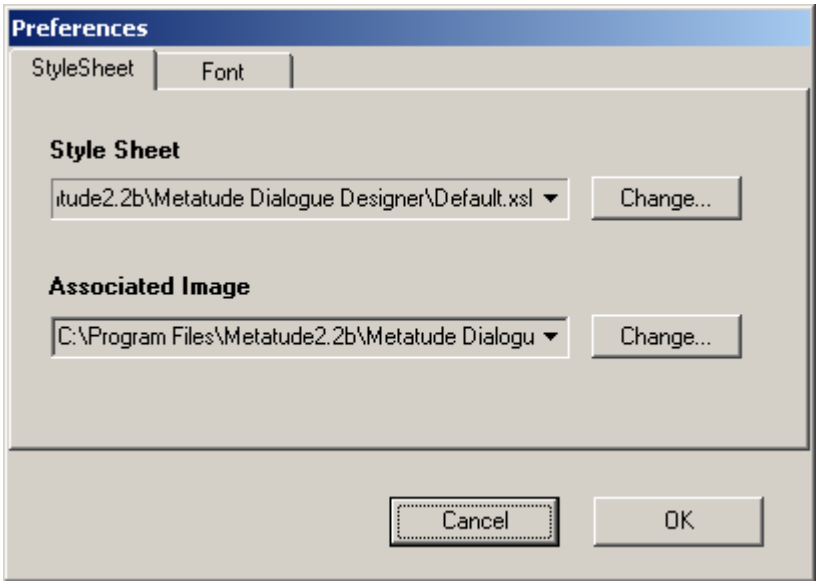

Figure 23: MDD preferences, selecting stylesheets.

Click on the **Change ...** button to select your own stylesheet. The stylesheet that you have selected will be used to preview your dialogues. The same stylesheet is used for the interactive and normal previews.

Click on the **Restore Default** button to restore the original stylesheet.

7.2 Selecting a font

In the Font tab of the preferences window, you can select which font is used in the Dialogue Designer application. The font you select here will not be used in the browser of the respondent, it is only used in the screens of the Dialogue Designer. You can select any font that is installed on your system.

To select a font, choose **Edit > Preferences** from the menu bar. The preferences window for the MDD is shown. Click on the **Font** tab.

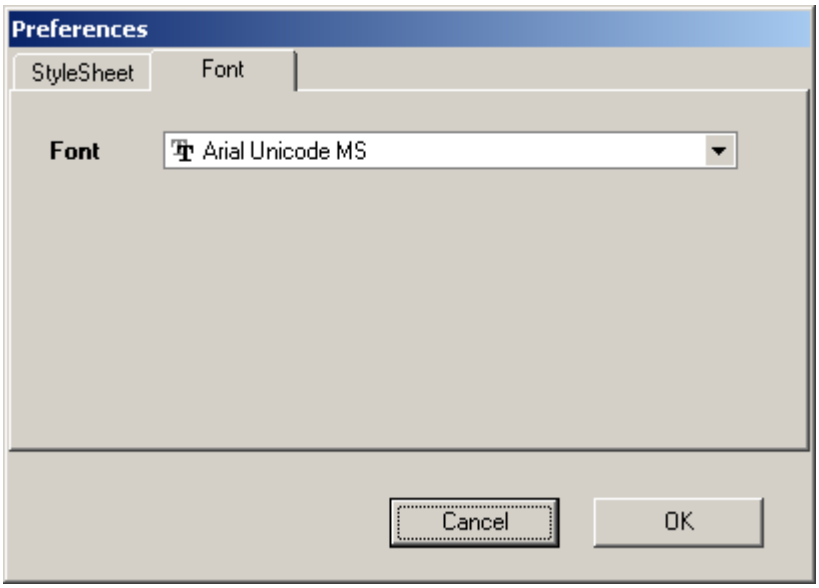

Figure 24: Selecting a font

After selecting the desired font, pres **OK**. The font will be used in the layout of the questions list.

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