

### Welcome and Thank You Text

#### Welcome Text

Thank you for using **USA Staffing Online Application**. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

#### Thank You Text

Thank you for taking our survey - and for helping us serve you better.



#### Customer Satisfaction Survey

Thank you for using Application Manager. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Cancel

Submit

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~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Satisfaction Questions		Future Behaviors	
Label		Label	
	<b>Satisfaction</b>		<b>Recommend</b> (1=Very Unlikely, 10=Very Likely)
1 Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	4 Recommend	How likely are you to <b>recommend this site</b> to someone else who needs to apply for a federal job?
2 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Primary Resource</b> (1=Very Unlikely, 10=Very Likely)
3 Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	5 Primary Resource	How likely are you to <b>use this site as your primary resource to find a job</b> ?

Model Name : Application Manager CAU  
 Model ID: TBD  
 Partitioned: No  
 Date: 02/27/2015

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 Pink: Addition  
 Blue: Reword



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		Were you able to complete your application in one visit?	Yes No	A	Yes	Radio button, one-up vertical	Skip Logic Group*	Complete In One Visit
	A	Which of the following best describes what prevented you from completing your application in one visit?	Not enough time to complete before I had to end my session Exceeded maximum time (site timed out) Did not have the required information or supporting documents Site was unavailable Other	B	Yes	Radio button, one-up vertical	Skip Logic Group*	What Prevented Completing
	B	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	Other What Prevented Completing
		Please indicate which of the following best describes your experience with the site performance of the application today. (Select all that apply)	No problem with site performance Pages loaded slowly Pages loaded incompletely Error messages Other	A	Yes	Check boxes, one-up vertical	Mutually Exclusive Skip Logic Group*	Site Performance
	A	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	Other Site Performance
		Please indicate which of the following best describes your experience when submitting your documents with this application.	I was able to submit all my documents I was unable to/or encountered problems submitting all my documents I'm not sure	A	Yes	Radio button, one-up vertical	Skip Logic Group*	Submitting Documents
	A	Please indicate the problems you encountered while submitting your documents.	Documents would not upload My USAJOBS documents were not available to select I was unable to assign my documents to the appropriate document type Other	C D B	Yes	Radio button, one-up vertical	Skip Logic Group*	Problems Submitting Docs
	B	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	OE_Probs Submitting Docs
	C	What prevented the document from uploading?	Document was too large (exceeding 3 MB limitation) Unacceptable file type Document was certified or encrypted I'm not sure Other	E	Yes	Radio button, one-up vertical	Skip Logic Group*	Upload Problems
	E	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	OE_Upload Problems
	D	Did you select all of the documents needed for this application from your USAJOBS account?	Yes No Unsure		Yes	Radio button, one-up vertical	Skip Logic Group*	Select All Docs
		Please indicate which of the following best describes your experience with navigating the application today. (Select all that apply)	No problem with navigation Navigation was unclear I was unable to return to previous section I was unable to move ahead to the next section Other	A	Yes	Check boxes, one-up vertical	Mutually Exclusive Skip Logic Group*	Navigating
	A	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	Other Navigating
		Please indicate which of the following best describes your experience with the visual components of the application. (Select all that apply)	No problem with the visual components Difficult to read because the font was small Difficult to read because of multiple fonts or bad formatting Other	A	Yes	Check boxes, one-up vertical	Mutually Exclusive Skip Logic Group*	Visual Components
	A	Please explain.			No	Text box, 100 character limit	Skip Logic Group*	Other Visual Components
		Please indicate which of the following is true of the information provided on this site. (Select all that apply)	Information is thorough Information is understandable Information answers your questions None of the above		Yes	Check boxes, one-up vertical	Skip Logic Group* Mutually Exclusive	Information Is

		Other		A	No	Text box, 100 character limit	Skip Logic Group*	Other Information Is
	A	Please explain.						Order Logical
		Was the order of steps within the application logical?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	
			No	A				
	A	What step(s) seemed to be out of order?			No	Text area, no char limit	Skip Logic Group*	What Out Of Order
		Were the instructions within the application sufficient?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	Instructions Sufficient
			No	A				
	A	Please indicate in what section of the application the instructions need improvement.			No	Text area, no char limit	Skip Logic Group*	Where Improve Instruction
		Were the questionnaire items within the application relevant to you and the position you're applying to? (Select all that apply)	Yes		Yes	Check boxes, one-up vertical	Mutually Exclusive Skip Logic Group*	Questions Relevant
			No, the items were not relevant to the position for which I'm applying					
			No, the items were not relevant to my experience and/or education					
			Other	A				
	A	Please explain.			No	Text area, no char limit	Skip Logic Group*	OE_ Questions Relevant
		Is there any other aspect of the application process itself that might be improved?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	Improvement Needed
			No	A				
	A	Please explain.			No	Text area, no char limit	Skip Logic Group*	Improvements
		Do you use a computer daily in your current job?	Yes		Yes	Radio button, one-up vertical		Use Computer
			No					
			I'm not currently working					