

Careers.State.gov Custom Questions

1) **SINGLE SELECT**_How frequently do you visit this site? **(C235) OLD**

- First time
- More than once a day
- Daily
- About once a week
- About once a month
- Every 6 months or less

2) **SINGLE SELECT**_What information are you primarily looking for on this site? **(C2383) OLD**

- Obtain general career information
- Foreign Service Officer opportunities
- Foreign Service Specialist opportunities
- Civil Service employment opportunities
- Student Programs
- Foreign Service Written Examination
- Foreign Service Oral Assessment
- Iraq Jobs
- None of the above

3. **SINGLE SELECT**_How did you find out about this site? (select one) **(C51471) OLD**

- Articles
- Career Fair
- College newspapers
- Diplomat in Residence
- Direct e-mail
- EdVentures Marketing Program
- Email newsletters
- Friends, family, co-workers
- Industry trade publications
- Major employment websites (Yahoo!HotJobs, Monster)
- Minority media (print and website)
- MPN Event
- National Case Study Competition
- Professors, teachers, career counselors
- Radio
- Search engines
- State Department representative
- Talent Network
- USAJobs

QUICKHIRE CUSTOM QUESTIONS

4) **SINGLE SELECT**_Rate your overall satisfaction with the "Gateway to State" online application process: **(ALM0019)**

- 1=Completely Dissatisfied, 10=Completely Satisfied (changed to radio button scale per Christine, 7/12/06)

5) **MULTI SELECT**_If you experienced difficulty using the online application process, please indicate the area(s) of your concern: **(ALM0020)**

- Creating a profile/resume
- Connecting to Gateway to State

- Answering the core questions
- Answering the self-assessment questions
- Faxing supporting documentation
- Updating my information
- Did not experience any problems

6) **SINGLE SELECT**_If you encountered problems, how did you contact the Help desk? **(ALM0021)**

- Email
- Telephone
- Did not encounter problems

7)**SINGLE SELECT** If you contacted the Help desk, how long did it take to resolve your problem? **(ALM0022)**

- I was taken care of immediately (less than an hour)
- Within 8 hours (within the business day)
- Within 24 hours
- Within 48 hours
- Never resolved
- N/A

8) **SINGLE SELECT**_How satisfied were you with the service provided by the help desk? **(ALM0023)**

- 1=Completely Dissatisfied, 10=Completely Satisfied (changed to radio button scale per Christine, 7/12/06)

NAVIGATION QUESTIONS

9) **MULTI SELECT**_What type of difficulty, if any, did you encounter with the navigation process on this site? (multi-select per Christine, 7/12/06) **(ALM0024)**

- Could not navigate back to previous information
- Would often feel lost, not know where I was
- Links did not take me where I expected
- Did not know where to begin
- Links/labels are difficult to understand
- Too many links or navigational choices
- Had technical difficulties (e.g. broken links, error messages)
- Navigation did not support what I was trying to accomplish
- Did not have any difficulty navigating the site

10) **OPEN**_If you did not accomplish what you wanted, or did not find the information you were seeking, please specify what you wanted to accomplish or find: **(ALM0025)**